



Making Home the Best Place to Age

## Errand Service Policy

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## 1. Purpose

The purpose of this Errand Service Policy is to define the scope, standards, and expectations for errand services provided by EverHome Concierge. This policy ensures clients receive safe, reliable, and respectful support with everyday tasks that enable independence and comfort in their homes. ([Everhome Concierge](#))

## 2. Scope

This policy applies to all **EverHome Concierge employees, contractors, and representatives** when performing errand services for clients. It governs tasks offered, scheduling, client interactions, privacy, safety, service limitations, fees, and cancellation procedures.

## 3. Service Description

Errand services are a part of EverHome Concierge's **non-medical, personalized support offerings** designed to assist seniors with routine, external tasks that support daily living and independence. These tasks include, but are not limited to:

- Grocery shopping and delivery support
- Prescription pick-up
- Post office and mailing errands
- Dry cleaning drop-off and pick-up
- Gift and personal shopping
- Package pick-up/drop-off
- Miscellaneous errands as agreed upon

Services are provided in a **supportive, respectful, and client-centered manner** and complement other offerings such as daily living assistance, transportation support, home organization, and technology support.

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.

#### 4. Eligibility and Client Assessment

- Errand services are available to clients with active engagements with EverHome Concierge.
- Prior to service initiation, every client will have a **consultation** to assess needs, preferences, and any limitations.
- Clients (or their designated representatives) must provide specific details for errands, including addresses, items needed, and any special instructions.

#### 5. Scheduling and Notice Requirements

- Errand requests must be submitted at least **48 hours in advance** whenever possible to ensure availability and planning.
- Same-day requests may be accommodated at the discretion of EverHome Concierge staff based on capacity and safety considerations.
- Clients will be advised of the **scheduled time window** for errand completion.

#### 6. Fees and Payment

- Errand services are billed according to the published **Plans & Pricing** or agreed-upon custom plan.
- Clients are responsible for the **actual costs** of purchases and services incurred during errand execution (e.g., groceries, postage, dry cleaning).
- Service fees may be charged on an **hourly basis**, as part of a retainer, or as per a customized plan.

#### 7. Client Interaction Standards

- EverHome Concierge staff will:
- Communicate courteously and professionally with clients and third parties.
- Confirm details before executing errands.
- Respect client preferences, privacy, and property at all times.
- Wear appropriate identification while performing services.

#### 8. Safety and Confidentiality

- Errand staff will not perform tasks that compromise safety (e.g., lifting heavy items beyond safe limits).
- All client personal information will be treated as **confidential** and used only for service delivery.
- Staff will not request or require access to sensitive personal data beyond what is necessary to complete assigned tasks.

## 9. Service Limitations

EverHome Concierge **does not provide**:

- Medical care, medical transport, or clinical assistance.
- Tasks that require specialized training or certification (e.g., administering medications, healthcare tasks).
- Driving clients' vehicles or engaging in risky physical labor.
- Handling of hazardous, illegal, or unsafe errands.

## 10. Cancellation and Changes

- Clients should provide at least **48 hours' notice** to cancel or reschedule an errand to avoid potential fees.
- Cancellations within less than 48 hours may be subject to a cancellation fee, depending on staff allocation and third-party commitments.

## 11. Client Feedback and Resolution

EverHome Concierge welcomes feedback and strives to resolve concerns promptly. Clients can communicate complaints or service issues via phone, email, or during scheduled consultations.

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