

Epilepsy Foundation Resource Database Inclusion/Exclusion Criteria

The Epilepsy Foundation of American (EFA) Epilepsy and Seizures Helpline provides information and referrals to people with epilepsy, their families, and caregivers. To provide this service, the EFA maintains an electronic resource database of relevant national and international resources. The EFA strives to keep these resources relevant and up to date through annual reviews. The EFA reserves the right to determine what organizations and programs will be included or excluded from this database. This determination is primarily based on the criteria listed here; however, information may also be gathered from outside resources such as GuideStar, Charity Navigator, the Better Business Bureau, Internal Revenue Service, consumer reports, news sources, and consumer surveys. The final decision to include an organization or program shall be at the sole discretion of the EFA.

Inclusion

- Epilepsy Foundation local chapter and affiliate partner offices and programs.
- Nonprofit organizations, critical for-profit organizations, and governmental entities that provide health programs, social services, educational resources, employment assistance, legal assistance, financial assistance, recreational resources, and other health & human services programs to people affected by seizures and the epilepsies.
- Nonprofit organizations, such as religious groups, social clubs, and community associations, that offer services to people with epilepsy, their families, and caregivers, not just to their members or that require enrollment as a member to obtain services.
- Nonprofit voluntary self-help support groups for people affected by seizures and the epilepsies.
- Nonprofit and critical for-profit international organizations that provide help to people affected by seizure and the epilepsies.
- Nonprofit organizations that advocate for policies that support the health and safety of people affected by seizures and the epilepsies.
- For-profit organizations that provide specific, unique services to people affected by seizures and the epilepsies.
- Coalitions of healthcare providers, mental health professionals, and allied health services that have a specialty in working with people affected by seizures and the epilepsies.

- Private practices that provide a specialized program for people affected by seizures and the epilepsies.

Exclusion

Certain types of organizations are not ordinarily included:

- Organizations that provide health and human services but explicitly deny service, or engage in discrimination, based on color, race, ethnicity, religion, creed, gender, gender identity, sexual orientation, ancestry, or nationality or require membership fees that serve primarily to discourage certain groups of persons from seeking their services.
- Organizations and governmental entities that offer services or engage in practices that are unlawful under federal, state, and local laws, or the laws within their specific country or have been publicly charged with or convicted of actions, not in the best interest of those persons they serve.
- Organizations that offer services that do not work with people affected by seizures and the epilepsies.
- Private practices of medicine, social work, nursing counseling, psychiatry, psychology, physical or occupational therapy, etc. that do not have a specialty in working with people affected by seizures and the epilepsies.
- Any organization that repeatedly fails to respond to EFA requests for current program information or misrepresents, by omission or commission, pertinent information about their services or any other pertinent matter.
- Any organization that repeatedly refuses to accept referrals from the EFA without cause.

Agreement

Agencies and programs that are included in the EFA's database agree to:

- Accept referrals from the EFA; and
- Update their agency and program information at least annually.

Completion and submission of an Inclusion Application is considered acceptance of these terms.

These criteria will be reviewed at a minimum of twice every year by the Resource Specialist or the Helpline Director to ensure that the resource database continues to meet the changing needs of the epilepsy community. Where special circumstances exist, not currently covered in these guidelines, the organization in question will be reviewed by the Resource Specialist and the Helpline Director.

The fact that an agency is or is not listed in the database is not an endorsement or lack of endorsement of their purpose, method, or quality of service.

Questions

Please direct any questions, comments, or concerns to our Health Resources Specialist, via email: infoeref@efa.org or phone: 800-332-1000.

Disclaimer:

The Information Specialist will strive to give the most accurate and appropriate information and/or referral possible. However, EFA is not responsible for the quality of service delivered by any agency to which an inquirer is referred that is not directly affiliated with EFA.

Information Specialists will provide referrals to appropriate, available agencies, and will not recommend one agency over another.

The resource directory information is up to date to the best of our knowledge. However, you should always call the provider to confirm the information and make an appointment. Be sure to confirm payment information with the provider if payment is required. The EFA does not rate, recommend, or endorse any non-Epilepsy Foundation agency. This information is provided as a public service to those in need.

The Epilepsy Foundation reserves the right to edit and condense information provided by organizations to meet style, format, and space requirements.