



TRANSPORTATION CLIENT GUIDELINES

1. The transportation program gives **priority to medical appointments and dialysis** 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 appointments are scheduled between these times as best as possible.
2. The program serves older adults and adults with physical disabilities residing in the Ottawa's east end communities such as Beacon Hill, Blackburn Hamlet, Carlsbad Springs, Cumberland, Gloucester, Gloucester South, Orleans, Navan, Riverside South, Sarsfield and Vars.
3. Drivers/volunteers can offer moderate assistance to clients who are experiencing difficulty with mobility (walkers, canes, etc.). However, we cannot accommodate wheelchairs.
4. The transportation program is dependent on the availability of drivers and volunteers; it cannot be guaranteed.
5. We ask that clients respect our guidelines of **ONE DESTINATION** per trip.
6. Driver/volunteers will provide a cell phone number to call when ready to return home. If accompaniment is required, please mention upon booking.
7. Clients are responsible to pay for parking. The following hospitals offer free parking: Elisabeth Bruyère, Montfort, Civic, General, Riverside and Royal Ottawa.
8. **Please call 7 days prior to schedule your request** giving the date, time, and destination of your trip. Transportation requests can be made by phone at 613-741-6025 ext. 300 or online <https://eorc-creo.communitysupportservices.ca/> . (Please do not call the drivers/volunteers directly)
9. The scheduled driver/volunteer 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/volunteer arrives.

10. For changes and cancellations, call 613-741-6025 x300. After hours, please leave a detailed voicemail. Please note that cancellations must be done 1 business day prior to the appointment otherwise full fee for service will be charged.
11. Clients receive a monthly invoice. Please do not hand any payments to the drivers/volunteers.
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 Ottawa school buses are cancelled due to inclement weather, **all transportation drives will be cancelled**. 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.

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| 1-10 km | \$ 13.00 |
| 11-30 km | \$ 18.00 |
| 31-50 km | \$ 23.00 |
| 51-70 km | \$ 33.00 |
| 71-90km | \$ 43.00 |
| 91 + km | \$ 0.60 per km |

For rural postal codes (K4A, K4B, K4C, K0A):

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|---------|----------|
| 1-30 km | \$ 11.00 |
| 31 + km | \$ 19.50 |

* Please note that the transportation fees help pay volunteer mileage and to run the program. Tips to volunteers/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.