

	Specialized Transportation
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Effective Date: August 8, 2023

Revision #: 7

SCOPE

All employees, students, and volunteers.

RATIONALE

To provide guidance and direction for the coordination of specialized transportation in order to help clients remain independent and connected with the community and to adhere to Accessible Transportation Standards.

POLICY

Community Care Peterborough (CCP) operates a small fleet of fully accessible vehicles known as Caremobiles. The Caremobile service is intended for adults who, due to a functional mobility problem, would be physically unable to board a conventional transit vehicle, ride a conventional public transit bus without the ability to hold on for support, or walk a distance of 175 metres (approximately 575 feet or a city block). The City Caremobile serves individuals living with a disability who reside in the City of Peterborough and the County Caremobiles serve residents of the County of Peterborough, Curve Lake First Nation, and Hiawatha First Nation.

The specialized transportation vehicles operate Monday through Friday between the hours of 8:30am – 4:30pm, with some flexibility based on client need and CCP resources. Medical appointments will be given scheduling priority. All other destinations such as grocery shopping, social activities and non-medical appointments are given secondary consideration. Transportation requests outside the City and County of Peterborough are accepted for medical appointments. Requests outside of this scope may be accepted at the discretion of the Coordinators based on available resources.

Specialized Transportation Drivers provide door to door service. The driver can assist clients: To and from accessible building entrance doors; on and off the vehicle by the stairs or on the ramp/lift; to secure a wheelchair, scooter, or a CSA-approved child car seat; and to secure a seatbelt. Drivers cannot: Lift or transfer clients; run errands for the client; manoeuvre wheelchairs on stairs on unsafe ramps; or carry parcels.

Clients may be accompanied by an attendant if they require more assistance than the driver provides, or if the client requires assistance at their destination. Attendants are responsible for the client's care and assistance during the trip. The client pays the service fee and attendants travel free. If a client is unable to travel safely on their own,



or they require assistance that is beyond the responsibilities of a Specialized Transportation Driver to complete a trip, the client will be required to travel with a mandatory attendant.

Clients may be accompanied by a companion who travels with the client as a partner, family member, or friend and is not required for assistance. A companion is required to pay a reduced service fee.

CCP will maintain a Fee Schedule for transportation. For destinations not included in the Fee Schedule, CCP will pre-determine the cost based on the current CCP mileage rate and the kilometres travelled. The transportation service fee and any parking costs will be paid by the client at the time of the drive or, if pre-arranged, the fees may be invoiced to the client or a third party. CCP maintains subsidy funds to support clients in financial need in accordance with policy CLI-1-50: Client Subsidy. There is no fee to register for the service.

Drive requests are limited to one primary errand per trip. A brief extra stop may be acceptable and the client will be charged an additional fee. Time limits for shopping drives are a maximum of two hours. If the drive exceeds this time the flat rate fee will be doubled. CCP recognizes that time allotted for long distance medical appointments are often out of the client's control, therefore there are no restrictions on time.

Transportation services will only be provided when the safety of clients, attendants, companions, employees, and the agency are reasonably assured. The Program Coordinator will ensure compliance with all Ministry of Transportation legislation and regulations including daily circle checks and bi-annual safety inspections. Documentation will be retained for a period of two (2) years.

SERVICE UNIT DEFINITIONS

Transportation: Each one-way trip = 1 service unit
 Each return trip or one-way trip with a stop = 2 service units
 Each return trip with a stop = 3 service units

DEFINITIONS

Attendant: An individual who accompanies a client and is responsible for their care and assistance during the entire trip. Attendants must be able to independently travel.

Companion: An individual, such as a partner, family member or friend, who travels with a client, but is not required for assistance. They must be able to independently travel, otherwise they should register as a Caremobile client.

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Disability: A physical or mental condition that limits a person's movements, senses, or activities.

Medical appointments include: Chiropractic; dental; dialysis; lab work; physicians; occupational therapy; optometric; medical tests; naturopathic; pain clinics; physiotherapy; surgery; and medical treatments.

