

## Transportation

- Service Description:** CHATS Transportation Program provides local and long-distance drives to medical appointments, OH funded Adult Day Programs, grocery shopping (2-3 Bag Limit – No Heavy Items i.e. case Water/Pop), personal errands and social outings. Driver assistance includes support in and out of vehicle and with some mobility equipment. Scheduling priority is given to medical drives. Pick up times provided are based on volume of requests.
- Service Provider(s):** Drives are provided by staff, volunteers, and partner agencies.
- 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 homevisit 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 or themselves at risk. CHATS has no service available for wheelchair dependent clients in York Region, unless the destination is a location not serviced by YRT
  - Program availability may be impacted by emergencies, including Pandemics.
  - Private drives are not available. Multiple clients will be transported at one time in the same vehicle.
- Program location(s):** N/A.
- Availability:** Monday to Friday with pick-up time starting at 7:30 and drop off at final destination by 6:00pm
- Frequency of Service:** As needed as identified by person served or caregiver.
- Cost:** Minimum fee \$16, then based on zone, and distance. Fees paid directly to the driver with exact change. Person served is responsible for any parking fees incurred. Exceptional circumstances requiring subsidized rates will be considered on an individual basis. Fees subject to change.
- Contact:** CHATS Main number: 905-713-6596
- Referral Source(s):** Clients may self refer
- Funded by:** Ontario Health atHome, CHATS fundraising
- Stakeholders:** Persons served, caregivers, partner agencies, Adult Day Programs.