

# 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 Community Care Durham (CCD) programs. Driver assistance includes support in and out of the vehicle with groceries, and mobility equipment. A family member or friend is welcome to ride with a client at no additional cost to accompany them to their destination.

## Eligibility Criteria

Must be a Durham Region resident, 18 years old or older and unable to use public transportation because of needs related to aging, physical and/or mental health, with no friends or relatives able to provide transportation assistance.

## Service Provider

Transportation is provided by CCD staff using CCD accessible vehicles or by 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 must be able to wheel themselves to the ramp or have a caregiver do so. If they cannot travel alone, they must travel with a companion at no extra cost.

Assisted Transportation service provides a PSW who will accompany you on your ride to and from your medical appointment. This service is suitable for any client who is frail, has special needs, or has needs related to ageing or disability; and requires PSW support with mobility or with activities of daily living (meal preparation, personal care, dressing, homemaking, etc.). Personal Support Workers have experience driving clients and the training needed to prepare them for most situations – including First Aid, CPR (Level C), safe lifts and transfers, and safe oxygen handling, among others. This service is only available for OHIP-funded medical appointments within Durham Region.

### **Limitations**

All rides 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. If the walkway or entryway are unsafe for the staff or client, staff may be unable to complete the service as required.

The client is responsible for parking fees, to be paid in cash at the time of the appointment.

Our fleet of accessible vans will get you to your appointment as scheduled, however for the return trip, please allow a 30-minute window for pick up.

### **Cost**

\$14 Minimum/\$0.55 per km.

PSW Supported Medical Transportation- \$35.00 flat fee is charged in addition to the \$14.00 minimum/\$0.55 per km rate.

The client is responsible for parking fees, to be paid in cash at the time of the appointment.

## **Key Considerations**

The fee per kilometre rate is double 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.

Clients are encouraged to sign up for one of our Payment Plan options, no cash required, fees paid by credit card on file or by automatic bank withdrawal.

## **When Booking a Drive**

Once we receive your request, the Client Service Representative will be able to confirm your ride at the time of booking and provide you with an approximate pick-up time within a 30-minute window. For destinations outside of Durham Region, you will receive a confirmation call once we have confirmed the availability of a Volunteer Driver. Volunteer Drivers are asked to call you before your ride to confirm the exact pick-up time.

Seven (7) days' notice is required when booking a ride.

## **Please provide 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. Clients unable to transfer may be accommodated through our Accessible Transportation Service.

- If you require any assistive devices such as a cane or walker; and whether you have your own devices or need to borrow a device from CCD for the duration of service being provided.
- Will a companion be accompanying you on your ride?

**Option to Book your ride online using our Request a Ride, on our Transportation page on our website. (coming soon)**

## **Cancellation Policy**

Community Care Durham is committed to providing affordable, accessible, and timely service to as many clients as possible. Last-minute cancellations, or “no-shows,” impede our ability to serve clients waiting for service.

The agency has a formal cancellation process in place across the organization for all programs with a client fee. The minimum requirement to avoid a cancellation fee is to give two business days’ notice to cancel any fee-based service.

## **Cancellation Policy specific to Transportation**

There will be no charge to the client if the service is canceled two (2) business days before the scheduled pick-up time.

Late cancellations will result in a \$14.00 fee charged to the client’s account. No exceptions. For a service where a Personal Support Worker is providing the service, the late cancellation fee is \$35.00.

Last-minute cancellations such as no-shows or not being ready at the time of pick-up will result in the client being charged the full amount for the ride.

## **Related Services**

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