PROCEDURES

Eligibility

1. The Caremobile service is intended for adults who, due to a functional mobility problem, would be physically unable to board a conventional transit vehicle, ride a conventional public transit bus without the ability to hold on for support, or walk a distance of 175 metres (approximately 575 feet or a city block).
2. Eligibility is determined during the intake process. There is no formal application form and no cost. Interested individuals or their caregivers can contact any CCP office or submit a service request online to initiate the intake and assessment process. CCP responds to service inquiries and referral within 10 business days of receipt in accordance with CLI-1-20: Client Intake and Assessment.
3. There are three (3) categories of eligibility to qualify for specialized transportation services:
 - a) Unconditional eligibility: A person with a disability that prevents them from using conventional transportation services.
 - b) Temporary eligibility: A person with a short-term disability that prevents them from using conventional transportation services for a fixed period of time or a person who requires accessible transportation on emergency or compassionate grounds and there is not time to complete the full registration process.
 - c) Conditional eligibility: A person with a disability where environmental or physical barriers limit their ability to consistently use conventional transportation services.
4. In the event that an individual with a disability requires specialized transportation urgently because of an emergency or on compassionate grounds and there are

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no other accessible transportation services to meet their needs, CCP may grant temporary eligibility without completing a full intake assessment to accommodate the request earlier than the standard timeline of 10 business days.

5. Caremobile clients must:
 - a) Be aged 18 year or older and unable to use or have access to conventional modes of transportation due to physical disabilities;
 - b) be a resident of the City or County of Peterborough, either in their own home, retirement home, or long term care home or an eligible visitor to the region;
 - c) be able to use a seatbelt, or carry a valid letter from their physician stating the use of a seatbelt is medically contraindicated; and
 - d) have an attendant travelling with them if requiring assistance beyond what can be provided by the Specialized Transportation Driver.
6. A visitor is someone who requires specialized transportation from a location in CCP's catchment area but whose permanent residence is outside of the County of Peterborough. Visitors to the region with disabilities will be eligible to use CCP specialized transportation service if they meet one of two conditions:
 - a) The visitor is able to confirm that they are eligible for specialized transportation services in their home jurisdiction; or
 - b) The visitor meets CCP's eligibility requirements.
7. CCP reserves the right to request verification of physical need from a medical professional.
8. The use of the County Caremobiles will be restricted to use by eligible residents of the County of Peterborough. Individuals must have a permanent residence in the County or have recently moved into the City and are still receiving medical service in the County.
9. The City Caremobile will be used primarily by eligible residents of the City of Peterborough.
10. When the Caremobile is requested to travel outside of the CCP catchment area, approval must be provided by the Director of Support Services or designate in advance of the drive being scheduled.
11. Special circumstances that fall outside the established criteria require approval by the Director of Support Services or designate.

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12. If CCP determines that a client is not eligible for the specialized transportation service, the client has the right to appeal the decision in accordance with CLI-1-80: Client Feedback, Complaints, and Appeals. The final decision must be communicated to the client within 30 calendar days otherwise the client will be granted temporary eligibility and retain the temporary eligibility until the final decision is made.

Consent

13. The Coordinator/designate speaks with the client or substitute decision maker to arrange Specialized Transportation and consent to receive service is implied based on the client or substitute decision maker agreeing to the Service Plan.

Intake, Assessment, and Service Planning

14. Requests to register for Specialized Transportation can be initiated by the client, their family, their substitute decision maker, or other members of the client's care team.
15. The Coordinator/designate will assess the unique situation, goals, and needs of each individual to determine if the client is best served by volunteer transportation, specialized transportation, or PSW-accompanied transportation. The Coordinator will consider:
 - a) The client's mobility needs;
 - b) The client's cognitive abilities;
 - c) The need, and ability for a client to arrange, an attendant.
16. During the intake process the Coordinator/designate will review the service guidelines, including:
 - a) Service fees;
 - b) how to pay for the service;
 - c) how to schedule a drive;
 - d) how to cancel a drive;
 - e) reminder calls;
 - f) service limitations; and
 - g) attendants and companions.
17. The Coordinator or designate will complete a Service Plan and provide a copy to the client and/or designate within 3 business days of assessment and registration in accordance with CLI-1-30: Client Services Plans.

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Care Coordination

18. The Coordinator/designate who completed the registration will advise the Program Coordinator of a new client registration through an AlayaCare Task.
19. The Program Coordinator/designate will schedule specialized transportation, working with the coordinators of CCP's local service offices as needed to coordinate the service.
20. Service Plans will be reviewed and updated, in accordance with policy CLI-1-30: Client Services Plans, when:
 - a) The client's needs and/or circumstances change;
 - b) the client/substitute decision maker makes a request to be discharged from service;
 - c) service is withdrawn by the organization; or
 - d) after 18 months or more of service inactivity.
21. Coordinators will regularly document in the client file in accordance with procedure 6 of policy CLI-1-60: Client Records.

