



Policies

Effective January 1, 2017

Intellectual Property

We have spent many years developing and perfecting our products. They are designed to satisfy Community Care Licensing Division (CCLD) and Regional Center regulations and standards. Adding or removing anything could lead to problems with licensure or vendorization.

We do not allow unauthorized modifications to our paperwork. Attempting to do so will void your product guarantee. With the exception of Part A forms, we *will not* provide you with modifiable copies of the documents we prepare. Documentation will be sent by email, or regular mail, as agreed on. Documentation delivered electronically will be in non-modifiable PDF format and *will not* be provided in a modifiable format (e.g., DOC, TXT), however, we are willing to make changes to some of our products to meet your needs. Please contact us to discuss your specific requirements. RA Mears Consulting will make any revisions to *our work* required by CCLD or the Regional Center for *initial* approval without additional charge to you.

Price Quotes

Price quotes we provide are good for 30 days. Please log on to our [Products](#) page for current prices.

Active, Inactive, Closed, and Permanently Closed Cases

Good communication between RA Mears Consulting and our clients is essential to preparing your paperwork. Long intervals of silence and disruptions are not conducive to the process. We understand that unforeseen situations arise, but we ask that you communicate these to us fully so that we can prioritize our workload, giving our full attention to clients that are ready to finish their job. Once we have started your paperwork, each job will be designated as one of the following:

Active Status

The client is communicating with RA Mears Consulting on a regular basis regarding their progress on any assignment or other work they are completing.

Inactive Status

The client has not communicated with RA Mears Consulting regarding their progress on any assignment or other work they are completing for a period of seven (7) days. *Inactive Status* cases can be easily reactivated, but any original timelines that were discussed with you will no longer apply. Your project will be placed in a queue behind other *Active Status* clients. To avoid having your case closed, you can request it be placed on inactive status at any time. Cases on *Inactive Status* for 12 full months or longer forfeit their down payment. If the cost of the down payment has been increased since your case was inactivated, as indicated in these *Products &*



Services Price List and Policies, your down payment will be per the new advertised price.

Closed Status

The client has not communicated with RA Mears Consulting regarding their progress on any assignment or other work they are completing for a period of fourteen (14) days. *Closed Status* cases require an additional down payment of \$200 to be reactivated. The additional down payment will be added to your original down payment and the total will be deducted from the final cost of the product. Any original timelines that were discussed with you will no longer apply. Your project will be placed in a queue behind other *Active Status* clients. If the price of the product you are purchasing has been increased since your case was closed, as indicated in these *Products & Services Price List and Policies*, your total cost will be per the new advertised price.

Permanently Closed Status

Balance payments are due when your project is done and ready to deliver to you. Once you are notified your project is done and ready for delivery, if your balance due is not paid in full within seven (7) days of the completion of your project, and you have not made other mutually agreed upon balance payment terms with RA Mears Consulting, your case will be permanently closed. Permanently closed cases cannot be reopened.

Guarantees

All prices include any revisions to our documentation required by either CCLD or Regional Center. No additional charges will be made for changes requested by either agency up to the point of licensure or vendorization. Changes requested by you after you obtain a license or vendorization may involve additional fees.

Guarantees do not include anything added to our work by the client. You are responsible for making requested changes to your own work. RA Mears Consulting reserves the right to see written requests for changes from CCLD or the Regional Center.

This guarantee is good for 6-months after product delivery. Because of changes to laws and standards, if for any reason you do not submit the application we prepared for you within 6-months of our delivering it to you, and additional fee may be required to make your application compliant with current laws and standards. Please contact us for a quote to complete these updates.

Initial Revisions and Corrections

Please review any documentation provided you right away for typos and other corrections. We will fix typos and make other such corrections needed to finish the first version of the product for the first thirty (30) days. Revisions requested after the initial 30-day period may be assessed a fee, payable in advance.



We elicit input during the preparation of your product. We are willing to incorporate a limited amount of information from you, such as program philosophies, community resources and consultants, House Rules, etc. Our products incorporate a variety of fonts, header styles, and other formatting elements that are CCLD and Regional Center standards. We do not make changes to these elements.

Cancellation Policies

Your time is valuable, and so is ours. We understand that there are sometimes circumstances beyond your control that result in your having to cancel or reschedule your appointment with us. We request that cancellations are made at least 24 hours before the scheduled meeting by phone or email.

