

COMMUNITY CARE PETERBOROUGH

Policy Name: Transportation Services

Page: 1 of 12

Standards Policies and Procedures

Policy Number: PG-18-10

Date Approved: September 2, 2016

Date Reviewed: July 24, 2019

SCOPE

All employees, students and volunteers.

RATIONALE

To provide guidance and direction when arranging and providing transportation services.

POLICY

Community Care Peterborough will provide both conventional and fully accessible modes of transportation. All services are based on driver availability and/or other resources.

Transportation services will only be provided when the safety of clients, attendants and/or escorts, employees, volunteers and the agency are reasonably assured.

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 only. Any requests outside of this scope are provided and accepted at the discretion of the Coordinator.

DEFINITIONS

Medical appointments include; Physicians, Physio & Occupational Therapy, Optometric, Dental, Pain clinics, Chiropractic, Dialysis, Surgery, Treatments, Medical tests and lab work.

Physical Disabilities include any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device, a condition of mental impairment or a developmental (cognitive) disability, a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language, a mental disorder. (Ontario Human Rights Code)

Minimal Assistance- no lifting or transferring

Drive Request - client phones in requesting a drive

Scheduled/Assigned drive - drive request is entered into the database and assigned

Booked - a drive request has been confirmed by a driver

Standing order - regularly pre-scheduled drives that occur more than once per week
i.e.: ADP/Dialysis

Attendant - in the context of this policy, is a Community Care Volunteer specifically requested in advance to assist the client with overcoming specific barriers identified by the client.

Escort - a personal companion who is accompanying the client for a specific purpose

PROCEDURE

Criteria

1. Volunteer Driver Service and CCP Van Clients must:
 - a) be aged 60 and over, or be 18-59 years of age and unable to use or have access to other modes of transportation due to physical disabilities;
 - b) be able to use a seatbelt, or carry a valid letter from their physician stating the use of a seatbelt is medically contraindicated;
 - c) be able to safely enter and exit all vehicles with minimal assistance from driver; and
 - d) have an escort/attendant if requiring assistance with a wheelchair.
2. Caremobile Clients must:
 - a) be aged 60 and over, or be 18-59 years of age and unable to use or have access to conventional modes of transportation due to physical disabilities;
 - b) be a resident of the County of Peterborough, either in their own home or a facility within the County;
 - c) be able to use a seatbelt, or carry a valid letter from their physician stating the use of a seatbelt is medically contraindicated;
 - d) be able to safely enter and exit all vehicles with minimal assistance from driver; and
 - e) have an escort/attendant if requiring assistance with a wheelchair.
3. Special circumstances that fall outside the established criteria require approval by the Executive Director or designate.

Registration

4. During registration staff will review the following with clients:
 - a) The client's responsibility to reimburse the driver in cash directly for costs of transportation plus any parking fees, in accordance with the CCP approved fee schedule, unless otherwise pre-arranged between CCP and the client or a third party;
 - b) the payment arrangements and appropriate fees, if known. The client is also advised that the fee may change if additional time is required;

COMMUNITY CARE PETERBOROUGH

Policy Name: Transportation Services

Page: 3 of 12

Standards Policies and Procedures

Policy Number: PG-18-10

Date Approved: September 2, 2016

Date Reviewed: July 24, 2019

-
- c) those clients with an accessible parking permit should present the permit to the volunteer drivers for use of accessible parking; and
 - d) clients who require attendants or escorts must seek approval from a Coordinator prior to making drive requests. Attendants deemed mandatory must be present for the duration of the drive. Drivers are instructed to refuse the drive if an attendant is not present and is required. Community Care Peterborough will endeavour to provide a volunteer attendant to assist the client with transportation whenever possible.

Caremobile Registration

- 5. Clients will be registered through their local County Office. The Community Development Coordinator or designate will register clients and forward a narrative to advise the Program Coordinator.
- 6. During registration staff will review the following with clients:
 - a) Long distance transportation for medical appointments are provided to clients who use wheelchairs, based on availability;
 - b) A client may book two trips per month to medical appointments outside the County of Peterborough; and
 - c) Group trips may be arranged based on availability, with an annual maximum of 12 trips, as approved by the Coordinator.