Scheduling Guidelines

22. Registered clients within the City of Peterborough will contact the Peterborough service office to request a drive. Registered clients within the County of Peterborough and the First Nations communities will call the designated County Caremobile phone number.
23. All requests for drives must be booked in advance and will be accepted based on demand and available resources. Same day services will be provided to the extent that it is available. Where same day service is not available, CCP will accept booking requests up to 1:30pm the day before the intended day of travel. Priority for service is given to individuals who cannot access conventional transportation.
24. Clients may book drives by telephone or email. Alternate arrangements will be made with individuals who require other means of communication.
25. Individuals requesting a drive will be asked to provide/confirm the following information:
 - a) Name;

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- b) address;
 - c) phone number for confirming drive;
 - d) destination address and pertinent details such as name of care provider;
 - e) appointment time;
 - f) estimated duration of appointment;
 - g) Any special needs or requests, such as mobility aids or the presence of an attendant or companion.
26. Clients with similar appointment times and destinations, such as dialysis or adult day programs, may travel together to the same/nearby destination.
27. Clients are responsible for notifying CCP of cancellations. Clients may be charged a cancellation fee if there was insufficient notice. These circumstances will be reviewed on an individual basis by the Coordinator.
28. Group trips may be arranged based on availability with approval by the Program Coordinator.

Attendants and Companions

29. A mandatory attendant may be required when a client:
- a) Cannot safely travel alone based on their cognitive ability;
 - b) poses a risk to themselves or others during travel (i.e. due to a symptom of a medical condition or behaviour);
 - c) cannot be left unattended at any time during their trip or at their pick-up or drop-off locations due to safety (i.e. at risk of wandering, requesting inaccurate changes to their trip, or asking to be dropped off at the wrong location);
 - d) requires assistance beyond what the driver is able to provide (i.e. personal care, transfers during their trip); or
 - e) requires additional assistance to ensure securement requirements are met (e.g. removing lap trays that preclude the use of occupants restraints).
30. If it is determined that a mandatory attendant is required, the client must provide the mandatory attendant. The attendant must be capable of providing the support required for the client. Some clients may be eligible for CCP's Access to Primary Care service, which provides a PSW as an attendant to medical appointments only.
31. A mandatory attendant must accompany the client for all trips and are not required to pay the service fee.

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32. Mandatory attendants must be capable of travelling independently. Specialized Transportation Drivers are not required to assist individuals acting as attendants; their responsibility is to assist registered clients. Requests for individuals acting as an attendant to travel with mobility equipment are reviewed on a case-by-case basis to determine if this can be accommodated.
33. A companion is an individual who travels with the client as a partner, family member or friend and is not required for their assistance. Clients must advise CCP at the time of booking the drive that they will be accompanied by a companion. A companion pays a reduced fee. If the companion cannot travel independently, they may register as a client.

Transportation Safety

34. Clients must wear seatbelts properly adjusted and positioned during transportation unless the client carries a valid medical certificate indicating that the use of seatbelt is medically contraindicated. The certificate must be with the client during transportation.
35. Drivers will conduct circle checks on vehicles, inspecting lights, signals, tires, oil level, and wash fluid levels daily prior to commencing first pick-up.
36. Vehicles will be equipped with a first-aid kit, a minimum of one fire extinguisher, reflective vests, emergency triangles, and a cell phone.
37. All specialized transportation vehicles will have the following guidelines posted and enforced:
 - a) Vehicle seat belts in addition to wheelchair seat belts and Q-straints must be worn at all times while the vehicle is in motion;
 - b) smoking, vaping, and alcoholic beverages are prohibited;
 - c) food may not be consumed while the vehicle is in motion;
 - d) passengers must be seated and facing front of the vehicle while in motion; and
 - e) passengers with scooters must transfer to a seat and the scooter will be secured.

