

**Transportation**

- Service Description:** CHATS Transportation Program provides local and long-distance drives to medical appointments, CLHIN-funded Adult Day Programs, grocery shopping, personal errands and social outings. Driver assistance includes support in and out of vehicle, with groceries and some mobility equipment. Escorts are recommended, where appropriate, at no extra cost.
- Service Provider(s):** Drives are provided by paid drivers, volunteers and partner agency drivers.
- Persons Served:** Older adults, and persons over the age of 18 with a physical or cognitive condition needing a non-medical escort, who find it physically/financially difficult to use taxis, or are ineligible for municipal accessible transit.
- Eligibility:** Persons over 55 and adults who are ineligible for or unable to use other publicly funded transportation services due to physical or other barriers including;
- Older adults who cannot drive or for whom there is no accessible public transportation
  - Persons with disabilities 18 years of age or older who are not eligible for municipal services that may be available
  - Persons with mental health issues who require a non-medical escort to appointments
  - Persons utilizing CHATS transportation service (iRIDE<sup>plus</sup>) must;
    - be able to enter and exit the agency vehicles with limited assistance (i.e. arm for support);
    - not require continuous supervision, unless an escort is present;
    - meet CHATS guidelines for wheelchair transport, if a wheelchair is required;
    - have a pathway from his/her door to the vehicle that is safe and free of obstacles and hazards; and
    - consent to participate in a telephone assessment, or at the Service Coordinator's discretion, a home visit by the Agency to ensure safety and appropriateness of the service.
- Limitations:** CHATS is unable to support persons who require lifting and/or weight bearing assistance, are unable to access vehicles independently with limited assistance, are eligible for municipally funded accessible transportation services, demonstrate behaviour that may put others/himself/herself at risk. CHATS has no service available for wheelchair dependent clients in York Region, unless the client is going to a location not serviced by Mobility Plus (YRT+).
- Program availability and provisions may be impacted by emergencies, including Pandemics.
- Program location(s):** N/A.
- Availability:** Monday to Friday with pick-up time starting at 7:30 and last return time at 6:00pm
- Frequency of Service:** As needed as identified by person served or caregiver.
- Cost:** Minimum fee \$14, then based on zone, and distance. Fees paid directly to the driver with exact change. Person served is responsible for any parking fees incurred. Financial subsidy is available for transportation in exceptional circumstances.
- Contact:** CHATS Main number: 905-713-6596
- Referral Source(s):** Self, family, health professional
- Funded by:** CLHIN, United Way, CHATS fundraising
- Stakeholders:** Persons served, caregivers, partner agencies, Adult Day Programs.