Volunteer Transportation Scheduling

- 7. Upon receiving a drive request, employee/volunteer will:
 - a) Document the client's name, address, phone number, appointment time, destination and any special requests;
 - b) contact available volunteer drivers;
 - c) schedule/assign the drive request to a selected volunteer driver;
 - d) provide the driver with the clients contact information and drive details;
 - e) the drive is considered booked when the driver has confirmed with the scheduler;
- 8. Clients who reside in close proximity may share drives provided by volunteers to the same destination. Refer to fee schedule attached.
- 9. As permitted, clients with similar appointment times and destinations (Dialysis) or attending programs (ADP) may be grouped together with one driver.
- 10. After receiving their schedule volunteer drivers are responsible for:
 - a) Local drives - calling the client or alternate contact to confirm the drive details 12-24 hours prior to the appointment;
 - b) Long distance drives - calling the client or alternate contact to confirm the details immediately upon accepting the drive, and again between the hours of 6:00 – 9:00pm the evening before the appointment; and
 - c) Early morning drives - When the drive is scheduled to occur before office

COMMUNITY CARE PETERBOROUGH**Standards Policies and Procedures**

Policy Name: Transportation Services

Policy Number: PG-18-10

Date Approved: September 2, 2016

Page: 4 of 12

Date Reviewed: July 24, 2019

hours Community Care Peterborough recommends the driver call the client again one hour in advance of arranged pick up time.

Cancellations

11. Clients are responsible for calling the office to cancel drives. A minimum of six (6) hours' notice must be provided to avoid a cancellation fee.
12. Staff/volunteers will notify the driver as soon as possible.
13. Clients may be charged a cancellation fee (refer to fee schedule attached) if the office is unable to reach the driver and provide sufficient notice. These circumstances will be reviewed on an individual basis by a Coordinator.
14. In some circumstances the office will reimburse the driver when the client has cancelled a drive due to last minute emergency or illness, hospitalization, etc. These situations will be reviewed on an individual basis by a Coordinator.

Specialized Transportation Scheduling

15. Specialized Transportation Vehicles operate from Monday – Friday between the hours of 8:30 am – 4:30 pm. Evenings and weekends based on availability of drivers. When drive requests are outside this parameter the Program Coordinator will review on an individual basis.

CCP Van Scheduling

16. Staff schedule the CCP Van to accommodate appointments within the City of Peterborough in a priority sequence. Drive details are provided to the drivers in advance.
17. Schedule drives back-to-back in order to fill the day, group more than one client in the vehicle whenever possible.
18. The CCP van driver will call the client or alternate contact and confirm the drive details 12-24 hours prior to the appointment. Standing order drives may not require confirmation calls after the first two (2) appointments/drives.
19. When cancellations occur the scheduler will notify the driver via email or phone.
20. Whenever possible schedule another drive to replace the cancelled one.
21. Community Care Van may be scheduled for clients registered with our Caremobile service when required.
22. CCP Van Driver is not intended to be a shopping buddy.

Caremobile Scheduling

23. Scheduling drives, the Program Coordinator or designate will:
 - a) compile duty sheets two weeks in advance for both buses according to the standing order list and the future booking list;
 - b) determine if one bus can accommodate drives when cancellations occur to optimize profit margins; and
 - c) distribute the duty sheets to each driver and keep a copy in the Caremobile binder.

COMMUNITY CARE PETERBOROUGH**Standards Policies and Procedures**

Policy Name: Transportation Services

Policy Number: PG-18-10

Page: 5 of 12

Date Approved: September 2, 2016

Date Reviewed: July 24, 2019

-
24. Upon receiving drive requests, the Program Coordinator or designate will:
- a) Review the schedule to determine if able to accommodate;
 - b) contact the caller to confirm and coordinate pick up times or reschedule;
 - c) record request on "future booking" list;
 - d) record drives we are unable to accommodate on "future booking" list;
 - e) enter drive in CIMS (if accommodating); and
 - f) update the duty sheet to reflect change(s), email revised duty sheet to driver, retain a copy of revised duty sheet in the Caremobile binder.
25. Upon receiving cancellations, the Program Coordinator or designate will:
- a) Notify the driver of the cancellation, via text or phone call;
 - b) update the duty sheet to reflect cancellation;
 - c) cancel the drive in CIMS.
26. Caremobile drivers are responsible for:
- a) Collecting and reviewing duty sheets from the office in advance;
 - b) contacting the Program Coordinator if more information is required;
 - c) waiting for a client up to a maximum of five (5) minutes after the scheduled pick up time;
 - d) collecting client fees for all drives;
 - e) recording fees collected on their duty sheet;
 - f) recording trip ticket sales on the duty sheet, the day of purchase;
 - g) depositing the money into the safe every Friday;
 - h) submitting fuel expense sheets to finance, monthly;
 - i) submitting completed drive duty sheets to the Program Coordinator weekly; and
 - j) submitting time sheets to the Program Coordinator bi-weekly.
27. Pre-registered clients are instructed to phone the designated Caremobile phone number and leave detailed messages for either requesting or cancelling drive requests. The Program Coordinator reviews at the start of each day and frequently during the day and updates the drives.

