



## Transportation Program Policy

All new clients requesting transportation are required to undergo an intake interview to determine their eligibility, as well as to review the role and responsibilities of the client, the volunteer driver and the agency providing the service.

A **minimum of 3 business days'** notice is required for all ride bookings. Please call the office during business hours to request transportation. Business hours are Monday to Friday, 8:00 a.m. to 4:00 p.m., *except on statutory holidays*. You may also book a ride on our website.

Please inform the office of any special needs at the time of requesting a drive, e.g. walker, wheelchair, oxygen, an escort to the actual appointment, or a change in health.

Drivers are only permitted to provide *minimal* assistance to clients (e.g. an arm to hold). Clients requiring more assistance must bring an escort to provide the assistance. This must be reported to ROSSS prior to the day of the ride.

Clients must inform the office of any additional stops required. Additional stops that have not been previously arranged with the office will not be permitted. **Exception:** *After attending a medical appointment and if time permits the driver may stop to have prescriptions filled.*

The estimated cost for transportation is dependent on kilometers driven and will be determined at the time of arranging your ride, if requested. Drivers do not collect fees and are not to accept tips. A monthly invoice will be sent to you.

If you are matched to a volunteer driver, they will call the evening before the scheduled drive to confirm the time you will be picked up. If you are booked in a ROSSS vehicle, the office confirmation call is the only confirmation call you will receive.

It is the client's responsibility to ensure that all walkways and driveways are clear and accessible for the driver. Should the driver find access impassable or dangerous, they have the right to refuse service and you will be charged a cancellation fee.

All transportation requests are to be made through the office only and not directly with a driver. The office will not be held responsible for any liability should you and a driver arrange transportation without a booking through ROSSS.

Clients are responsible for bringing their own Accessibility Parking Permit to ensure easier access to the building. Without it, the driver cannot park in the designated accessible parking spaces.

Clients who use an assistive device (cane, walker) are to bring it with them, and use it to protect their safety and the driver's.

All parking fees are the responsibility of the client and are to be paid either at the time of arrival or departure from the parking lot. Clients should be prepared with cash/credit card to pay for parking.

Many of the drivers are volunteers who give their time freely and only receive coverage for their mileage. Please treat all drivers in a courteous and polite manner at all times.

Cancellations must be made as soon as possible. If ROSSS is closed, please leave a message with your name, date and time of the scheduled trip that is to be cancelled.

**Note:** A full cancellation fee shall be applied for cancellations made less than 24 business hours in advance.

In the event of inclement weather and unsafe road conditions, ROSSS will cancel the trip. You will be notified as soon as possible. In general, listen to the radio. If the Ottawa-Carleton District School Board (OCDSB) cancels the school buses you can expect that your ride will be cancelled, as well as all of ROSSS' programs. ROSSS reserves the right to cancel at their own discretion in addition to this policy. In the event of missed medical appointments due to bad weather, or a vehicle breakdown, ROSSS will attempt to accommodate rescheduled rides. Clients are encouraged to have back up plans in place for such situations. Please note that fees for any services or programs cancelled at the discretion of the ROSSS will not be charged to our clients.

Should your circumstances change (mobility, health condition) you may be required to undergo a reassessment by ROSSS to determine whether you can continue to use the transportation service safely or if alternate arrangements need to be made.

Seatbelts must be worn at all times. Clients who refuse to wear their seatbelt will not be driven to their appointment. If you have a note from your doctor excusing you from wearing a seatbelt, you must bring it with you to show your driver.

ROSSS staff and volunteers will treat you and your property with respect and concern for safety. You are responsible to do the same.

**Please be advised that drivers do not accept tips or gifts. However, should you wish to donate to ROSSS, donations will be gratefully accepted to assist in the provision of the Transportation Program. A charitable income tax receipt will be issued at the end of the year.**