

EVERGREEN NURSING SERVICES' CANCELLATION POLICY:

- ❖ Evergreen Nursing Services requires that all clients' provide a minimum of 24 hours notice to cancel a scheduled visit. Failing to do so will be deemed as a late cancellation or no show and will be included in your monthly invoice.
- ❖ To cancel a scheduled shift, please contact the office at 604-264-7959 if between the hours of Monday to Friday (8:30 am to 4:30 pm). If you are calling outside of office hours or on the weekend, please contact the On-call Supervisor at 604-816-1825.
- ❖ If there is an unexpected illness or family emergency resulting in an unavoidable late cancellation, we will take this into consideration on a case-by-case basis.
- ❖ It is the responsibility of the client to contact the office to cancel services scheduled for statutory holidays. Please note, services rendered on stat holidays will be charged out at 1.5 times the hourly rate.