Geographical Boundaries

28. When the Specialized Transportation Vehicles are requested to travel outside of Community Care Peterborough catchment area, approval must be provided by the Executive Director or designate in advance of the drive being booked.

Shopping and Additional stops

29. Drivers designated as Shopping Buddies are required to assist clients with shopping i.e.: reaching for items on the shelf, reading labels etc., in addition to assisting with shopping bags. The limit/weight/number of shopping bags is at the discretion of the Driver. Shopping Buddy units of service are counted separately

COMMUNITY CARE PETERBOROUGH**Standards Policies and Procedures**

Policy Name: Transportation Services

Policy Number: PG-18-10

Date Approved: September 2, 2016

Page: 6 of 12

Date Reviewed: July 24, 2019

from transportation units.

30. Drive requests are limited to one primary errand per drive. A brief extra stop may be acceptable and client will be charged an additional fee. Refer to fee schedules attached.

Long Distance Drives/cell phones recommended

31. When driving long distance, drivers are encouraged to have cell phones to be able to respond to emergency and safety concerns in a timely manner.

Time limits of drives/back-to-back medical drives/doubling fees

32. Time limits for shopping drives are a maximum of two hours, if the drive exceeds this time the flat rate fee will be doubled. Community Care Peterborough recognizes that time allotted for long distance medical appointments is often out of the client's control, therefore there are no restrictions on time. Where agreeable with the driver, subsequent medical appointments will be supported. For example, blood work required immediately following a medical appointment. When the two hour limit is exceeded we encourage drivers to use discretion and consider the client's circumstances resulting in additional time. The Coordinator will monitor all circumstances where fees have been doubled and follow up with the driver(s) as appropriate.

Clients sharing drives

33. Clients who reside in close proximity may request in advance to share drives provided by volunteers to the same destination. Refer to the fee schedules attached.

Service to Clients moving into Retirement Residences

34. Coordinators will review individual and unique situations with the Director of Support Services. Community Care transportation services will remain active where possible. Community Care is sensitive to the transition period for our clients while they become settled in their new environment. Consideration will be given to the continuity of services and relationships at this critical time in the client's life. The transition period will be individualized and timelines set accordingly.

Transportation Safety

35. Clients must wear seatbelts properly adjusted and positioned during transportation unless the client carries a valid medical certificate indicating that the use of a seatbelt is medically contraindicated. The certificate must be with the client during transportation.
36. Drivers are to conduct circle checks on vehicles inspecting lights, signals, tires, oil level, washer fluid levels daily prior to commencing first pick-up.

COMMUNITY CARE PETERBOROUGH**Standards Policies and Procedures**

Policy Name: Transportation Services

Policy Number: PG-18-10

Date Approved: September 2, 2016

Page: 7 of 12

Date Reviewed: July 24, 2019

-
37. Volunteers may refuse drives in the following situations:
 - a) In severe weather conditions;
 - b) when a client's removal from a medical facility or from their own home could jeopardize the health of the client and/or the volunteer;
 - c) when facility outbreaks occur;
 - d) where they feel unsafe; and/or
 - e) when a client should be transported by an ambulance.
 38. CCP Specialized Transportation Vehicles will be equipped with a first-aid kit, a minimum of one fire extinguisher, reflective vests, emergency triangle, and a cell phone.
 39. All Specialized Transportation Vehicles will have the following guidelines posted and enforced:
 - a) Vehicle seat belts in addition to wheel chair seat belts and Q-strains 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;
 - e) passengers with scooters must transfer to a seat and the scooter will be secured; and
 - f) passengers who cannot transfer must sign a waiver absolving Community Care Peterborough of responsibility for any damage resulting in the transportation of a passenger on a scooter;
 40. The Coordinator will ensure compliance with all Ministry of Transportation legislation and regulations including daily circle checks and bi-annual safety inspections related to the operation of the Specialized Transportation Vehicles. Documentation is retained by the Coordinator for a period of two years.
 41. Volunteer drivers will only use their own vehicle and are responsible to maintain it in a safe, clean manner. Seat belts must be in proper working order.
 42. Volunteer drivers have to supply a current Drivers Abstract upon Coordinators request.

