

BOSTON NURSING CARE & CONSULTING



Better Home Care and Patient Advocacy

Schedule Change and Notice Policy

At **Boston Nursing Care and Consulting**, we understand that client needs may change over time. To ensure consistency of care and adequate staffing, the following policy applies to all schedule changes.

1. Notice Requirement for Schedule Changes

- Clients are required to provide a **minimum of two (2) weeks' notice** for any **significant changes** to their existing care schedule.
- Significant changes include, but are not limited to:
 - Reducing or canceling regular shifts or hours
 - Changing shift days or times on an ongoing basis

2. Decrease in Hours

- If less than two (2) weeks' notice is provided for a decrease in scheduled hours or cancellation of shifts, clients will be **billed according to their existing schedule** for that two-week period.
- This policy helps us maintain caregiver commitments and fair scheduling practices.

3. Increase in Hours

- Requests to **add hours or shifts** will be accommodated **to the best of our ability**, depending on staff availability.
- While we strive to fulfill all additional requests, we cannot guarantee coverage for added hours. Our team will make every reasonable effort to secure caregivers for the requested times.

4. Emergency or Special Circumstances

- We understand that unexpected situations can arise, such as **hospital visits, medical emergencies, or other unforeseen circumstances**.
- In these cases, **Boston Nursing Care and Consulting** will make every effort to accommodate necessary schedule changes and will work with clients and caregivers to ensure care continuity.
- Management reserves the right to determine what qualifies as an emergency or unforeseen circumstance.