

# Transportation

Seniors and Adults (18 +)



## Overview

Community Care Durham's Transportation services provide local and long-distance drives, primarily to medical appointments, grocery shopping, personal errands and appointments, and to access CCD programs. Driver assistance includes support in and out of the vehicle with groceries and mobility equipment. Escorts are recommended, where appropriate, at no extra cost.

## Eligibility Criteria

The client supported is 18 years of age or older who cannot use public transportation because of needs related to aging, physical and/or mental health and when friends or relatives are not available to help you.

## Service Provider

Transportation is provided by CCD staff using CCD Accessible vehicles or volunteers using their own vehicles. Volunteer Drivers are licensed to drive in Ontario, carry their own insurance and are screened through CCD's volunteer recruitment process.

Accessible transportation service is provided through our fleet of wheelchair-accessible vans driven by CCD staff to transport clients with mobility issues. CCD staff can push the client up the ramp, secure the wheelchair and bring the client down the ramp. The client has to be able to wheel themselves to the ramp or have a caregiver do so. If they cannot travel alone, they must travel with an escort at no extra cost.

## Limitations

All rides, including those provided by Volunteer Drivers, must be booked through Community Care Durham. Community Care Durham assumes no liability or responsibility for services undertaken or arranged without the knowledge or approval of the local office.

Clients must have a pathway from their door to the vehicle that is safe and free from obstacles and hazards, and free from ice and snow during the winter months.

## Cost

\$12 Minimum/\$0.55 per km (This is a temporary increase to offset the costs of gasoline.)

## Key Considerations

The fee doubles when the length of the appointment exceeds three (3) hours.

The fee is for the return trip from the client's home, even if the client only goes one way.

The client is responsible for these fees (exact cash) to the Volunteer driver unless prior arrangements have been made with our office. Volunteers do not carry change. Cheques will not be accepted. Please, no tipping.

The client is responsible for paying any parking fees in cash at the time of the drive.

## When Booking a Drive

Five (5) to seven (7) days' notice is required when booking a ride.

Please give the office the following information:

Date, time and address of your appointment(s) and any additional stops (e.g. pharmacy). Fees for extra stops: \$2 flat fee (2 stop maximum, no longer than 15 minutes total)

Approximate length of your appointment

If your appointment time is flexible (such as for bloodwork or shopping)

If you are using any assistive devices such as a cane or a walker. For those unable to transfer, you may be accommodated through our Accessible transportation service.

If a family member or friend is accompanying you, Escorts are recommended, where appropriate, at no extra cost.

## Contact

To book a ride, please call our Intake Department at 1-888-255-6680

## Related Services

[communitycaredurham.on.ca/services/home-at-last/](http://communitycaredurham.on.ca/services/home-at-last/)