

# Seniors' Transportation Resource Guide





## ***Disclaimer***

The prices, policies, and schedules described in this booklet are subject to change at any time.

Be sure to inquire about the most up-to-date information when you contact the agency/organization.

The information in this document is accurate as of June, 2016

**Dear Reader,**

**AJA 50+ is happy to provide this  
Seniors Transportation Resource Guide.**

**Seniors are a vital part of our community. With age, mobility limitations can make staying both physically healthy and actively engaged in the community more difficult. Knowing about seniors' transportation options is critical for maximizing quality of life.**

**From buses to taxis to specialized van services, the city of Ottawa has much to offer. However, knowing who to call and what questions to ask can sometimes be confusing and intimidating.**

**The goal of this booklet is to help you navigate through our area's transportation options and find the service that best suits your needs or the needs of someone you know.**

**We hope you find this booklet useful. Safe travels!**

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## **Transportation Tips**

1. When making a reservation with any transportation provider, always have a calendar, pencil, and paper available. It is important to know the exact address of where you need to be picked up and where you need to be dropped off as well as the number to call if your transportation does not arrive when you expect it to.
2. If you will need a return trip, remember to schedule it at the time of your original call.
3. If you call and get a recording, make sure you leave a message including your contact details. Be sure to speak slowly and repeat important information such as telephone numbers and addresses. Don't hang up! The company/organization should call you back.
4. Make sure to get the name of the person who is taking your reservation. It may come in handy if there is any confusion or you have further questions about your transportation needs.

## **Transportation Definitions**

**Curb-to-Curb** – the passenger is picked up and let out of the vehicle at the street curb.

**Door-to-Door** – the driver will help the passenger from the door of their home to the vehicle, and help the passenger from the vehicle to the door at their destination.

**Door-Through-Door** – the driver will help the passenger from the inside of their home to the vehicle, and help the passenger from the vehicle to the inside of their destination.

**Wheelchair Accessible** – the provider has vehicles that are specially equipped with a ramp to allow a wheelchair-bound passenger to sit in their wheelchair during the ride.

## TAXIS

**Blueline Taxi** **613-238-1111**

**Capital Taxi** **613-744-3333**

**West-way taxi** **613-727-0101**

**Geographic area covered: All of Ottawa**

- **Cost:** Meter starts at \$3.50 and increases with distance
  - **Hours of operation: 24 hours a day, 7 days a week**
  - **Types of service:** Door-to-door, Curb-to-curb, door-through-door (upon request) (advise of needs in advance).
  - **Wheelchair accessible:** Yes, if requested.
    - May need up to 30 min for service.
    - In the winter, service may be backed up. You should call at least 1 hour in advance of travelling
- Will drivers help with packages?** Yes; you should mention when you call that you will need help with parcels
- **Geographic area covered:** All of Ottawa and surrounding area, excluding Quebec.

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## **PUBLIC TRANSPORTATION**

### **OC Transpo**

*OC Transpo is Ottawa's public bus and light-rail (The O-Train) system. The following are some important definitions and facts to know about the transit system:*

***Regular Routes*** – Routes that operate regularly throughout the day.

***Express Routes*** – Express routes provide direct, quick trips from suburban communities to downtown and back during rush hours. They require a higher fare if paying with cash or tickets or a "top-up" if transferring from a regular route.

***POP(Proof of Payment), Passenger must ask driver for a Transfer*** – Transfers are issued to riders who pay with cash or tickets. Transfers allow you to continue your trip on another OC Transpo vehicle (including the O-Train) within a certain time period, without paying again. During the daytime, on weekdays and Saturdays, transfers expire 90 minutes after being issued; evenings, Sundays and holidays transfers expire 105 minutes after being issued. Transfers can be used for any direction of travel including return trips and stopovers, providing the time has not expired. If you pay with cash or tickets, always board at the front of the bus and get a transfer as Proof of

Payment. Be sure to retain your Proof of Payment for the duration of your trip.

***Passes*** – Bus passes are purchased monthly or annually and consist of two parts: the photo ID and the pass. Bus passes allow unlimited use throughout the day/night and include express routes and the O-Train.

***Photo ID*** – All monthly passes require an accompanying Photo ID Card that can be purchased at OC Transpo Sales and Information Centres. Photo ID Cards are valid for one year and cost \$8.50.

