

Terms of Service & Client Care Policy

Everlight Home Care

Helping you heal, live and feel at home.

Last Updated: [13-06-2026]

Welcome to Everlight Home Care. These Terms of Service explain how our services are provided and the responsibilities of clients, families, caregivers, and Everlight Home Care. By booking or receiving services from Everlight Home Care, the client and/or responsible family representative agrees to follow these terms.

1. Our Services

Everlight Home Care provides non-medical home care support, which may include personal care assistance, companionship, respite care, mobility support, meal preparation, light housekeeping, dementia support, palliative comfort support, and medication reminders.

Our caregivers do not provide medical diagnosis, medical treatment, medication administration, wound care, injections, or nursing services unless such service is clearly arranged in writing with properly qualified personnel.

All services are provided based on the client's care needs, safety, caregiver availability, and the agreed care plan.

2. Client and Family Responsibilities

Clients and families are responsible for providing accurate information about the client's health condition, mobility level, care needs, home environment, pets, infection risks, smoking exposure, and any safety concerns.

The home must be reasonably safe, clean, and accessible for the caregiver to provide care. Clients and families must inform Everlight Home Care as soon as possible if there are changes in the client's health, behaviour, mobility, infection status, home condition, or service needs.

Family members or other persons in the home must treat caregivers with respect, dignity, and courtesy. Abusive, threatening, discriminatory, aggressive, or unsafe behaviour may result in the visit being paused, rescheduled, modified, or discontinued.

3. Pet Safety

For everyone's safety, clients and families must ensure pets are safely secured during care visits when requested or when a pet may distract, frighten, or create risk for the caregiver or client.

Caregivers are not responsible for pet care unless agreed in writing. This includes feeding, walking, cleaning, lifting, restraining, medicating, or handling pets.

If a pet creates an unsafe environment, Everlight Home Care may pause, reschedule, or modify the visit. Repeated pet-related safety concerns may require a written safety plan before services continue.

4. Caregiver Safety and Safe Working Environment

Everlight Home Care is committed to protecting both clients and caregivers. Caregivers must be able to provide care in an environment that is safe, respectful, and free from avoidable hazards.

A visit may be refused, paused, rescheduled, or modified if there is a safety concern, including but not limited to:

- Aggressive behaviour, threats, harassment, or verbal abuse
- Unsafe pets or unsecured animals
- Heavy smoke, strong odours, poor ventilation, or unsafe air quality
- Visible weapons, violent behaviour, or serious safety hazards
- Unsafe flooring, blocked walkways, poor lighting, or fall risks
- Infestation, excessive clutter, bodily fluids, or unsanitary conditions
- Infectious illness risk without proper precautions
- Unsafe lifting, transferring, or mobility support needs
- Any condition that may place the client, caregiver, or others at risk

Everlight Home Care may require changes to the home environment, additional equipment, family support, or a revised care plan before services continue.

5. No-Lift and Transfer Limitations

Caregivers are not permitted to perform unsafe lifting, heavy lifting, or transfers that are beyond their training, role, physical ability, or the approved care plan.

Caregivers may assist with safe mobility, walking, repositioning, and transfers only when it can be done safely. If a client requires mechanical lifting, two-person assistance, specialized equipment, or a higher level of care, Everlight Home Care may require proper equipment, additional caregiver support, or referral to an appropriate healthcare professional.

Caregivers may refuse or stop a lift or transfer if they believe it is unsafe for the client or caregiver.

6. Smoke-Free and Safe Air Environment

Clients and families must provide a smoke-free environment during care visits. Smoking, vaping, cannabis smoke, or other strong fumes should not be present while a caregiver is providing service.

Everlight Home Care may ask that smoking or vaping stop before and during the visit, that windows be opened, or that the care area be properly ventilated. If the environment is unsafe or uncomfortable for the caregiver, the visit may be paused, shortened, rescheduled, or modified.

7. Weapons, Violence, and Safety Hazards

Weapons, dangerous objects, or serious safety hazards must be safely secured and kept away from the care area before the caregiver arrives.

Everlight Home Care has zero tolerance for threats, intimidation, violence, harassment, or unsafe conduct toward caregivers, clients, or staff. If a caregiver feels unsafe, they may leave the home immediately and report the situation to Everlight Home Care.

In serious cases, Everlight Home Care may contact emergency services or discontinue services.

8. Infection Control and Illness Reporting

Clients and families must inform Everlight Home Care before a visit if the client or anyone in the home has symptoms of a contagious illness, including fever, cough, vomiting, diarrhea, rash, flu-like symptoms, COVID-19 symptoms, or any known infectious condition.