2nd Cancellation - If you chose to reschedule and subsequently cancel again, you will be required to pay before doing so. The payment is not an additional fee, but an advanced payment on your total fees that demonstrates your good faith and desire to move forward. The fees are as follows: *Personalized Consultations* = 100% of the total price (i.e., \$100 or \$150); Any other product or service = 50% of the total price.

3rd Cancellation - If you chose to reschedule and cancel a third time, you will be required to pay before doing so. The payment is not an additional fee, but an advanced payment on your total fees that demonstrates your good faith and desire to move forward. The fees are as follows: *Personalized Consultations* = 100% of the total price (i.e., \$100 or \$150); Any other product or service = 100% of the total price.

Scheduling after a third missed appointment will be at the discretion of RA Mears Consulting.

All fees paid for cancellations are non-refundable.

Payment and Discount Policies

Payments

Payment is accepted by Visa, MasterCard, Discover, American Express, Money Order, cashier's, personal or business checks, or cash.

Balance payments are due when your project is done and ready to deliver to you. Once you are notified your project is done and ready for delivery, if your balance due is not paid in full within seven (7) days of the completion of your project, and you have not made other mutually agreed upon balance payment terms with RA Mears Consulting, your case will be permanently closed. Permanently closed cases cannot be reopened.

The fee from phone consultations is due at the beginning of the call. The fee for in-person consultations is due at the end of the consultation.



All products except license applications and Program Designs must be paid for in full before the job is started. License applications and Program designs require a down payment of \$275. The down payment is non-refundable, so please be sure you are ready to proceed when making it. The balance is due when the product is ready to be delivered to you. Paperwork products can be mailed, emailed, or delivered to you, as agreed on.

Our bank must clear personal or business checks before work can begin.

Discounts

If you purchase any Part A or Part B product, you will receive a *one-time* 50% discount on any *one* of the following:

Restricted Health Condition Waiver*
Incontinence Plan Of Operation
“Total Care” Plan Of Operation
Bedridden Plan Of Operation
Hospice Waiver Request
Dementia Plan Of Operation

*Up to 3 health conditions

You will receive a one-time 10% discount on your Regional Center Program Design if RA Mears Consulting prepared either a Basic Part B Application or Prime Part B Application for you.

You will receive a one-time 20% discount on your Regional Center Program Design if RA Mears Consulting prepared any bundled Part A and Part B license application for you.

If you purchase a Prime Part A and Basic Part B application, a \$225.00 discount will be applied to the total price of these two products combined.

If you purchase a Prime Part A and Prime Part B application, a \$225.00 discount will be applied to the total price of these two products combined.

Discounts are applied after the initial purchase has been paid in full. Any offer of a future discounted or gratis product is contingent on the initial product being completed and paid in full.

Discounts are not given on products or services that require traveling more than 30 miles from our office address.

Additional discounts can be given at the discretion of RA Mears Consulting.

General Policies and Caveats

You are accountable for knowing the contents of your documentation and for providing the services therein. To this end, RA Mears Consulting will provide an overview of any documentation provided to you, as needed.



We will provide one original copy of any document we prepare. You will be responsible for making any additional copies.

The information provided by RA Mears Consulting is based on knowledge gained during more than 35 years experience with CCF's, daily interaction with new CCF applicants and existing CCF's, and expertise in California Code of Regulations, Titles 17 and 22.

INFORMATION IS PROVIDED AS A MATTER OF INFORMATION AND EDUCATION ONLY. IT IS NOT INTENDED TO PROVIDE LEGAL ADVICE, OR LEGAL CONSULTATION. DO NOT TAKE ACTION IN SPECIFIC CASES WITHOUT FULL KNOWLEDGE OF THE FACTS.

CAVEAT: RA Mears Consulting reserves the right to modify any policy or condition stated herein. If this should occur after a down payment has been made, the client will be informed of the modification(s) in writing, and can choose to agree or decline before the work begins. Should the client decline, the down payment will be refunded within 30-days. Price quotes and discount offers are good for 30 days and a new quote and discount offer may be required if that time elapses without a down payment being made.

CAVEAT: An offer of a discount on future work is not a contract to complete that work. RA Mears Consulting reserves the right to refuse service to anyone. If we do so after a down payment has been received, the down payment will be refunded within 30-days.

Accepting for your security and convenience

