



Making Home the Best Place to Age

Home Maintenance Policy

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1. Purpose and Scope

This policy outlines the standards, procedures, and client responsibilities for EverHome Concierge's Home Maintenance and Organisation services. It ensures safe, respectful, and consistent support that enhances clients' independence and comfort while maintaining clear expectations for service delivery.

EverHome Concierge provides **non-medical, personalized services** for seniors in the Ottawa community to assist with daily tasks including home organisation, errand support, and general household assistance.

EverHome Concierge **does not provide and is strictly prohibited from performing** any regulated, medical, or personal care services, including but not limited to:

Prohibited Services

EverHome Concierge team members **will not**:

- Perform **regulated health care acts** under Ontario law
- Provide **medical care, nursing care, or clinical assessments**
- Assist with **personal care**, including:
 - Bathing, showering, toileting, or incontinence care
 - Dressing or grooming requiring physical assistance
- Perform **lifting, transferring, or mobility assistance**, including:
 - Bed transfers
 - Chair or wheelchair transfers
 - Physical support for standing, walking, or stair use
- Administer, manage, organize, or prompt **medications**, including:
 - Giving medications
 - Setting up pill organizers
 - Medication reminders
 - Handle medical equipment or devices
- Provide emergency medical response beyond calling emergency services

Clients requiring these services must engage licensed healthcare or personal support professionals.

2. Definitions

- **Service Provider / Care Associate:** A trained EverHome staff member or vetted contractor delivering Home Maintenance and Organisation services.
- **Client:** The individual receiving services, typically a senior citizen residing in their own home.

- **Home Maintenance:** Non-specialized support tasks designed to assist clients in keeping their living spaces safe, functional, and orderly.
 - **Home Organisation:** Assistance with sorting, arranging, tidying, and managing household spaces and items per client preferences.
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3. Service Description

3.1 Home Organisation

- Home Organisation services help clients maintain a clean, accessible, and comfortable living environment. Typical tasks may include:
- Decluttering and re-arranging personal items
- Organizing closets, cupboards, and storage areas
- Setting up systems for medication reminders, mail, bills, and household supplies
- Assisting with seasonal organization or downsizing projects
- Light cleaning support during completion of organisation tasks

Organisation always respects client preferences, privacy, and sentimental value of belongings.

3.2 Home Maintenance Support

Home Maintenance under this policy refers to **non-technical and non-contractor services**, including:

- Changing light bulbs or batteries in smoke detectors
- Assisting with basic home setup and arranging furniture
- Checking safety features (e.g., identifying trip hazards)
- Light household maintenance coordination (e.g., connecting clients with licensed professionals when tasks exceed our scope)

Tasks **do not include** specialized trades-level services (e.g., electrical systems, plumbing repairs, structural work), which must be handled by licensed professionals.

4. Client Eligibility and Assessments

- Clients must be **registered with EverHome Concierge** and must have completed an initial consultation to determine service needs and suitability.
 - Assessments consider client preferences, mobility limitations, cognitive needs, and environmental safety concerns.
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5. Service Limits and Responsibilities

5.1 EverHome Responsibilities

EverHome Concierge will:

- Deliver services in a **safe, respectful, and dignified manner**.
- Maintain clear communication about service scope, schedule, and any changes.
- Provide advance notice for any staffing changes or cancellations.
- Respect client privacy and household boundaries at all times.

5.2 Client Responsibilities

Clients (or their designated representatives) should:

- Provide safe and **accessible working spaces** for organisation tasks.
 - Clearly communicate preferences and goals.
 - Secure pets and remove hazards when possible.
 - Notify EverHome of any changes in health or mobility that impact service needs.
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6. Scheduling, Cancellations & Changes

- Services are scheduled in advance and confirmed with the client or their caregiver.
 - Clients should provide at least **24 hours' notice** for rescheduling or cancellations.
 - Cancellations without sufficient notice may incur a **cancellation fee** at EverHome's discretion.
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7. Privacy and Confidentiality

EverHome Concierge adheres to privacy and confidentiality standards consistent with the company mission to respect client dignity and personal space. Personal information and household details are kept confidential and only used for service coordination and quality improvement.

8. Safety Protocols

To protect both clients and service providers:

- Care Associates follow safety guidelines for lifting, handling, and mobility support.
 - Tasks that pose significant risk (e.g., climbing on ladders) will be referred to trained professionals.
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- If hazards are identified that could compromise client safety (e.g., loose rugs, blocked exits), these will be documented and communicated to the client or caregiver.
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9. Complaints & Feedback

EverHome Concierge encourages clients and families to communicate concerns or feedback. All complaints will be acknowledged promptly and addressed through the company's quality improvement process.

10. Policy Review

This policy is reviewed annually or as service offerings evolve to ensure alignment with best practices and client needs.