### **OC Transpo Office contact info:**

- Phone #: 613-741-4390 (will provide assistance on routes)
- Hours of operation: Mon-Fri, 7am – 9pm  
Sat, 8am – 9pm; Sun 9am – 5pm
- **Geographic area covered:** Ottawa, Rural Ottawa
- **Fares per ride for Seniors 65+:**
- REGULAR ROUTES: Presto Card - \$2.14; Cash (exact change only) - \$2.70; Tickets @ \$1.60 each - 2.
- EXPRESS ROUTES: Presto Card - \$4.28; Cash (exact change only) - \$5.00; Tickets @ \$1.60 each - 3
  - *NOTE:* Seniors 65+ ride free all day Wednesday, except on Para Transpo.

### *PRESTO CARDS:*

- *Presto Cards are available (\$6 fee) at OC Transpo Sales and Information Centres (see below) and can be 'loaded' with credit (minimum \$10) at a Sales Centre or online at [prestocard.ca](http://www.octranspo1.com/tickets-and-passes/discount%20senior%20fares). For comprehensive information go to:*
- *[http://www.octranspo1.com/tickets-and-passes/discount senior fares](http://www.octranspo1.com/tickets-and-passes/discount%20senior%20fares)*
- *Remember to have proof of age on hand when using Presto cards.*
- **Per month, for seniors 65+**
  - \$41.75
- **Per month, for residents who receive benefits under the Ontario Disability Support Program**
  - \$35 Community Pass (application required) this is 'loaded' onto the Prestocard.
  - Registered Para Transpo customers can also obtain a Community Pass
- **Hours of operation:** Varies by route and day of week; Sat. and Sundays are unique. Be sure to check the schedule.
- **Types of service:** Bus stop to bus stop
- **Wheelchair accessible:** Yes; busses also lower on request

### **Where to purchase tickets and passes:**

- OC Transpo Sales and Information Centres

- Rideau Centre, St. Laurent, Lincoln Fields, Place d'Orléans
- Government Service Centres & City of Ottawa Client Service Centres
- Most convenience stores for bus passes and tickets but **not** for Presto Cards and passes.

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## **Para Transpo**

*Para Transpo is a door-to-door transportation service for persons with disabilities who are unable to use conventional transit services. The following are some important things to know about Para Transpo:*

- You must complete an application and registration form. This form is available at:
- [www.octranspo1.com/accessibility/para\\_transpo](http://www.octranspo1.com/accessibility/para_transpo)

You can also call 613-244-1289,  
Mon-Fri 8:00am -5:00 pm to receive the form by mail.

- Para Transpo trips must be reserved in advance. You should call one day before you plan to travel, or consider making a regular booking for trips that occur at the same time on the same day each week.

- Customers who cannot be safely left unattended on a vehicle or at a drop-off location must be accompanied by an attendant. Attendants do not pay a fare.

- One travelling companion may accompany Para Transpo customers. Please advise the booking agent when you are making your trip reservation that you will be accompanied. Companions are charged full fare.
- NOTE: For clients using wheelchairs or scooters, wheelchairs up to 30 inches (762 mm) wide by 60 inches (1525 mm) long and scooters up to 30 inches (762 mm) wide by 50 inches (1270 mm) long will fit on Para Transpo buses.

### **Para Transpo Office contact info:**

- Administration and Information
  - Phone #: 613-244-1289
  - Hours of operation: Mon-Fri, 8 am – 5 pm
- To book a reservation
  - Phone #: 613-244-7272
  - 7 days a week, 9 am – 5 pm
  - Van service only, 7 am – 5 pm
- To cancel a reservation
  - Phone #: 613-244-4636
  - 7 days a week, 6:00 am - midnight
  
- **Geographic area covered:** All of Ottawa, Hull
- **Cost:** PRESTO PASSES CANNOT BE USED TO PAY FOR PARA TRANSPPO BUT CAN BE USED FOR MONTHLY PASSES.

- For fare information:  
[http://www.octranspo1.com/tickets-and-passes/para\\_transpo\\_fares/](http://www.octranspo1.com/tickets-and-passes/para_transpo_fares/)
- **Morning peak time - Per ride, for seniors age 65+** (each way, exact change required)
  - M-F 6:30 am to 9:00 am – cash (exact change only) \$4.30 or 3 tickets (\$1.60/ticket)
  - All other times - \$2.15 or 2 tickets (\$1.60/ticket)
  - Rural flat rate - \$8.45 in cash, tickets, or combination
- **Per ride, for Senior Pass holders and Community Passholder, per ride**
  - Add \$2 or 1 ticket if travelling M-F between 6:30 AM and 8:59 AM
- **Per ride, for Community Pass holders**  
(regular fare is charged on weekdays 9am to midnight and all day Sat., Sundays and statutory holidays).
  - Add \$2 or 1 ticket at all times
- **Hours of operation:** The majority of Para Transpo's service operates 7 days a week, 6:30 am to midnight.
- **Types of service:** Door-to-door
- **Will drivers help with packages?** No. Passengers should only take what they can carry/control while the vehicle is in motion.

