



Making Home the Best Place to Age

Transportation Service Policy

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## 1. Purpose

This policy establishes standards, procedures, and responsibilities for transportation services provided or arranged by Everhome Concierge. The goal is to ensure safe, reliable, professional, and high-quality transportation experiences that support clients' independence and well-being.

Transportation services offered by Everhome Concierge are **non-medical in nature**. Everhome Concierge does not provide medical care, medical supervision, or emergency response services.

## 2. Scope

This policy applies to all Everhome Concierge staff, contractors, partners, and third-party providers involved in arranging or delivering **local transportation services as defined by Everhome Concierge** on behalf of Everhome Concierge. It covers local and long-distance transportation, scheduled services, and client support during transport.

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.

## 3. Definitions

**Local Transportation:** For purposes of this policy, “local transportation” is defined as transportation services provided **within a 30-kilometer radius of the client’s primary residence or pickup location**, or within a geographic area otherwise designated by Everhome Concierge based on operational capacity, provider availability, and safety considerations. Everhome Concierge reserves the right to modify this radius on a case-by-case basis.

## 4. Service Offerings

Everhome Concierge may arrange or provide the following non-medical transportation services:

- Local point-to-point transportation
- Transportation to medical appointments (non-medical transport only)
- Errands and personal outings
- Social, community, and family engagements
- Other transportation needs as requested

Services may be fulfilled directly by Everhome Concierge or through vetted, licensed third-party transportation providers.

## 5. Booking, Scheduling, and Rescheduling

### 4.1 Advance Booking Requirements

- Transportation services must be booked **no later than 48 hours in advance** of the requested service time.
- **Requests submitted less than 48 hours in advance must be made via telephone, are subject to availability, and are not guaranteed.**

### 4.2 Rescheduling

- Clients may **reschedule transportation services online up to 48 hours prior** to the scheduled service time.
- Rescheduling requests made within 48 hours of the scheduled service must be made **by phone** and are subject to availability.

### 4.3 Required Booking Information

Clients must provide accurate details, including:

- Pickup and drop-off locations
- Date and time of service
- Expected service duration
- Any mobility considerations disclosed by the client or caregiver
- Contact information

## 4.4 Confirmation

All transportation services must be confirmed by Everhome Concierge prior to fulfillment. Confirmation details will include provider information, pickup time, service duration, and pricing. Pricing provided in the confirmation does not include ancillary charges incurred on the day of transportation. Such charges will be billed subsequently as they are incurred, in accordance with Section 6 of this policy.

## 6. Cancellations and Changes

- **Cancellations must be provided at least 48 hours in advance** of the scheduled transportation service.
- Cancellations made with less than 48 hours' notice may result in charges based on reserved resources and provider commitments.
- No-shows may result in full charges.

## 7. Pricing and Payment

- Pricing may be flat-rate or hourly, depending on the service.
- **Hourly transportation fees do not include ancillary expenses**, including but not limited to parking fees, tolls, valet charges, or similar costs. These will be billed as **additional charges**.
- If transportation services extend **beyond the agreed booking time**, an **additional charge will apply for each 30-minute increment (or portion thereof)** incurred beyond the scheduled time.
- By booking transportation services, clients acknowledge and accept responsibility for applicable additional charges, overtime fees, and late cancellation charges.
- Payment terms are outlined in the client agreement or service invoice.

## 8. Safety, Compliance, and Insurance

### 7.1 Driver and Vehicle Standards

- Drivers must hold valid licenses and required certifications.
- Vehicles must be clean, insured, well-maintained, and compliant with applicable laws.

### 7.2 Non-Medical Transportation Disclaimer

Transportation services are non-medical. Everhome Concierge and its providers do not provide medical assistance, monitoring, or emergency response. Clients requiring medical supervision must arrange appropriate medical transportation services. **Everhome Concierge does not provide or guarantee the availability of special-needs or medically equipped vehicles.**

### 7.3 Insurance

Liability coverage for transportation-related incidents is maintained by the transportation provider performing the service. Everhome Concierge's insurance coverage is limited to its role as a concierge and coordinator, subject to policy terms and applicable law.

## 9. Client Conduct and Safety

Clients are expected to:

- Treat drivers and staff with respect
- Comply with safety instructions and applicable laws
- Avoid unsafe, disruptive, or abusive behavior

Everhome Concierge reserves the right to refuse or immediately terminate transportation services if a client's behavior is deemed unsafe, unlawful, or abusive. Fees for terminated services may still apply.

## 10. Client Fitness and Accessibility

- Clients or their designated representatives are responsible for confirming that the client is physically and cognitively fit for transportation without medical supervision.
- Everhome Concierge does not assess medical or mobility fitness beyond information provided by the client or caregiver.
- Reasonable mobility accommodations will be made when requested in advance, subject to provider availability.

## 11. Third-Party Providers

- Everhome Concierge acts solely as a **coordinator of transportation services** and does not operate as a licensed transportation carrier.
- Transportation services may be performed by independent third-party providers who retain responsibility for vehicle operation, driver conduct, and legal compliance.
- Any service issues or incidents should be reported to Everhome Concierge promptly.

## 12. Liability Limitations

- Everhome Concierge is not responsible for delays caused by traffic, weather, road conditions, mechanical issues, or circumstances beyond reasonable control.
- Everhome Concierge and its providers are not responsible for loss, theft, or damage to personal belongings during transportation.

- Liability for transportation incidents is governed by applicable law and relevant third-party provider agreements.

### 13. Complaints and Feedback

Clients are encouraged to provide feedback or report concerns regarding transportation services. Complaints will be reviewed promptly to maintain service quality.

### 14. Policy Review and Updates

This policy is reviewed periodically and may be updated to reflect operational, regulatory, or service changes. The most current version is available upon request.

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