

Department: Administration	Policy Number: T03-01681
Subject: Espanola Care Van	Effective Date: 2012/11/13
Bylaw No:	Revision Date: 2014/01/01
	Version #: 2

Policy: Espanola Care Van

Purpose: The Town of Espanola is committed to providing superior customer service. This policy will provide guidelines on how to achieve the highest possible level of customer service, while maintaining the safety of riders and the operator of the Espanola Care Van.

Care Van Operator Responsibilities:

1. Conduct themselves in a friendly, courteous and professional manner with all customers and members of the public.
2. Maintain the highest ethical standards.
3. Speak in a professional manner and avoid swearing, excessive sarcasm or threatening language.
4. Remain friendly and co-operative, even when dealing with individuals who are upset or irate.
5. Operators will secure wheelchairs in the van. Operators are not responsible to carry or push customers up and down ramps, stairs or steps, walk customers to homes or facilities or go in to homes.
6. The Care Van operator under Policy H14-01393 will not accept gifts or tips.
7. The Care Van operator reserves the right to refuse transportation to anyone whose wheelchair cannot be safely secured or to anyone using a wheelchair without a seat belt.
8. Operating a hand held device while driving is a serious offence under the Highway Traffic Act, doing so while operating the Care Van is illegal and may be grounds for dismissal. The Operator shall maintain the safety of everyone in the Van at all times by refraining from performing any activities that may fall under the Distracted Driving Law of Ontario, ie. eating, writing, reading (exception of road signage) while driving.

Client Responsibilities:

9. Clients should be ready and waiting for the Van. The Care Van operator has a schedule to maintain and cannot wait for late passengers. A maximum waiting time of 5 (five) minutes will apply.

10. Care Van passengers are encouraged to use wheelchairs and scooters that comply with Canadian Standards Association (CSA) standards when travelling on the Care Van to optimize safety for all passengers.
11. No eating or drinking on the Care Van.

Cancellations/No Show

12. A "no-show" will be logged for all passengers who do not show up for their ride or who cancel at the door. Clients with repeated "no-show" violations (in excess of three per month) will have their eligibility privileges reviewed, which may result in a suspension of services.
13. Attempts to accommodate changes to scheduled trips will be made but not guaranteed.

Wheelchair Equipment

14. All wheelchairs shall be equipped with a seat belt (lap belt) which must be used at all times. Customers are required to wear seat belts at all times when boarding and riding the Care Van. The Care Van operator is not responsible to fasten a client's seat belt; it shall be fastened prior to boarding.
15. Wheelchairs and scooters shall have functioning brakes.

Eligibility

16. The Espanola Care Van provides public transportation for residents aged 55 and over and residents with disabilities.
17. To register for the Espanola Care Van application M99-01411 must be completed and submitted to the Municipal Office at 100 Tudhope Street, Ste 2 or call (705) 869-1540. Applications are available on the website at www.espanola.ca or can be picked up at the municipal office.

Training and Certifications

18. Care Van Operators will be provided with the necessary training required to properly operate the wheelchair lift.
19. Care Van Operators will hold a current First Aid Certificate.

20. Care Van Operators shall hold a valid (non-probationary) driver's license in the Province of Ontario and maintain a clean driving abstract.

Support Persons

21. Customers requiring assistance to the van, or from the van to their door, or into a facility or home, must make arrangements for this type of assistance with their support person prior to a scheduled pick up time. The Care Van operator is not responsible to provide these accommodations. In the instance that these arrangements cannot be made, transportation cannot be provided.
22. No fee shall apply to a support person accompanying a person with a disability when that person requires a support person.

Pets & Service Animals

23. If readily apparent that the animal is used by the person for reasons relating to his or her disability; or if the rider provides a letter from a physician or nurse practitioner confirming that the person requires the animal for reasons relating to the disability, the animal shall be permitted to travel with the rider providing the person with a disability maintains care and control of that animal at all times.

Boundaries

24. The Care Van will provide transportation to destinations within town limits only.

Hours of Operation

25. Hours of Operation shall be posted on the municipal website, on the Community Channel and provided to passengers riding the Care Van. Hours are subject to change, notice will be provided in the same manner as above.

The Care Van will not be in service on Statutory Holidays.

Scheduling an Appointment

26. It is the Client's responsibility to schedule a pick up by calling 705-862-0244. Rides should be scheduled a minimum of one day in advance. Last minute rides may only be accommodated if time and the schedule permits.
27. The Client shall provide the addresses of the origin and destination of the ride, pick-up and drop-off times, and whether or not they will be travelling alone or with an attendant.

Fare

28. The fee for a one way trip is \$2.50. Fares can be paid individually, or by purchasing bus passes from the Municipal Office or the Care Van Operator. All fares to and from the Espanola Regional Recreation Complex are free.

Visitors

29. Visitors shall be permitted to ride the Care Van provided they meet the Eligibility requirements, schedule an appointment as outlined in this Policy and pay the required fare.