



“Care Coach” Para Transit Transportation Service;

Is designed to meet the needs of individuals of all ages with disabilities in the Town of Arnprior and Township of McNab/Braeside. Care Coach will provide one-to-one Para Transit Transportation Services for medical appointments, social, recreational, personal, banking or shopping.

The client’s needs are responded to by our agencies own Para Transit “Care Coach” with our personal one-to-one attention.

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.

Qualification

All residents of the Town of Arnprior and Township of McNab/Braeside Township (any age) who are disabled and require the services of a specially equipped vehicle for transportation.

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 return trip.

Extended Transportation (Into McNab/Braeside Township);

Will be charged at a rate of .43 cents per kilometer

Out of Town;

Will be based on .43 cents per kilometer

- ❖ ½ hour grace time will be allowed from the time of the appointment
- ❖ \$3.00 every ½ hour or \$12.00 per hour waiting time

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 the ADA-regulated definition of a common wheelchair. A common wheelchair is a wheelchair or other mobility device that does not exceed 30 inches in width and 48 inches in length when measured 2 inches above the ground and that does not weigh more than 600 pounds when occupied. Wheelchairs and their users shall be secured at all times during boarding, debarking, and transporting operations. 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.