

Charitable Assistance & Program Eligibility Policy

The Gentle Journey Foundation was established to provide compassionate relocation assistance, transportation support, transition advocacy, and humanitarian aid for seniors, veterans, disabled individuals, and families experiencing legitimate hardship circumstances during vulnerable stages of life.

Our mission is rooted in dignity, compassion, stability, and community impact. As a donor-supported nonprofit organization, the Foundation is committed to responsibly stewarding charitable resources in a manner that maximizes fairness, sustainability, and meaningful assistance for those most in need.

To preserve the integrity of our programs and ensure long-term operational sustainability, the following assistance policies and eligibility standards apply to all applicants, referrals, and participating households.

One-Time Charitable Assistance

Foundation-funded relocation assistance is generally intended as a one-time support service per individual, family, or household.

Repeat assistance requests may only be considered under extraordinary circumstances and are subject to additional review, operational availability, funding capacity, and approval by Foundation leadership or the Board of Directors.

The Gentle Journey Foundation reserves the right to prioritize applicants facing urgent medical, financial, veteran-related, disability-related, safety-related, or housing transition hardships.

Assistance Is Not Guaranteed

Submission of an inquiry, referral, intake form, estimate request, application, or consultation does not guarantee approval for charitable assistance, subsidized services, transportation, labor, storage, financial support, or program participation.

All assistance is dependent upon:

- Available charitable funding
- Volunteer and staffing availability
- Vehicle and equipment availability
- Geographic logistics
- Program capacity
- Safety considerations
- Scheduling limitations
- Mission alignment
- Board and operational review
- Overall organizational sustainability

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The Foundation may limit, postpone, modify, partially subsidize, or deny assistance requests at its sole discretion.

Verification & Good Faith Participation

Applicants may be asked to provide reasonable documentation or information to verify hardship circumstances, financial limitations, residency transitions, veteran status, medical transitions, housing changes, or related program eligibility criteria.

The Gentle Journey Foundation operates in good faith and expects all applicants, family members, caregivers, referral partners, and participating parties to do the same.

Any intentional misrepresentation, omitted material information, fraudulent requests, exploitation of charitable services, or misuse of donor-funded assistance may result in immediate denial or termination of eligibility.

Respectful Conduct Policy

The Gentle Journey Foundation maintains a zero-tolerance policy toward abusive, threatening, manipulative, discriminatory, unsafe, or inappropriate conduct directed toward Foundation staff, volunteers, contractors, community partners, donors, or affiliated personnel.

The Foundation reserves the right to immediately discontinue services or remove eligibility protections in situations involving:

- Verbal abuse
- Harassment
- Unsafe working conditions
- Intoxication or illegal activity
- Threatening behavior
- Excessive dishonesty
- Exploitation of volunteers
- Misuse of charitable labor or transportation resources

The safety and well-being of our personnel, volunteers, and community partners remain a top organizational priority.

Donor Resource Protection

As a publicly supported nonprofit organization, the Gentle Journey Foundation has a fiduciary and ethical responsibility to protect charitable donations, volunteer labor, operational resources, and community trust.

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Foundation services are intended to provide meaningful transition assistance — not to replace full-service commercial relocation services for individuals financially capable of securing private moving solutions independently.

The Foundation reserves the right to determine the level of assistance provided, including:

- Full subsidy
- Partial subsidy
- Volunteer-only support
- Transportation-only assistance
- Emergency stabilization support
- Referral assistance
- Declined assistance

Operational & Scheduling Authority

The Gentle Journey Foundation reserves full authority over scheduling, staffing assignments, route coordination, vehicle usage, operational planning, volunteer deployment, and service timelines.

Unexpected circumstances including weather, safety risks, staffing shortages, funding limitations, mechanical issues, emergencies, or mission-priority cases may require schedule adjustments or service modifications without liability to the Foundation.

Community Partnership Integrity

The Gentle Journey Foundation works closely with senior living communities, healthcare providers, veterans organizations, educational institutions, donors, volunteers, and community partners.

All approved assistance is expected to align with the Foundation's mission, ethical standards, public trust obligations, and long-term community impact initiatives.

The Foundation reserves the right to refuse assistance requests that conflict with organizational values, operational integrity, or responsible stewardship practices.

Non-Transferability of Assistance

Approved charitable assistance is non-transferable and may only be used by the approved recipient(s) identified during the intake and review process.

Foundation-supported services may not be resold, reassigned, brokered, or commercially profited from by any applicant, family member, third party, or organization.

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Final Discretion Clause

The Gentle Journey Foundation reserves the right to approve, deny, modify, postpone, suspend, limit, or discontinue charitable assistance at its sole discretion in order to preserve operational sustainability, donor stewardship, volunteer safety, mission integrity, and responsible community impact.

By requesting or accepting assistance, applicants acknowledge and agree to these policies and organizational standards.