**Where to purchase tickets and passes:**

- OC Transpo Sales and Information Centres
  - o Rideau Centre, St. Laurent, Lincoln Fields, Place d'Orléans
- Government Service Centres & City of Ottawa Client Service Centres
- Most convenience stores

**Para Transpo Taxi Coupon Program**

*The Taxi Coupon Program allows registered Para Transpo customers to take discounted taxi service as an alternative to Para Transpo. Coupons are for the sole use of the Para Transpo customer who buys them and cannot be resold or given to anyone else.*

**Taxi Coupon Program Contact Info:**

- Phone #: 613-842-3670

**How does the coupon program work?**

- You can book a trip at your convenience with participating Ottawa taxi companies (see below) and save 40% off the regular fare. Use of coupons is mandatory to access this taxi service.

**Participating Taxi Companies:**

- Blue Line      613-238-1111
- Capital        613-744-3333
- De-Ville       613-841-6090
- West-way      613-727-0101

**Cost:** \$24 for a coupon book worth \$40 in taxi fare. Each book has a selection of \$1, \$2, or \$5 coupons. You can purchase up to 4 coupon books per month. There is no expiry date. For customers who are blind or visually impaired, the coupons are identified with hole punches for the different values.

**How to purchase coupons:**

- Phone #: 613-842-3670 (Credit card purchases)
- Send cheque or money order (no cash) payable to the City of Ottawa in the amount of \$24 per book along with your name, mailing address and Para Transpo registration number to:

Para Transpo Taxi Coupon Program  
1500 St. Laurent Blvd.  
Ottawa, ON  
K1G 0Z8

Allow two weeks for delivery.

**Other important things to know:**

- When paying your fare, you must show your Para Transpo identification card, which you will receive with your coupons. You must also show an additional piece of government-issued photo ID.
- Coupons will be accepted at their face value. The taxi driver will not provide change from coupons, so make sure you have extra cash to pay any balance.
- Coupons cannot be used for tips.

- Friends or family (up to the number, including yourself, who can normally travel in the vehicle) may travel with you at no extra charge.

Registered Para Transpo customers can ride the O-Train for free but need to be prepared to provide their registration number to fare inspectors.



## **COMMUNITY ORGANIZATIONS**

**If you are unsure which of the following organizations is matched with your area of residence, contact:**

**Ottawa Community Support Coalition**  
**613-688-1768 Ext. 0**  
**[www.ocsc.ca](http://www.ocsc.ca)**

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### **Jewish Family Services (JFS)**

*Jewish Family Services provides transportation services to Jewish seniors as well as other clients of the agency. A potential client can either call Jordana at 613-722-2225, ext. 249 about the services being offered, or go to the JFS office at 2255 Carling Avenue, Suite 301 on Tuesdays or Wednesdays and speak to Jordana. An intake form will be filled out and then the client will be entered into the JFS system. offers two transportation services for seniors. These services are also available to adults with disabilities. JFS can transport clients to medical appointments, adult day programs (through an agency), and grocery shopping.*

### **Contact Info**

- Phone #: 613-722-2225 ext. 249, Jordana Shainbach, JFS Ottawa Transportation Coordinator.
- Website: [www.jfsottawa.com](http://www.jfsottawa.com)

## 1. Van

- **Geographic area covered:** Ottawa
- **Cost:** One way trip is \$12; two way trip is also \$12
  - Clients are billed at the end of the month.
  - \$5 fee for cancellations made less than 24 hours before the scheduled drive (not applied in case of illness or emergency and depending on financial circumstances).
- **Hours of operation:** Monday, Tuesday and Wednesday 9:30am-4:30/ Thursday & Friday; 9:30 am – 1:30 pm
  - JFS understands that appointments sometimes run earlier or later than these operational hours. In these cases, arrangements may be made.
- **Types of service:** Curb-to-curb; door-to-door
- **Wheelchair accessible:** No
  - The van is not equipped for wheelchairs. JFS requests that clients are able to independently get into the Turny seat/van with minimal help (or bring someone to assist for no additional fee).
  - Drivers are willing to lend an arm for support.
- **Booking a ride:** A request for transportation is to be submitted by Tuesday, one week prior to requiring transportation.
  - In case of emergency appointments, clients should contact Sina Naebkhil, Transportation Coordinator, as soon as possible to make alternative arrangements  
613-722-2225 ext. 249.

