



Caledon Community Services (CCS) is pleased to meet your transportation needs by providing friendly, reliable, door-to-door service 7 days a week to Caledon seniors and Caledon citizens with short or long term disabilities. Rides are provided by agency staff in our wheelchair accessible vehicles or by car with one of our many dedicated volunteers.

Caledon Community Services is committed to a healthy, engaged, compassionate community for all. Following our mission statement: To help people help themselves by working creatively and responding to community needs through our core values:

- |                       |   |
|-----------------------|---|
| <b>Leadership</b>     | We commit to continuous improvement   |
| <b>Integrity</b>      | We act responsibly, honestly and ethically in all we do   |
| <b>Responsiveness</b> | We anticipate and act on emerging community needs   |
| <b>Inclusiveness</b>  | We celebrate and respect the diversity of our community by promoting equitable access to services and opportunities |
| <b>Innovation</b>     | We will not shy away from adopting untried ideas and methods to address complex community needs                     |
| <b>Partnership</b>    | We collaborate to advance shared and individual interests   |

### **Eligibility**

- All Caledon seniors age 60 and over
- Caledon residents unable to drive due to a short or long-term medical disability (a doctor's note may be required: if client is attending an approved day program physician note will not be required)
- People who require dialysis or are experiencing mobility issues.
- Transhelp clients
- York Region and WheelTrans transfer riders



CCS transportation is committed to provide the correct level of service to of all our clients. Changes in a client's mobility may result in a change of transportation service.

### **Where Does CCS Transportation Go?**

- Dialysis, therapy and medical appointments
- Day programs, Seniors Centre, Community Centre, as well as Social Events
- Scheduled shopping trips
- **Please note:** Rides must either begin or end in Caledon. The Town of Caledon includes: Bolton, Palgrave, Mono Mills, Caledon East, Inglewood, Cheltenham, Caledon Village, Alton, Belfountain, Valleywood, and Terra Cotta.

### **Operating Hours**

- Transportation is available: Monday to Saturday 6:00 am to 6:00 pm  
Sunday and Stat Holidays 6:00 am to 2:00 pm.
- Office hours: Monday to Friday 8:30 am to 4:30 pm.

### **Registration**

- To register, an application must be completed and returned to the Transportation office
- Applications can be found on our website [www.ccs4u.org](http://www.ccs4u.org) or can be attained by calling the Transportation office during office hours
- If applicant is a Caledon senior a physicians note is not required

### **Ride Booking Information**

- To book a ride, call the Transportation office at **(905) 951-2300** or **(905) 584-2300 ext 217, 218, 221,264** during business hours.
- Ride requests must be received a minimum of two business days before the ride is required. Rides can be booked a maximum of seven days in advance. Last minute ride requests may be accommodated when possible.

Please see chart below:

DATE OF RIDE	CUT OFF DAY TO BOOK
Monday	Wednesday 4:30 pm
Tuesday	Thursday 4:30 pm
Wednesday	Friday 4:30 pm
Thursday	Monday 4:30 pm
Friday	Tuesday 4:30 pm
Saturday	Wednesday 4:30 pm
Sunday	Thursday 4:30 pm

### When booking a ride:

Please include the following information:

1. Date you want the ride,
2. Time you need to reach your destination and time of return,
3. Destination address (please be specific),
4. For medical rides provide the doctor's name and/or department,

5. If you are travelling with an escort. Escorts **must** be there to assist you with translation, vision or mobility needs. Escorts ride free of charge.
6. Registered clients may also book a companion to travel with them. A companion is not considered an Escort and is required to pay a fare equal to the client fare for travel.
7. **Be sure to book enough time for your appointment.**  
Example, if you expect to finish your appointment at 3 pm, please ask for a 3:15 or 3:30 return time. It's better to wait a few minutes than to miss your ride.

#### When confirming a ride:

1. You **must** confirm your ride by calling the office at **(905) 584-2300 or (905) 951-2300 ext 217, 218, 221 or 264** the business day before your ride between 2:00 pm and 4:00 pm.
2. Please be ready 15 minutes prior to your confirmed pickup time.

#### When cancelling a ride:

1. Cancellations must be made by 2pm the business day before your ride.
2. If rides are cancelled after 2pm the business day before your ride, the ride will be charged to your account. **NO EXCEPTIONS.** Late Trip Cancellations are detrimental to the efficient and effective operations of CCS transportation and waste resources that could be used to provide transportation to other clients.
3. To cancel, please call **(905) 584-2300 or (905) 951-2300 ext 822** at anytime and leave a message.