ACCIDENT REPORTING

43. In the event of a vehicle accident to persons or property the driver of the vehicle will:
 - a) call 911 in the event of a medical emergency; and/or
 - b) contact the Coordinator or designated employee to make alternate arrangements for the client(s); and
 - c) provide a full written report of the accident/incident.
44. Volunteer Transportation Drivers will:

COMMUNITY CARE PETERBOROUGH**Standards Policies and Procedures**

Policy Name: Transportation Services

Policy Number: PG-18-10

Date Approved: September 2, 2016

Page: 8 of 12

Date Reviewed: July 24, 2019

-
- a) Report all accidents and/or incidents to persons or property (fault or no fault) to the Coordinator or designated employee;
 - b) provide a full written report of the accident/incident;
 - c) decide at their discretion as to whether a claim is put through their personal insurance or not; and
 - d) provide notice (police or collision report) of loss or damage caused to persons or property to the Coordinator or designated employee within 24 hours for occurrence coverage as stated in Policy VOL-3-30. CCP will notify their Insurance regarding claims.
45. Specialized Transportation Drivers will adhere to the following:
- a) All accidents/incidents (fault or no fault) resulting in vehicle, person or property damage or injury are to be reported to the Coordinator or designated employee;
 - b) All accidents are reported to the Police or Collision Reporting Centre dependent on the severity of the damage to the vehicle or person;
 - c) If the accident/incident involves a client, a Reportable Client Event Form is to be completed and submitted by the Coordinator or designated employee;
 - d) The Coordinator or designated employee will advise the Director of Support Services and Finance Director for insurance implications;
 - e) A Workplace Incident Investigation Form must be completed and submitted as per policy HS-1-110 Workplace Incident Reporting and Investigations.

Transporting Portable Oxygen Canisters**46. Transporting Portable Oxygen:**

- a) Handled properly and according to the physician's prescription, oxygen is a safe and valuable drug.
- b) Clients must change their own tanks and adjust gauges.
- c) A client who is receiving too much oxygen will appear to be intoxicated and should be taken to the nearest emergency department.
- d) 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.
- e) Do not use oxygen in the presence of an open flame or any strong heat sources.
- f) Smoking within 3 meters (10 feet) of the oxygen while in use is PROHIBITED. This also includes no smoking within automobiles where oxygen is present or in use.

47. Liquid Oxygen Unit (a square canister)

- 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 traveling a long distance, the client should be asked to top canister/unit up to full before leaving as liquid oxygen will evaporate from the tank.

- d) If the unit does tip, the liquid oxygen will leak out. It will look cloudy and white.
- e) If spillage occurs, there will be a hissing sound:
 - i) Open the car window;
 - ii) stand the unit upright;
 - iii) do not clean it up;
 - iv) it's too cold to be handled and will evaporate in a few seconds.

48. Gaseous Oxygen Tank (a cylinder)

- a) This tank can lie flat, it does not leak.
- b) On long distance trips, the client should take a second tank along.
- c) The spare tank should be stored in the trunk and secured in place with a bungee cord.
- d) A full tank gauge will read 2000 PSI, and will last for 2 - 3 hours on a setting of 2.

Safe Transport of Clients who use Wheelchairs

49. A client occupying a wheelchair will only be transported if:
- a) The wheelchair is securely restrained by applying restraints to the floor 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.
50. Wheelchairs may be maneuvered and their brakes/wheel locks applied and released by either the driver, the PSW, 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 driver to ensure that all of the following steps are followed regardless of who is operating the wheelchair.

Transporting Clients with Mobility Scooters

- 51. A client who uses a mobility scooter 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.
- 52. Passengers who cannot transfer must sign a waiver absolving Community Care Peterborough of responsibility for any damage resulting in the transportation of a passenger on a scooter.
- 53. 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.

