

PEGASUS SUPPORT SERVICES DISCLOSURE STATEMENT

Pegasus Support Services provides assistance to guardians, care managers, trust officers, power of attorney and health care representatives, and family members with supportive services for their clients and loved ones through the following activities:

Services offered:

- **Medical Attendant***
 - Pick up client from home (private home, facilities, adult care homes)
 - Transport to medical appointments (doctor, dentist, eye, specialists)
 - Attend medical appointment
 - Take detailed notes
 - Obtain after visit summary
 - Provide detailed narrative to responsible party

- **Social/Recreational Outing***
 - Pick up client from home (private home, facilities, adult care homes)
 - Escort to activity of client/responsible parties' choice
 - Restaurants Concerts
 - Shopping Park
 - Bowling Church
 - Movies Zoo
 - Scenic drives Travel
 - Provide companionship and supervision during outing
 - Provide detailed narratives to responsible party

- **Other Services available (see separate disclosure statements):**
 - **In-home care services** including personal care and medication management, from four to 24-hour shifts is provided through our in-home care agency. Information available through a separate disclosure statement.
 - **Care Management Services** are provided to assist clients, families, and fiduciaries with the coordination of all aspects of client care, including assessments, care plans, medical advocacy, placement, and more. All Care Managers, at minimum, hold an advanced degree in Social Work. Services provided by sister company Paladin Advocates.

- **COVID policies**
 - All cars are sanitized after each outing per CDC guidelines
 - Clients ride in the back for social distancing
 - A/C and/or fan are set for outside air and depending on weather, windows are open

- Employees wear masks during the outing
- Masks and gloves are available for client's use
- We are unable to transport clients showing active symptoms of COVID
- **Charges for Services**
 - Rate is \$60.00 per hour for medical attendant and social/recreational outings
 - Services will be billed for a minimum of two hours
 - \$4 fee for sanitizing cars and providing protective equipment
 - Time to sanitize cars after outing will be billed
 - Clients will be charged one and one-half (1 ½) times the applicable rates set forth above for services provided on the following Holidays: New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day. All hours of service provided during the 24-hour period from 12:01 AM until midnight on the Holiday will be charged at the Holiday rate.
 - Time starts when the employee leaves the office until they return to the office

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- **Starting Services:**
 - Responsible party provides:
 - Detailed profile on the client including demographics, likes/dislikes, allergies, relevant medical history and medications as well as permissible activities.
 - Billing information
 - Picture of client
 - Request for wheelchair van
 - Details on time and place of outings as well as any special instructions
- **Billing**
 - Unless otherwise specified, Medical Outings will be billed within 48 business hours of services. Regularly scheduled Social Outings will be billed twice monthly on the 10th and 25th of each month. Payment is due upon receipt of the bill and the Client has 10 days to remit payment before any interest or penalties may be applied.
 - Payments later than 30 days will be charged 1.5% fee on unpaid balances charged monthly.
 - Clients and/or responsible parties will be given a 30 day written notice of increase in rates.
- **Cancellation Policy**
 - Services must be canceled at least four hours prior to the start of shift. If not, the client will be charged for one hour.
- **Refund Policy**

- If either we or a Client become aware of a situation where the Client was billed at an incorrect rate or for services not provided, or if the Client overpaid for any reason, or if there is a valid reason for an adjustment for billing that was paid, we will reflect a credit in the appropriate amount on the next billing, or, if the Client requests it, we will promptly issue a refund check. Clients may notify us by telephone, in writing, or in person of a request for a refund.
- **Termination of Services**
 - We reserve the right to terminate services to a Client immediately with a verbal or written notice when the continuation of service to a client may place our Employees in an unsafe or inappropriate situation. (Verbal notices will be followed by an email or written notice)
 - We reserve the right to terminate services to a Client on 48 hours' notice if the client has failed to pay for past services rendered after reasonable collection efforts.
 - Client has the right to terminate Services at any point with no notice. Clients will still be responsible for fees for any services provided but not yet paid.
- **MISC**
 - All company cars have dash cameras and GPS systems installed. The cameras record "harsh" events such as speeding, hard braking, accidents, or distracted driving. The client might show up in the video feed, however there is no audio.
- **Contacting Pegasus Support Services**
 - Our business hours are Monday through Friday from 8:30 AM until 5:00 PM.
 - Limited phone service after business hours are also available.

I have read and reviewed this Disclosure Statement and have received a copy for my records.

Client/Client Representative Date

Pegasus Support Services Date

*** If excessive personal care services are necessary, the client will need to be brought into services under In-Home Care.**