



Making Home the Best Place to Age

Hourly Concierge Service Policy

Contents

Hourly Concierge Service Policy	Error! Bookmark not defined.
1. Purpose.....	3
2. Scope	3
Prohibited Services.....	3
3. Definitions.....	4
4. Booking & Scheduling	4
5. Pricing & Billing	4
6. Core Hourly Service Offerings	4
6.1 Daily Living Support.....	4
6.2 Personalized Assistance	5
7. Service Standards	5
8. Cancellation & Changes.....	5
9. Client Rights & Responsibilities.....	5
Clients have the right to:.....	5
Clients are responsible for:.....	5
10. Confidentiality & Privacy	5
11. Quality Assurance.....	6
12. Emergency Protocol.....	6

1. Purpose

The Hourly Concierge Service Policy defines how EverHome Concierge delivers on-demand, hourly support to seniors and clients, ensuring consistent, high-quality service that enhances independence, safety, and quality of life.

This policy supports the organization's mission to provide compassionate, reliable, and personalized non-medical assistance enabling seniors to remain confident and comfortable at home.

2. Scope

Applies to:

- All hourly concierge services provided to clients of EverHome Concierge.
- All contracted service professionals and staff delivering hourly tasks.
- All clients and their legally authorized representatives.

Services are offered in the **Ottawa area** during published business hours (typically weekdays, 08:30–17:00).

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

- **Client:** A senior or authorized representative receiving services.
 - **Hourly Concierge Service:** Tasks provided on an hourly basis tailored to client needs, non-medical in nature.
 - **Service Provider / Team Member:** Trained EverHome staff or vetted provider delivering scheduled tasks.
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4. Booking & Scheduling

- Hourly services must be scheduled in advance via phone, email, or the company's booking system.
 - Same-day appointments may be offered subject to availability.
 - Clients will receive a confirmation of date, time, and estimated duration.
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5. Pricing & Billing

- Hourly rate is charged per hour or part thereof, as outlined in published service rates.
 - A **minimum booking duration** (e.g., 2 hours) may apply.
 - Billing is based on **actual time worked**, tracked and confirmed by the service provider.
 - Invoices are issued after service or on a recurring schedule, depending on client preferences.
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6. Core Hourly Service Offerings

EverHome Concierge's hourly services are tailored to daily living support needs for seniors, and may include, but are not limited to:

6.1 Daily Living Support

- Assistance with errands (e.g., grocery shopping).
 - Transportation support (to appointments, errands, social outings).
 - Home organization and light housekeeping tasks.
 - Technology support and assistance.
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6.2 Personalized Assistance

- Event or celebration planning support (e.g., birthdays, seasonal gatherings) — often billed hourly or custom quoted. ([Everhome Concierge](#))
- Friendly check-ins and companionship.

Note: Services are non-medical; staff do not provide clinical care, medication administration, or medical treatments.

7. Service Standards

EverHome Concierge is committed to services that are:

- **Personalized:** Tailored to individual client needs.
 - **Respectful & Safe:** Delivered with dignity, compassion, and privacy.
 - **Reliable:** On time, attentive, and consistent with client expectations.
 - **Communicated Clearly:** Clients receive clear updates before and after each service session.
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8. Cancellation & Changes

- Clients should notify EverHome Concierge at least 48 hours in advance to cancel or reschedule service.
 - Late cancellations or same-day cancellations may incur a fee equivalent to a portion of the booked service time.
 - Service changes requested by clients are confirmed on a best-effort basis.
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9. Client Rights & Responsibilities

Clients have the right to:

- Be treated with dignity and respect.
- Receive timely and professional services.
- Ask questions and request clarifications regarding the service.

Clients are responsible for:

- Providing accurate information relevant to service delivery.
 - Ensuring a safe environment for staff to perform tasks.
 - Informing EverHome Concierge of any changes in needs or preferences.
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10. Confidentiality & Privacy

Service providers must maintain confidentiality of all client information unless otherwise required by law or with explicit consent from the client or their representative.

11. Quality Assurance

- Clients and families are encouraged to provide **feedback** after services.
 - Quality reviews and periodic adjustments to service plans are conducted to align with evolving needs.
 - Staff receive ongoing training in respectful, client-centered service best practices.
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12. Emergency Protocol

- Staff are trained to respond to minor incidents (e.g., slips, falls) while escorting or assisting clients.
 - In case of serious emergencies, staff will contact emergency services and notify the client's emergency contact immediately.
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