Transporting Oxygen

38. Client or their attendants are responsible for adjusting gauges on oxygen tanks and for changing tanks.



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39. Specialized Transportation Drivers will enforce that oxygen is not used within the presence of an open flame or any strong heat sources. Oxygen is a non-flammable gas. It does not burn but it does support combustion. Any material that will burn in air will ignite more readily and burn rapidly in an oxygen-enriched atmosphere. Smoking within 3 meters (10 feet) of the oxygen while in use is PROHIBITED.
40. When transporting liquid oxygen (square canisters), the following guidelines will be followed:
 - a) The unit must be kept upright at all times;
 - b) The unit should be placed behind the front passenger seat and the tank strap put over the headrest to anchor the unit in an upright position;
 - c) If travelling a long distance, the client should be asked to top up the canister to full before leaving as liquid oxygen will evaporate from the tank; and
 - d) If the unit does tip, the liquid oxygen will leak. It will look cloudy and white/. If spoilage occurs, there will be a hissing sound. The Specialized Transportation Driver will open the vehicle windows and stand the unit upright. The Specialized Transportation Driver will not clean up the spillage as it is too cold to be handled and will evaporate in a few seconds.
41. When transporting gaseous oxygen (cylinder canisters), the following guidelines will be followed:
 - a) The unit may lie flat as it does not leak;
 - b) The client should bring a second tank for lengthy appointments or long distance trips. The spare tank should be stored at the rear of the vehicle and secured in place with a bungee cord; and
 - c) A full tank gauge will read 2000 PSI, and will last for 2-3 hours on a setting of 2.

Safe Transportation of Clients who use Mobility Aids

42. Wheelchairs may be manoeuvred and their brakes/wheel locks applied and released by either the Specialized Transportation Driver, attendant, or the client depending on the client's preference. If the wheelchair is electric, switching off the control box is considered equivalent to applying brakes. It is the responsibility of the Specialized Transportation Driver to ensure that all the steps are followed regardless of who is operating the wheelchair.
43. A client occupying a wheelchair will only be transported if:
 - a) The wheelchair is securely restrained by applying restraints to the floor



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- from two points on the front and two points on the rear of the wheelchair frame;
- b) the client is secured by a wheelchair occupant restraint (seatbelt) fitted to the vehicle, and properly adjusted and fastened in a manner in which the seatbelt is designed to be worn;
 - c) a postural belt that forms part of a wheelchair cannot be used as a substitute for a lap/sash seatbelt fitted to the vehicle or a harness-type occupant restraint system; and
 - d) the wheelchair is positioned with the client facing towards the front of the vehicle and with the wheelchair located between the appropriate restraint attachment tracks/points on the floor.
44. The following guidelines will be followed when assisting clients in wheelchairs into the Caremobile:
- a) Park the vehicle legally in safe place with enough loading room;
 - b) ask for permission to touch the wheelchair before checking that the wheelchair seatbelt is secure;
 - c) position the wheelchair safely out of the way of the ramp/power lift;
 - d) apply the brakes or the wheel locks on the wheelchair;
 - e) open the wheelchair entry door;
 - f) unlock and position the ramp/power lift for safe loading;
 - g) ensure the manual ramp/power lift is not slippery;
 - h) release the brakes or wheel locks on the wheelchair;
 - i) position the wheelchair safely at the bottom of the ramp/power lift;
 - i. Vehicles with manual ramps: Clients face the vehicle;
 - ii. Vehicles with hydraulic lifts: Clients face away from the vehicle;
 - j) push the wheelchair smoothly into the vehicle with both hands on the wheelchair;
 - k) position the wheelchair correctly, facing toward the front of the vehicle;
 - l) apply the brakes or the wheel locks on the wheel chair;
 - m) connect the two rear anchorage restraints and the two front anchorage restraints;
 - n) tighten the restraints as needed;
 - o) attach and fit the wheelchair occupant seatbelt correctly;
 - p) ask the client if they are comfortable and if any further assistance is needed;
 - q) position and lock the ramp in the vehicle; and
 - r) close the wheelchair entry door.
45. The following guidelines will be followed when assisting clients in wheelchairs out of the Caremobile:
- a) Park the vehicle legally in safe place with enough unloading room;

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- b) Open the ramp/power lift entry door;
 - c) unlock and position the ramp/power lift for safe unloading;
 - d) release the wheelchair occupant restraint fittings (seatbelt);
 - e) unlock and release the two rear anchorage restraints and the two front anchorage restraints;
 - f) release the brakes or wheel locks on the wheelchair;
 - g) with both hands on the wheelchair, manoeuvre the wheelchair smoothly out of the vehicle;
 - i. Vehicles with manual ramps: Clients face the vehicle to the bottom of the ramp;
 - ii. Vehicles with hydraulic lifts: Clients face forward onto the lift;
 - h) Safely position the wheelchair and apply the brakes or wheel locks; and
 - i) Close the wheelchair entry door.
46. The following guidelines will be followed for clients who use a mobility scooter:
- a) The client must be seated in a conventional seat for the duration of the journey and wear the seatbelt provided for that position. Clients are not allowed to remain seated on mobility scooters during their journey; and
 - b) The scooter must be fitted with all restraints to prevent movement of the scooter during the journey. A scooter must only be loaded if it can be safely loaded, carried, and adequately secured using approved restraints.

