Trinity
Care, Customer Service, Communication

Trinity In Home Care recently became aware of allegations involving a former caregiver and the unauthorized use of client financial information. We take these allegations extremely seriously.

As soon as we became aware of the situation, the caregiver was terminated, and the matter was reported to law enforcement. We are cooperating fully with the investigation and are working directly with those who may have been affected.

Our immediate priorities are protecting our clients and supporting the affected families. Trinity is committed to working directly with those clients and families to address those losses, if any. We are also offering reimbursements to LifeLock to any clients affected.

Since 2012, Trinity In Home Care has served Cincinnati-area families with the belief that trust is the foundation of home care. When a family allows one of our caregivers into their homes, they are placing an extraordinary amount of trust in both that caregiver and in Trinity. We do not take that responsibility lightly.

While we cannot discuss specific details involving clients or an active law-enforcement investigation, we can discuss what Trinity is doing in response.

While **The Trinity Standard** has always included background screening as well as ongoing verification, training, oversight and education for caregivers, we recognize that there is an opportunity to further enhance our standards. These upgrades include a strengthened client-protection initiative that will add industry leading safeguards across caregiver screening, education, supervision, reporting, and client protection. The upgraded Trinity Standard will also provide clients and families with practical education and resources for protecting financial information, medications, valuables, and other sensitive items when receiving services in their homes.

No safeguard can eliminate every instance of individual misconduct. Our responsibility is to take concerns seriously, act immediately when something is wrong, support the people affected, learn from what happened, and continually strengthen the protections surrounding the people entrusted to our care.

Anyone with information or concerns related to this matter should contact Trinity In Home Care directly. Media inquiries may be directed to Founder and CEO Aaron Stapleton.