

## Transportation

- Service Description:** CHATS Transportation Program (iRIDE<sup>plus</sup>) provides local and long-distance grouped drives to residents of York Region and South Simcoe to medical appointments, Adult Day Programs, personal errands and social outings. Driver assistance includes minimal support in and out of vehicles and with some mobility equipment. Scheduling priority is given to life sustaining appointments. Pick up times are based on volume of requests and the scheduling of multiple clients travelling together.
- Service Provider(s):** Drives are provided by staff, volunteers, and partner agencies.
- Persons Served:** Older adults and individuals aged 18 and over with physical or cognitive conditions who may be challenged accessing public transportation.
- Eligibility:**
- Service priority is given to individuals who are not eligible for municipal transportation services and who require travel for life saving treatments or medical specialist appointments.
  - Persons utilizing CHATS transportation service must
    - be able to enter and exit the agency vehicles with minimal assistance (i.e. arm for support)
    - not require continuous supervision, unless travelling with an escort
    - if a wheelchair is required it must meet CHATS guidelines for wheelchair transport,
    - have a pathway from their door to the vehicle that is safe and free of obstacles and hazards
    - consent to participate in a telephone assessment
- Limitations:** CHATS is unable to support persons who;
- require lifting and/or weight bearing assistance, are unable to access vehicles independently with minimal assistance,
  - demonstrate behaviour that may put others or themselves at risk.
  - reside in York Region and require wheelchair transportation.
  - Private drives are not available. Multiple clients will be transported at one time in the same vehicle.
  - Grocery Bag Limit 2-3 bags – No Heavy Items i.e. case Water/Pop
  - Personal trips and Adult Day Program drives may be provided outside York Region or South Simcoe, subject to availability
- Program location(s):** N/A.
- Availability:** Services operate Monday to Friday, with pick-up starting at 8:00 a.m. and drop-off at the final destination by 5:00 p.m. Some scheduling accommodations may be available at the discretion of CHATS.
- Cost:** Local drive- minimum \$18.00 per round trip. Long distance trips based on distance. Person served is responsible for any parking fees incurred. Fees paid directly to the driver with exact change. Price subject to change. Subsidies may be available based on a fee assessment and availability of funds.
- Contact:** CHATS Main number: 905-713-6596
- Referral Source(s):** Clients may self-refer
- Funded by:** Ontario Health, CHATS fundraising
- Stakeholders:** Persons served, caregivers, partner agencies