



## TRANSPORTATION PROGRAM CLIENT GUIDELINES

1. The program gives **priority to provide transportation for Adult day programs, Dialysis and medical appointments** during the day, Monday to Friday from 8:30 am to 4:30 p.m. From June 1st to August 31st the hours of service are from 8:30 a.m. to 4:00 p.m. Therefore, we ask that you book your appointments between these times.
2. The program serves seniors over 60 and adults with physical disabilities residing in the Gloucester catchment area (**old city of Gloucester and Cumberland**).
3. Drivers are able to give moderate assistance to clients who are experiencing difficulty with mobility such as walkers etc. However, we cannot accommodate wheelchairs.
4. **The transportation program is dependent on the availability of volunteers; it cannot be guaranteed.**
5. We ask that clients respect our guidelines of ONE DESTINATION per trip.
6. For long appointments (over two hours) the driver might leave the client and return later.
7. The clients must pay parking except at the following Hospitals; Elizabeth Bruyère, Montfort, Civic, General, Riverside, Queensway Carleton and the Royal Ottawa.
8. **Please call 7 days before your appointment** giving the date, time and destination of your trip. Please do not call the drivers directly.
9. The scheduled driver will contact the client the evening prior to the appointment in order to allow introductions to take place and to confirm a convenient time for pick up. We ask that the client be ready to leave when the driver arrives.
10. For cancellation and changes, call the transportation program as soon as possible. After hours, leave a message on our answering machine. **Please note that cancellations must be done 24 hours prior to the appointment otherwise full-fee for service will be charged.**

11. Clients are going to receive an invoice at the end of each month. Please do not hand money to the driver.
12. If you have an Accessible Parking Permit, feel free to bring it along with you. The volunteer will be able to use it during your transportation drive.
13. Clients are asked not to wear any perfume or fragrances due to sensitivities / allergies to scents.
14. If school buses are cancelled due to bad weather, all transportation drivers will be cancelled as well. The transportation coordinator will advise all clients the morning of.

### **FEE SCHEDULE**

The cost for the service is based on the distance driven, originating from your home and returning to your home.

1 km to 10km	\$ 11.00
11 km to 30 km	\$ 16.00
31 km to 50 km	\$ 21.00
51 km to 70 km	\$ 31.00
71 km to 90 km	\$ 41.00
91 km or more	\$ 0.50 per km

**Please note that the fee helps pay the driver's mileage and also helps to run the program. Tips to drivers are discouraged, but we would be pleased to issue a receipt at the end of the year for any donation above the stated amount. Please indicate the amount of donation with your payment to the Centre.**