



Cancellation Policy

Should you need to cancel any of our services, please notify us 24 hours in advance. Failing to do so will result in a 100% charge to your account.

Service Interruption Policy

The EORC strives to offer services and programs that are planned with the safety of clients, caregivers, volunteers, and staff in mind. Consequently, all transportation services will be cancelled if the Ottawa Carleton District School Board and/or the Ottawa Carleton Catholic District School Board cancel bus transportation for the day. Local radio stations and www.ctvottawamorning.ca start broadcast cancellations at 6:15am. Every attempt will be made to provide access to essential services and basic needs however we encourage stocking up 7 days worth of non-perishable food items or frozen meals and bottled water during the winter months.

In the event of other emergency closures or cancellations every effort will be made to inform clients of the cancellation and/or closure. Please note that fees for any services cancelled at the discretion of the EORC will not be charged to our clients.