



PARA TRANSIT CARE COACH POLICY

Hours of Operation

Care Coach will provide a door to door accessible transit service 5 days a week, Monday to Friday weekdays from 8:30 a.m. to 4:30 p.m. within the Municipality of the Town of Arnprior and Township of McNab/Braeside. Special Bookings: Arnprior-Braeside-McNab Seniors At Home Program Inc. will make every effort possible to accommodate special transportation requests for Weddings, Funeral Visitations, Funerals, Birthday's & Anniversaries. This extended service would be determined on the availability of a driver. (Please refer to page 2 for fee structure)

Qualification – Mandated Area

All residents (any age) of the Town of Arnprior and Township of McNab/Braeside Township who are disabled and require the services of a specially equipped vehicle for transportation. Arnprior-Braeside-McNab Seniors At Home Program Inc. reserves the right to refuse Care Coach Para Transit Transportation should it be deemed by the Care Coach Driver that **a)** the wheelchair is deemed unsafe for transportation or **b)** the wheelchair exceeds either the maximum width or weight for the Care Coach Ramp.

Fares

In Town;

Within the Municipality of the Town of Arnprior rates will be set at **\$5.00** per one way trip or **\$10.00** for a return trip.

Extended Transportation; (Into McNab/Braeside Township);
Will be charged at a rate of **.70 cents per kilometer.**

Transportation Outside Mandated Area;

Transportation will be offered to clients depending on the availability of the Care Coach to residents outside the Town of Arnprior & Township of McNab/Braeside. This service will be provided at a rate of **.70 cents per kilometer.** (Galletta, Fitzroy Harbour, Constance Bay) *To be reviewed by the Transportation Committee at a later date. (Reviewed, June 8, 2010)*

Out of Town;

Will be based on .70 cents per kilometer

- ❖ 1 hour grace time will be allowed from the time of the appointment
- ❖ A \$6.00 charge for every thirty minutes (30 minutes) thereafter will be charged to the client for waiting time. (\$12.00 per hour waiting time)

- ❖ In Town, Extended and Out of Town Transportation Fares will be reviewed at the end of 6 months from date of service implementation.
(Reviewed, Tuesday, June 8, 2010)

Care Coach Operations Outside Normal Working Hours;

All transportation calls that are booked outside the normal working hours of Monday to Friday from 8:30am to 4:30pm will be subject to a \$12.00 per hour charge in addition to either the in town transportation rate or the out of town transportation rate of .70 per kilometer.

Transporting Other Life-Support Equipment

Passengers may travel with respirators, portable oxygen, and other life-support equipment, provided such transport does not violate laws or rules related to transportation of hazardous materials.

Passengers using such equipment are strongly advised to use medical transportation and/or travel with a personal care attendant.

Lift and Securement Use

Care Coach will transport passengers whose wheelchairs meet weight and width parameters of the Care Coach Ramp. Passengers who use scooter-type wheelchairs who are capable of transferring to a vehicle seat are strongly urged to do so during transport.

Public Service

Care Coach is a public transit service; hence, rides may be shared.

Smoking

Smoking is not permitted on Care Coach at any time.

Assistance

Passengers who require a Personal Care Assistant (PCA) will be allowed such assistance at no extra cost.

Maintenance of Walkways, Ramps, Stairs

All client walkways, ramps, stairs must be clean of snow, ice etc. at time of transport. Failure could result in loss of service until routes are cleaned. Care Coach Driver will use own discretion.

Scooters

Clients who use scooter-type mobility devices who are capable of transferring to a vehicle seat are strongly encouraged to do so during transport.

Restraints

Clients using wheelchairs or scooters are required to be secured, using a four-point tie down system at all times while riding in the vehicle. Failure to cooperate with safety related policies may result in loss of service.