

ONE TIME ASSIST

Syracuse, NY (Onondaga County) | (680) 242-2470

SERVICE AGREEMENT

1. Parties & Scope of Services

This Agreement is made between One Time Assist ("Provider"), and the undersigned client or the client's authorized representative ("Client"). Provider furnishes one-time, prepaid personal care and non-medical assistance, including personal care assistance, bedside care, meal and errand support, technology assistance, light housekeeping, and companionship. Provider does not furnish nurse-level medical care, including injectable medications, wound care, tracheostomy care, feeding tubes, end-of-life narcotics (such as morphine), or other end-of-life care. Provider may change external catheter drainage bags (small to large or vice versa) and clean the surrounding area, but does not insert catheters and does not provide colostomy bag care of any kind.

2. Client Responsibilities

Client shall provide a clear entrance and a safe working environment for each visit, shall ensure no aggressive animals are present during a visit, and shall supply and maintain in proper working order any equipment required for Client's care. Cleanup of pet or animal waste is Client's responsibility unless otherwise arranged in advance.

3. Release of Liability

Client releases Provider from liability for injury, loss, or damage arising during a visit from circumstances beyond Provider's reasonable control, including Client's pre-existing conditions, equipment supplied by Client, or the acts of other individuals present.

4. Transportation

Provider holds a Class E license. When transportation is provided, service is limited to two passengers. Provider's vehicle is not wheelchair accessible. An additional mileage fee applies. Client releases Provider from liability for injury or loss occurring while Client is a passenger in Provider's vehicle, except as prohibited by law.

5. Cancellation

Client may cancel a scheduled visit. If cancellation occurs after Provider has arrived, a fee equal to half the scheduled visit's rate applies, except in cases of genuine emergency at Provider's discretion. Failure to pay an outstanding cancellation fee will result in Client being disqualified from booking future services with Provider.

6. Payment

Payment is due in cash or Venmo, collected in person prior to the start of services. Personal checks, credit cards, and PayPal are not accepted. Payment is not collected through the One Time Assist website. Cash tips are not accepted; tips may be sent via Venmo. Services involving extended driving or errands may include an additional mileage-based fee, disclosed to Client in advance.

7. Confidentiality

Client information is not disclosed to third parties, is retained offline, and is accessible only to those directly involved in providing Client's care.

By signing below, Client acknowledges having read and agreed to the terms of this Agreement.

Client Print Name: _____ Date: _____

Client Signature: _____

Provider Signature: _____ Date: _____

Have the signed copy ready, or one will be provided to you. Both Client and Provider retain a signed copy for their records.