Transporting Children

47. Drives involving a minor must be identified at the time of booking the trip. On the rare occasion that a client requests to take a minor with them, the Program Coordinator/designate must be informed in advance and approval sought.
48. An approved car seat must be provided by the client. It will be installed by the Specialized Transportation Driver.
- a) Infants need special protection while in a vehicle. Under Ontario's Highway Traffic Act, infants must use a rear-facing care seat until they weigh at least 9 kg (20 lbs). This is a minimum requirement. It's best to keep a child in a rear-facing child car seat until they reach the manufacturer's weight or height limits.
 - b) When a child outgrows the maximum height and weight of their infant rear-facing car seat, they can move to a larger convertible rear-facing seat until they are ready to ride facing forward.
 - c) Under the Highway Traffic Act, children must use a forward-facing child car seat when they weigh between 9 kg and 18 kg (20-40 lbs). A forward facing child car seat is required until the child weighs at least 18 kg

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(40lbs). This is a minimum requirement. It's best to keep a child in a forward-facing child care seat until they reach the manufacturer's weight and height limits.

- d) Booster seats raise children so adult seat belts protect them better. A booster seat is required if a child is:
 - i. Under the age of eight;
 - ii. Weighs between 18 – 36 kg (40-80 lbs)
 - iii. Is less than 145 cm (4'9") tall
49. A minor can use a seatbelt once any one of the following criteria have been met:
- a) Turns eight years old; or
 - b) Weights 36 kg (80 lbs); or
 - c) Reaches 145 cm (4'9") tall.
50. Minors must always ride in the rear of the vehicle.
51. Minors travelling in the vehicle are the responsibility of the client or their attendant. The Specialized Transportation Driver will not provide care or supervision and should not be left alone with the minor at any time.

Accident Reporting

52. In the event of any vehicle accidents/incidents (fault or no fault) resulting in vehicle or property damage or injury, the Specialized Transportation Driver will:
- a) Call 911 in the event of a medical emergency; and/or
 - b) contact the Program Coordinator/designate;
 - c) complete the *Workplace Incident Investigation Report* in accordance with policy HS-1-110; and
 - d) if the incident involved a client, complete the *Reportable Client Event Form* in AlayaCare once assigned as a Task by the Program Coordinator/designate.
53. All accidents are reported to the Police or Collision Reporting Centre dependent on the severity of the damage to the vehicle or person.

Service Discontinuation

54. Clients will be discharged from the specialized transportation service when they:
- a) decline service;
 - b) have not accessed a service for 18 months or more;
 - c) are no longer eligible for service;

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- d) have needs beyond CCP's ability to serve;
- e) moves outside of the City and County of Peterborough; or
- f) are deceased.

RELATED POLICIES

CLI-1-22: Client Consent
 CLI-1-20: Client Intake and Assessment
 CLI-1-30: Client Service Plans
 CLI-1-50: Client Subsidy
 CLI-1-60: Client Records
 CLI-1-70: Termination of Services
 CLI-1-80: Client Feedback, Complaints, and Appeals
 HS-1-110: Workplace Incident Reporting and Investigations
 HS-1-180: Safe Driving
 PG-8-10: Access to Primary Care
 PG-18-10: Volunteer Transportation

RELATED DOCUMENTS

A Guide to the Integrated Accessibility Standards Regulation – Transportation Standard
 Accessibility for Ontarians with Disabilities Act (AODA)
 CCP Transportation Fee Schedules
 Ontario Highway Traffic Act
 Ontario Human Rights Code
 Reportable Client Event Form
 Workplace Incident Investigation Report

REVIEWS AND REVISIONS

Date Approved (mmm dd, yyyy)	Comments
Apr 26, 2000	Volunteer Transportation (PG-18-10) and Transportation Safety policy developed (PG-18-20)
Apr 27, 2005	Caremobile Policy developed (PG-19-10) PG-18-10 and PG-18-20 revised.
Jul 27, 2005	PG-18-10, PG-19-10, & PG-18-20 Revised
May 26, 2010	Revised PG-19-10 and PG-18-20. Developed PG-19-20 for Aging at Home Van.
Sep 2, 2016	Merged PG-18-20, PG-19-10, PG-19-20 into PG-18-10
Jul 24, 2019	Revised

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Jul 7, 2023	Developed a policy for specialized transportation (PG-19-10) separate from volunteer transportation (PG-18-10).
Aug 8, 2023	Minor revisions

Next Review Date:	August 2026
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