

TRANSPORTATION PROGRAM

Requests for transportation must be made 1 week in advance directly a Community Support Service Coordinator at 613-591-3686 choosing Option 3 on the phone. We will try to accommodate last minute requests as well.

If you must make changes to a scheduled drive please notify the office as soon as possible so we can contact the volunteer driver.

Cancellations must be made as soon as possible or there will be a charge for the drive if the volunteer arrives at your home.

Please inform the office of any special needs at the time of requesting service; i.e. walker, oxygen, escort to the actual appointment etc.

Please inform the office of any additional stop(s) you will need to make. Any additional stops that have not been previously arranged with the WOCRC will not be permitted. **Exception: After attending a medical appointment, and if the time permits, the driver may stop to have any prescriptions filled**

It is the responsibility of the client to ensure that all walkways and driveways are clear and accessible for the driver. Should the driver find access impassable they have the right to refuse service

All transportation requests are to be made through the WOCRC **only** and not directly with a driver.

All parking fees are the responsibility of the client. Clients are expected to have someone, other than the volunteer driver, accompany them if they are having any type of surgery or exploratory procedures that will require any type of sedation or anesthetic.

Clients with neurological conditions will require an escort, other than the volunteer driver, for their drive. For example: dementia, epilepsy and others.

Please report any incidents that may have occurred to the Service Coordinator immediately.

Clients are to bring their own Accessibility Parking Permit for their driver to use.

Financial assistance may be available if client meets criteria.

Clients are invoiced at the end of each month for their drives.

Drivers are volunteers who give their time freely and only receive reimbursement for their mileage. Please treat them in a courteous and polite manner at all times.

Service Interruption Protocol

The WOCRC strives to offer services and programs that are planned with the safety of clients, caregivers, volunteers and staff in mind. As such, the Community Support Services program recognizes that there are times during the year when inclement weather conditions may force the closure and/or cancellation of programs and services.

Ultimately, the decision to close programs and/or cancel services remains at the discretion of the Team Managers in consultation with Program Assistants and/or the Senior Managers of WOCRC.

Program Staff will notify clients, caregivers and volunteers of the cancellation and/or closure.

Please note that fees for any services or programs cancelled at the discretion of the WOCRC will not be charged to our clients.

This applies to all programs where transportation is involved (Transportation, MOW, Frozen Meal Delivery, Foot Care, Diners Club)