

# SPECIALIZED TRANSPORTATION SERVICE

Community Care Peterborough provides fully accessible transportation to enable our clients to attend medical appointments, social activities, day programs, planned special events, and manage daily errands. This service is supported in part by the Central East LHIN, the City and County of Peterborough and donations from individuals and groups.

Our Specialized Transportation vehicles operate from Monday to 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.

Clients must be:

- aged 60 or over, or be 18-59 years of age and unable to use or access conventional modes of transportation due to physical disabilities;
- a resident of the City or County of Peterborough;
- able to safely enter and exit all vehicles with minimal assistance from the driver;
- use a seatbelt, or carry a valid letter from their primary care provider stating the use of a seatbelt is medically contraindicated;

Guidelines:

- seat belts (including wheelchairs) must be worn at all times,
- smoking, vaping are prohibited,
- food may not be consumed while the vehicle is in motion,
- passengers must be seated and facing the front of the vehicle while in motion,
- passengers using scooters must transfer to a seat and the scooter will be secured,
- passengers who cannot transfer to a seat must sign a waiver absolving Community Care Peterborough of responsibility for any damage resulting in the transportation of a passenger on a scooter.

Drivers are not intended to be attendants or shopping buddies. Clients requiring assistance with a wheelchair to navigate inside buildings/medical offices need to arrange for an attendant.

Our drivers will call the client or alternate contact and confirm the drive details 12-24 hours prior to the appointment. Regularly scheduled drives (standing order drives) may not require confirmation calls after the first two (2) appointments/drives.

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.

## Community Care Van serving the City of Peterborough

To register for this service, or for more information, residents of the City of Peterborough are encouraged to contact **Community Care Peterborough** 705-742-7067.



Accessible transportation is based on the availability of our drivers and/or other resources. Flat rate fees apply based on the distance travelled. Caremobile trip tickets may be purchased. Attendants ride free of charge.

Trained staff provide door to door service in our fully accessible vehicles to residents living in the City and County of Peterborough whose physical needs cannot be met through conventional transportation or our volunteer transportation service.



## Caremobile Vans serving the County of Peterborough

To register for the service, or for more information, residents of the County of Peterborough are encouraged to contact their **Community Care Office:**

<b>Apsley</b>	<b>705-656-4589</b>
<b>Buckhorn</b>	<b>705-657-2171</b>
<b>Chemung</b>	<b>705-292-8708</b>
<b>Havelock</b>	<b>705-778-7831</b>
<b>Lakefield</b>	<b>705-652-8655</b>
<b>Millbrook</b>	<b>705-932-2011</b>
<b>Norwood</b>	<b>705-639-5631</b>

Once registered, to request transportation with the Caremobile, call (705) 749-0036. Leave a detailed message and you will receive a follow up call to confirm transportation and pick up time.