## CCS Late Trip Cancellation Policy:

1. After attaining eight (8) Late Trip Cancellations, either four (4) round trips or eight (8) single trips, during a calendar month period, a noted phone call will be made to the client to review CCS transportation's policies and procedures and to remind client to cancel their trip in advance;
2. An additional two (2) Late Trip Cancellations, either one (1) round trip or two (2) single trips, during the same calendar month period, will result in a five day suspension of service.

## What if my appointment is running late?

1. Please inform the Transportation office at **(905) 584-2300 or (905) 951-2300 ext 217, 218, 221 or 264** if you will **NOT** be able to make your confirmed return ride
2. The Transportation office will make every effort to accommodate a later pickup time.
3. If a return ride can **NOT** be accommodated, you are responsible to arrange alternative transportation.

## Missed Trip/No Show:

1. If you are not at the designated pick-up location at your confirmed pickup time, the driver will leave
2. You will be charged for the trip.
3. Your return trip will be cancelled and you will be responsible to arrange alternative transportation.

### **Missed Trip/No Show Policy:**

1. Three (3) No Shows within a calendar month will result in a phone call to the client to review CCS transportation's policies and procedures and to remind client to call and cancel their trip in advance;
2. If the client has an additional two (2) No Shows within the same calendar month, a noted phone call and/or letter will be sent to the client or client representative, which will result in a five day suspension of service;
3. Upon the completion of the client's suspension, the client will be allowed full privileges for utilizing the transportation service;
4. After having transportation privileges reinstated, an additional two (2) No-Shows within a calendar month will result in an additional five day suspension of service;
5. After the client's second (2<sup>nd</sup>) suspension, if an additional No-Show occurs there will be a final termination of client's riding privileges.

### **Walkways/Driveways:**

1. Driveways and steps must be accessible to CCS vehicles.
2. Driveways must be free of snow, ice, debris as well as any low hanging tree branches. If the driver is unable to enter the driveway safely, it will be the clients' responsibility to either make their way out to the vehicle at the end of the property or cancel the pick up.
3. If pick up is cancelled due to poor driveway conditions, there will still be a charge for the ride.

### **Payment:**

Transportation is a pre-paid service. Fee for rides are charged to client's account when booked or when ride is generated. It is a client's responsibility to keep track of your transportation balance in order to ensure a positive account balance.

## How to make a payment:

### 1. Personal Cheques.

Cheques are to be made payable to Caledon Community Services and must include your Client Identification number.

Mail to: Caledon Community Services

18 King Street East

Bolton, ON L7E 1E8

**Please note:** your account will only be credited upon receipt of your cheque at the Transportation office.

### 2. Credit Card Payment:

Credit card payments can be made at the Transportation office located at 4 Industrial Rd , Bolton or over the phone by calling **(905) 951-2300 or (905) 584-2300 ext 217, 218, 221 or 264** during office hours.

### 3. Debit/Interac:

Debit transactions can be made at CCS retail store:

Evolve Clothing, 4 Industrial Road Bolton

You will need to have your Client Identification number in order to make a payment.

### 4. On-Site Deposit Boxes:

Payments may be made at on-site deposit drop boxes located at:

CCS Main Office, 18 King St E, Bolton Ont.

The Exchange, 55 Healey, Road Bolton Ont.

Each deposit box will have a payment form and envelope located directly under the deposit box. The form should be completed and placed in the sealed envelope.

Caledon Community Services does not pay interest on any balance of monies in clients transportation account.



### **Access to Account Records:**

- Clients or designates may access their account records by calling 905-951-2300 or 905-584-2300 Ext 217, 218, 221 **or** by accessing their account on-line [www.peelregion.ca](http://www.peelregion.ca) click Social Services / Transhelp tab . You must have your client identification number and password ready.
- CCS recommends clients access their account information on-line but if this is not possible a monthly statement will be made available.
- It is the client's responsibility to keep track of their account balance.