Guidelines for transferring clients into our Specialized Transportation Vehicles

54. The following guidelines will be followed when transferring clients into the Specialized Transportation Vehicles:

- a) Park the vehicle legally in a 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 are facing the vehicle when boarding the ramp;
 - ii. vehicles with hydraulic lifts, clients are facing away from the vehicle when boarding;
 - iii. push the wheelchair smoothly into the vehicle with both hands on the wheelchair;
 - iv. position the wheelchair correctly, facing toward the front of the vehicle;
 - v. apply the brakes or the wheel locks on the wheelchair;
 - vi. connect the two rear anchorage restraints and the two front anchorage restraints;
 - vii. tighten the restraints as needed;
 - viii. attach and fit the wheelchair occupant seatbelt correctly;
 - ix. ask the client if they are comfortable and if any further assistance is needed;
 - x. position and lock the ramp in the vehicle; and
 - xi. close the wheelchair entry door.

Guidelines for transferring clients from our Specialized Transportation Vehicles

55. The following guidelines will be followed when transferring clients from the Specialized Transportation Vehicles:

- a) Park the vehicle legally in a safe place with enough unloading room;
- 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, maneuver the wheelchair smoothly out

COMMUNITY CARE PETERBOROUGH**Standards Policies and Procedures**

Policy Name: Transportation Services

Policy Number: PG-18-10

Page: 11 of 12

Date Approved: September 2, 2016

Date Reviewed: July 24, 2019

of the vehicle:

- i. Vehicles with manual ramps, clients facing the vehicle to the bottom of the ramp;
- ii. vehicles with hydraulic lifts, clients facing forward onto the lift.
- h) Safely position the wheelchair and apply the brakes or wheel locks; and
- i) Close the wheelchair entry door.

Transporting additional passengers and Children

56. On the rare occasion that a client requests to take a minor with them, the Coordinator must be informed in advance and approval sought. This would be at the discretion of the Coordinator as stated under "Passengers" in the Driver's Handbook:
- a) Clients may be accompanied by another person if assistance is required.
 - b) Drivers are not to take friends/family along while providing service. Exceptions may be arranged at the Coordinator's discretion.
 - c) Drives involving a minor must be identified at the time of booking the trip.
 - d) A minor can use a seatbelt once any one of the following criteria have been met:
 - i) Turns eight years old;
 - ii) weighs 36 kg (80 lbs);
 - iii) reaches 145 cm (4'9") tall.
 - e) An approved car seat must be provided and installed by the client.
 - f) Minors must always ride in the rear seat of the vehicle.
 - g) Minors travelling in the vehicle are the responsibility of the client. The volunteer will not provide care or supervision and should not be left alone with the minor at any time.
 - h) Drivers must refuse to provide service if the above conditions are not met.

Ministry of Transportation Regulations pertaining to safely transporting childrenChild car seats for infants

57. Newborn babies and infants need special protection while in a vehicle. In a collision, a properly installed rear-facing child car seat can save your baby's life. Under Ontario's *Highway Traffic Act*, infants must use a rear-facing car seat until they weigh at least 9 kg (20 lb.). 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.
58. 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.

Child car seats for toddlers

59. Under the Highway Traffic Act, children must use a forward-facing child car seat when they weigh between 9 kg and 18 kg (20 to 40 lb.) You need to use a forward-facing child car seat until the child weighs at least 18

COMMUNITY CARE PETERBOROUGH**Standards Policies and Procedures**

Policy Name: Transportation Services

Policy Number: PG-18-10

Date Approved: September 2, 2016

Page: 12 of 12

Date Reviewed: July 24, 2019

kilograms (40 lb.).

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

Booster seats

60. Booster seats raise children so adult seat belts protect them better. Booster seats protect children from serious injury 3 ½ times better than seat belts alone.

You need to use a booster seat if a child:

- a) Is under the age of eight;
- b) weighs between 18 and 36 kg (40-80 lb.)
- c) is less than 145 cm (4 feet-9 inches) tall.

ADDITIONAL CONSIDERATIONS

61. Staff / volunteers will arrange for the provision of maps, gloves, hand sanitizer, handi-bar, masks, motion sickness bags, and fluorescent vests as needed and/or upon request from Volunteer Driver(s).

Approved: DBelan
(Signature – Executive Director)

Date: July 30, 2019

REFERENCE

VOL-3-10 Emergency Responses for Client Reportable Events

VOL-3-20 Reportable Events

VOL-3-30 Motor Vehicle Accident

HS-1-110 Workplace Incident Reporting and Investigations

HS-1-180 Safe Driving

Guidelines Emergencies & On Call Procedure

APPENDIX - Fee Schedules

Reportable Client Events Form

Reportable Volunteer Events Form

Workplace Incident Investigation Report Form