Everlight Home Care may use infection-control precautions such as hand hygiene, gloves, masks, protective equipment, cleaning procedures, or visit modifications when needed.

If infection risk is high or proper precautions cannot be followed, Everlight Home Care may pause, reschedule, or modify the visit to protect the client, caregiver, and community.

Clients and families are expected to cooperate with reasonable infection-control measures.

9. Cancellations, Rescheduling, and Missed Visits

Use this simple professional wording:

Cancellation and Hourly Billing Policy

Everlight Home Care services are billed by the hour based on the scheduled visit time.

Clients are requested to give at least **24 hours' notice** for any cancellation or schedule change.

Late cancellations, missed visits, or visits cancelled after the caregiver arrives may be charged for the full scheduled visit time, unless it is due to an emergency or approved by Everlight Home Care.

Everlight Home Care will make reasonable efforts to provide consistent caregivers and schedules; however, visits may need to be changed due to caregiver illness, weather, emergency, unsafe conditions, or other unavoidable circumstances.

If Everlight Home Care needs to reschedule a visit, we will contact the client or family representative as soon as possible.

10. Visit Refusal, Pause, or Rescheduling

Everlight Home Care may refuse, pause, reschedule, or modify a visit when:

- The home environment is unsafe
- The client's needs are beyond the agreed care plan
- Required equipment or family support is not available
- A pet, person, or hazard creates risk
- Infection-control precautions cannot be followed
- The caregiver experiences abuse, threats, harassment, or unsafe behaviour
- Payment issues remain unresolved
- The client requires emergency medical care

If a caregiver arrives and determines that care cannot be safely provided, the caregiver may contact Everlight Home Care for direction. The visit may be stopped or adjusted for safety reasons.

11. Payment Terms

Payment is required according to the agreed service arrangement, invoice, or care agreement.

Clients are responsible for paying all approved service charges, including scheduled care hours, minimum visit charges, late cancellation fees, and any other agreed fees.

Invoices must be paid by the due date shown on the invoice. Late or missed payments may result in service interruption, suspension, or cancellation.

Everlight Home Care may require a deposit, prepayment, or updated payment arrangement before continuing services.

12. Care Plan Changes

Care needs may change over time. Everlight Home Care may review and update the care plan when needed to ensure the service remains safe, appropriate, and effective.

If the client's condition changes significantly, Everlight Home Care may recommend additional support, a reassessment, medical attention, equipment, or a different level of care.

Any major change to service hours, duties, fees, or care expectations should be confirmed in writing.

13. Medication Reminders

Caregivers may provide medication reminders only when included in the care plan. This may include reminding the client to take medication that has already been prepared or organized by the client, family, pharmacist, nurse, or authorized healthcare provider.

Caregivers do not prescribe, adjust, crush, prepare, administer, or decide whether a medication should be taken unless specifically authorized under an appropriate written care arrangement and permitted by law and role.

14. Light Housekeeping and Non-Care Tasks

Light housekeeping may be provided only when included in the care plan. This may include simple tasks such as dishes, laundry, tidying the client's care area, changing linens, or light meal cleanup.

Caregivers are not responsible for heavy cleaning, moving furniture, deep cleaning, snow removal, yard work, unsafe household repairs, pest control, or tasks that create risk.

15. Emergency Situations

Everlight Home Care is not an emergency medical service. If there is a medical emergency, clients or family members should call 911 immediately.

If a caregiver observes a serious emergency, fall, sudden health change, unsafe condition, or immediate risk, the caregiver may call emergency services and notify the family or emergency contact.

16. Respect, Privacy, and Confidentiality

Everlight Home Care respects the privacy and dignity of every client. Client information will be handled carefully and used only for care, service coordination, billing, legal, safety, and business purposes as described in our Privacy Policy.

Clients and families must also respect the privacy and dignity of caregivers. Recording, photographing, or posting caregivers online is not permitted without prior consent.

17. Limitation of Service

Everlight Home Care will make every reasonable effort to provide safe, reliable, and compassionate care. However, services depend on caregiver availability, client needs, home safety, weather, emergencies, and other practical limitations.

Everlight Home Care may decline or discontinue services that are unsafe, outside our scope, unpaid, abusive, or not suitable for home care support.

18. Agreement to Terms

By booking, confirming, or receiving services from Everlight Home Care, the client and/or responsible representative agrees to these Terms of Service and Service Policy.

Everlight Home Care may update these terms when needed. The latest version posted on our website will apply to future services.