### **Transportation Fee Schedule (One Way Fee):**

**Please note Escorts ride free of charge, Companions pay fee equal to registered Client**

Ride From	Ride To	Fee
Town of Caledon	Anywhere within Caledon <b>Please Note: All stops will be charged an additional \$ 4.00 fee.</b>	\$ 4.00
Town of Caledon	Orangeville shopping – West Caledon (Tuesday and Thursday) Orangeville medical	\$ 4.00 \$5.00
Town of Caledon	Mall trips	\$5.00
Town of Caledon	Etobicoke, Brampton, Woodbridge, Georgetown, Newmarket for medical appointments	\$10.00
Town of Caledon	Mississauga for medical appointments	\$20.00
Town of Caledon	Toronto, Guelph, for medical appointments Based on volunteer availability <b>Please Note: All one way rides to distant destinations will be charged return rate of \$60.00</b>	\$30.00

## General Policies:

- Smoking, eating, or drinking is **NOT** permitted on any CCS vehicle.
- No weapons or firearms on vehicles.
- Only service animals are permitted on any CCS vehicle.
- Loud or abusive behavior or language including profanity/racial or vulgar comments will be cause for immediate removal from the vehicle and possible loss of transportation privileges.
- Clients may only bring carry on items that will fit comfortably on their lap and will not protrude into the next seat. Drivers cannot help load or unload items and clients may not leave personal items on the bus.
- **CCS drivers are not permitted to enter into a home or a facility at any time.** If you require additional assistance (e.g. pushing your wheelchair while in a facility or personal assistance), you must have an escort (escorts ride free of charge).
- Drivers are required to transport clients to the pre-scheduled destination indicated on the driver's manifest. Drivers are not allowed to make any destination changes.
- Audio/music players are not permitted to be played aloud while on any CCS vehicle.
- CCS is not responsible for personal items left on the bus. Clients may call the Transportation office to find out about any personal items they may have left on the vehicle.
- CCS is committed to provide all rides booked, occasionally due to unforeseen circumstance rides may be cancelled.

## Client Responsibilities:

- **Please be ready at least 15 minutes before the scheduled pickup time.** This will minimize inconvenience for all clients. Call the Transportation office if the driver is more than 15 minutes late for confirmed pickup time.
- Seatbelts must be worn at all times.
- Clients should refrain from wearing heavy perfumes while traveling on CCS vehicles.
- Clients must inform the transportation office of any changes to their mobility.
- CCS transportation services are not funded as an essential service and therefore, ride provision is not guaranteed. During inclement weather, services may be cancelled when Peel District School board buses are cancelled.

## **CCS Transportation Client Code of Conduct:**

Safety is everyone's responsibility. A standard of conduct is expected from every CCS client. Client behavior that is disruptive to the delivery of the service and/or other clients will not be tolerated; this includes but is not limited to:

- Profanity
- Refusal to share seat with another passenger
- Body odor or personal hygiene which disturbs the reasonable comfort of other clients or driver
- Trying to distract driver's attention
- Clients are prohibited from interfering with the operation of the vehicle including all ancillary equipment attached to the vehicle, e.g. radio, lift equipment, etc.
- Changing seats while the transit vehicle is in motion
- Eating or drinking on the vehicle
- Drinking alcoholic beverages
- Physical violence, intimidation and/or harassment toward another client and/or driver
- Participation in illegal activity (sale, distribution, possession of stolen property or controlled substances such as alcohol, narcotics, etc.)
- Possession of weapon
- Damaging or destroying the personal property of another client or driver
- Language intentionally used to threaten or intimidate another client or driver
- Use of racial slurs, racial/ethnic name calling, displaying racist behaviors
- Throwing objects in CCS vehicle or out of windows
- Use of tobacco or smoking on CCS vehicle
- Spitting

## **Rights of Persons Served**

### **As a client of Caledon Community Services, you have the right:**

- To use services if you are eligible and they are available.
- To choose your goals.
- To have a copy of your plan and the right to have help to understand it.
- To be involved in planning for yourself.
- To know how long you will receive services and when the services will end
- To refuse services.
- To privacy
- To know what information about you will be kept and where it will be kept.

- To see your client file/record.
- To receive as much notice as possible of a changed or cancelled appointment or workshop.
- To have an appointment or workshop start on time.
- To ask for another decision and/or make a complaint about your services..
- To be treated with respect.
- To be safe from being hurt. This includes somebody taking your money, making fun of you, threatening you, hitting you or touching you when you don't want to be touched.
- To services that respect your beliefs, gender identity, sexuality and culture.

### Any Questions?

Please call 905-584-2300 or 905-951-2300 ext 217, 218, 221 or 264

Please visit our web site at [www.ccs4u.org](http://www.ccs4u.org)

Available in large print upon request

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