



## CLIENTS RESIDING OUTSIDE EENP'S SERVICE AREA

EENP defines its service area as a 2.5 hour driving radius from EENP's facility. Applicants who live outside this area are considered on a case-by-case basis. Applicants must be able to access the EENP training facility for placement training and follow-up support. This includes:

- Client Team Training, which is 2 weeks long
- Follow up training for the 12 months following placement (you may be required to come for training as much as 4 times per month)
- Annual assessments until dog retires (in some cases, video assessment may be arranged)

Follow-up support for clients is free of charge for all clients in our service area. However, because of the added time and expense in visiting clients outside of our service area, EENP will bill these clients for some expenses for preparation, training, and support visits. These may include:

- Home visit prior to EENP Client Team Training
- Home visit within 3 months of placement
- Home visit for final evaluations, at approximately 6 - 12 months after placement
- Home visit for annual assessments
- Upon client request for training issues requiring a home visit to be addressed

EENP expects to spend up to 9 hours of staff time, including travel time, for a home visit at the outer limit of our service area, with a round trip mileage of up to 300 miles. EENP bills clients who are outside our service area for trip expenses that total over this amount. EENP will determine the means of travel and time required for the visit, as well as when visits are necessary.

For 2017, time is billed at \$26/hour and mileage at the current IRS rate of \$0.535/mile, which means out-of-area clients are billed for trip expenses over \$395. These amounts may be adjusted annually and clients will be billed based on the current rate at the time of the visit. Clients will be billed immediately following the visit, and payment is due within 30 days of receipt of the bill.

All clients must agree to the policy, even if they currently reside inside our service area. This is to ensure they understand that if they move outside of the service area, they may be billed for client support visits.

I have read and understand EENP's policy for clients residing outside EENP's service area.

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Applicant/Client Signature

Date