

1. Our Commitment to Privacy

Everlight Home Care respects the privacy, dignity, and confidentiality of every client, family member, caregiver, and website visitor. We are committed to protecting personal information and personal health information with care, honesty, and responsibility.

Because we provide home care services, we may collect information that helps us understand a client's needs, safety concerns, care preferences, and support requirements. We collect only the information reasonably needed to provide safe, personalized, and reliable care.

2. Information We May Collect

Everlight Home Care may collect the following types of information:

Personal information, such as name, address, phone number, email address, emergency contact details, and billing information.

Care-related information, such as mobility needs, daily living support needs, medical conditions shared with us, medications, allergies, fall risks, routines, care preferences, and family instructions.

Service information, such as visit schedules, care notes, caregiver assignments, service changes, incident reports, and communication records.

Website information, such as contact form submissions, consultation requests, and basic website usage data.

3. Why We Collect Information

We collect information to:

Provide safe and personalized home care services.

Create and update care plans.

Schedule caregivers and manage visits.

Communicate with clients, families, substitute decision-makers, and emergency contacts.

Respond to questions, concerns, or service requests.

Process billing and business records.

Meet legal, professional, insurance, and safety obligations.

Improve the quality of our services.

4. Consent

Everlight Home Care collects, uses, and shares personal information with consent, unless the law allows or requires otherwise.

Consent may be provided by the client, a substitute decision-maker, legal representative, or another authorized person. Consent may be written, verbal, electronic, or implied depending on the situation and the type of service requested.

Clients may withdraw consent, subject to legal, safety, contractual, or service-related limits.

5. How We Use and Share Information

Everlight Home Care uses client information only for care, service, safety, communication, and business purposes.

We may share limited information with:

Assigned caregivers and internal team members.

Family members or representatives authorized by the client.

Health care providers involved in the client's care, where permitted.

Emergency services if there is a serious safety concern.

Insurance, legal, regulatory, or government authorities where required by law.

We do not sell client information.

6. Confidentiality

All Everlight Home Care team members are expected to protect client privacy and keep client information confidential. Caregivers and staff must not discuss client information with unauthorized people or share private details outside the purpose of care. Client dignity and confidentiality are part of our standard of care.

7. Safeguarding Information

Everlight Home Care uses reasonable physical, administrative, and electronic safeguards to protect personal information from unauthorized access, loss, misuse, copying, disclosure, or modification.

These safeguards may include secure record storage, limited access to client files, confidentiality expectations for staff, secure communication practices, and careful handling of care records.

8. Retention of Information

Everlight Home Care keeps personal information only as long as necessary for care, business, legal, insurance, and record-keeping purposes.

When information is no longer required, we will securely delete, destroy, or anonymize it where appropriate.

9. Website Forms and Communication

When visitors use our website contact forms, request a consultation, call, text, or email us, we may collect the information provided to respond to the inquiry.

Please avoid sending highly sensitive medical information through general website forms unless requested through a secure method.

10. Email, Phone, and Text Communication

Everlight Home Care may communicate with clients and families by phone, email, text message, or other agreed methods.

Because email and text may not always be fully secure, we encourage clients and families to speak with us if they prefer a specific communication method.

11. Privacy Concerns or Questions

Clients, families, and website visitors may contact Everlight Home Care with privacy questions, concerns, access requests, or correction requests.

Everlight Home Care

Email: everlighthomecare1@gmail.com

Phone: +1 226 884 0401

Website: www.elhc.ca

12. Updates to This Policy

Everlight Home Care may update this Privacy Policy from time to time. The updated version will be posted on our website with a new effective date.