## 2. Volunteer Drivers

*Every driver has liability insurance coverage and has completed a criminal record check.*

- **Geographic area covered:** Ottawa
- **Cost** one way trip is \$12, two way trip is also \$12.
  - Clients are billed at the end of the month.
  - \$5 fee for cancellations made less than 24 hours before the scheduled drive (not applied in case of illness or emergency)
- **Hours of operation:** 8:30 am - 4:30 pm Monday to Friday, not including statutory holidays. JFS is closed on Jewish holidays.
- - JFS understands that appointments sometimes run earlier or later than these operational hours. In these cases, arrangements may be made upon request.
- **Types of service:** door-to-door
- **Wheelchair accessible:** No
  - JFS requests that clients are able to independently get into a car with minimal help, or bring someone to assist for no additional fee.
  - Volunteer drivers are willing to lend an arm for support.
  - Drivers can assist clients into and out of the van and will assist clients to the door only of their appointment

- **Booking a ride:** A request for transportation must be submitted by Tuesday, one week prior to requiring transportation.
  - In case of emergency appointments, clients should contact Jordana Shainbach, Transportation Coordinator, as soon as possible so that a volunteer driver can be scheduled 613-722-2225 ext. 249.
  - **Service Animals:** JFS vehicles can accommodate clients' service animals when required.

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## **Canadian Cancer Society**

The Canadian Cancer Society organizes volunteer drivers to get patients to and from treatments.

### **Contact Info**

- Phone #: 1-888-939-3333 (Mon-Fri 9am-5pm)
- Website: [www.cancer.ca](http://www.cancer.ca)

Patients registered with the Wheels of Hope transportation service will be picked up and taken to their appointment by a volunteer driver. This is a shared-ride program that not only provides transportation but also offers a friendly, supportive environment along the way.

The Wheels of Hope transportation service is intended

to assist an eligible client and escort (if required) with their short-term travel to attend cancer specific medical appointments or supportive care services delivered by a professional recognized by Ontario's health care system. Patients must declare a financial, physical or emotional need for service.

The Wheels of Hope transportation service is offered throughout Ontario and covers all of Ottawa. Transportation service is provided Mon to Fri between 9 am and 5 pm. No service is provided on weekends and statutory holidays. All drivers are volunteers and use their own vehicles, hence vehicles are not wheelchair accessible.

New patients who register with Wheels of Hope will be required to pay a one-time \$100 registration fee, and, subsequently patients do not pay per ride. Registration is completed over the phone and takes about 15 minutes. Children 18 years old or under will not be charged. If you are unable to pay the full registration fee, you may be eligible for assistance through their compassionate program. For more information on the registration process, please read our [FAQ](#).

In addition to the Frequently Asked Questions page, click here to view and print their [transportation service fact sheet](#) and the [patient handout](#).

If a volunteer driver is not available or if it's too far to travel using volunteer drivers, the Society may be able to help you access other public transportation options. There is no fee for this.

All of the Ottawa Cancer Society's transportation services are coordinated locally. To find out what's available in your area, contact your local Canadian Cancer Society office, call toll-free at 1-888-939-3333 or email the Society [info@cis.cancer.ca](mailto:info@cis.cancer.ca)

Read more: <http://www.cancer.ca/en/support-and-services/support-services/transportation-on/?region=on#ixzz32qsnkBsm>

## **Regional Community Resources - WEST OTTAWA**

### **Olde Forge Community Resource Centre**

*Located at Carling Ave and Richmond Rd, Olde Forge provides information and referral services to the community at large and a community support program for seniors and adults with physical disabilities living in the west end of Ottawa. As well the Olde Forge provides some other services for the greater Ottawa area, such as a weekly foot clinic and annual tax clinics for seniors and adults with physical disabilities.*

- Before requesting transportation, clients should contact Old Forge to discuss registration. The process may include a home visit. The Olde Forge transportation program requires that all clients live in the Olde Forge 'Catchment area'.
- The Catchment area East boundary starts on the shore of the Ottawa River at the north end of Woodroffe Avenue, goes south on Woodroffe to Carling Avenue, west on Carling to the north end of the southerly portion of Woodroffe, south along it to the Queensway, east along the Queensway to Clyde Avenue then south along Clyde, jumping straight across the interruption in it till it meets Baseline Road.
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- The Catchment area South boundary runs along Baseline Road from the intersection with Morrison Drive on the west to Clyde Avenue on the east.
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- The Catchment area West boundary starts on the shore of the Ottawa river at the north end of Oakley Avenue, goes south on Oakley to Carling Avenue, east on Carling to Roseview, the border jumps straight to the intersection of Consul Avenue and Morrison Drive, then south on Morrison to Baseline Road.

The Catchment area North boundary is the shore of the Ottawa river from Oakley Avenue on the west to Woodroffe Avenue on the east.

## Contact Info

- Phone #: 613-829-9777 ext. 231 – Talk to Christie May, Program Coordinator
- Website: [www.oldeforge.ca](http://www.oldeforge.ca)

**Geographic area covered: West Ottawa**

## Services Offered

- **Transportation to medical appointments:**  
Escorted transportation to medical appointments by volunteers in their own cars. A fee is applied to cover gas costs for the volunteers, plus cost of parking if required. The fee varies depending on trip distance, but is less expensive than a taxi service.
- **Grocery/Shopping Van:** Travels weekly to grocery stores, Farm Boy, Carlingwood Shopping Centre, and occasionally to Bayshore Shopping Centre. A fee of \$6 applies. Contact Olde Forge for up-to-date schedule.

Transportation clients require a home visit from Olde Forge staff in order to register; there is no cost to register.

Once clients are registered, they may call or email their requests.

Medical transportation is mostly provided by volunteers who use their own vehicles and the Olde Forge van is not wheelchair accessible.

Drivers are able to provide limited assistance, such as putting a client's walker in the vehicle, and carrying grocery bags to the front door. Clients must be fairly independent.

Registered clients must provide 7 days notice for drives to medical appointments, and 2 days notice for shopping requests.

There is no charge when clients need to change or cancel a drive. Clients are asked to give as much notice as possible when changing or cancelling a drive.

Clients may have a helper, aid, spouse or friend accompany them on medical drives.

Shopping spaces are limited, therefore additional passengers cannot be accommodated. The grocery bus allows extra spaces for helpers.

There is no extra charge for helpers, family or aids to attend appointments.

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## **Western Ottawa Community Resource Centre**

- Before requesting transportation, clients should contact the Western Ottawa Community Resource Centre to discuss registration. The process may include a home visit (if transportation to medical appointments is required).

### **Contact Info**

- Phone #: 613-591-3686 Option 3
- Website: [www.wocrc.ca](http://www.wocrc.ca)

**Geographic area covered:** Nepean, Kanata, Stittsville and West Carleton

**Services offered**

- **Transportation to medical and non-medical appointments:** The service is for individuals who can transfer safely and independently into a vehicle. Clients can schedule rides in advance. Where required, (volunteer) drivers will provide support for those needing assistance with stairs or elevators, at their destination. Clients having a medical procedure requiring sedation will be required to bring a companion with them. Clients living in the rural area, requiring the use of a wheelchair, travelling to a rural destination can call to schedule a drive  
Transportation fees, payable by the client are as follows:

- 1 – 10 km: \$11
- 11 – 30 km: \$16
- 31 – 50 km: \$21
- 51 – 70 km: \$31
- 71 – 90 km: \$41
- Over 91 km: \$0.50/km
- Parking fees are the responsibility of the client at the time of parking. Drives not cancelled are subject to charges.

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## Ottawa West Community Support

### Contact Info

- Phone#: Call 613-728-6016
- Website: [www.owcs.ca](http://www.owcs.ca)
- Email : [info@owcs.ca](mailto:info@owcs.ca)
- Transportation services are available to clients 60 years of age and older. Potential clients should call 613-728-6016 ext. 234 for transportation requests and speak to Catherine Labrecque to set up a client file. To begin their client file, clients will be asked for the following information: full name, address, phone number, date of birth, OHIP number and emergency contact. Clients will be asked to complete a short health questionnaire over the phone. When setting up a client file, inform Catherine if you require the assistance of a service animal. Reasonable efforts will be made to accommodate service animals.

**Geographic area covered:** Services are for residents living between Preston St. and Woodroffe Ave./From South Baseline to North Ottawa Roads.

### Services offered:

(call to confirm availability; there are occasional constraints)

- **Transportation to medical appointments:**  
Volunteer drivers use their own vehicles to transport clients to medical and dental appointments. Rides

within the Geographic area are \$12, while rides outside the Geographic area are \$17.

Medical transportation requests should be made through the office, 613-728-6016 ext. 234 at least 48 hours in advance of the appointment time. A driver is then assigned and the client is informed who will drive them. The evening before, the driver will call the client and confirm the details of the drive with them, including the pick-up time. The day of the drive, the driver will pick up the client at home and bring them to their appointment. When the appointment is finished, the driver will bring them home.

- **Grocery Shopping Buses:** Four grocery buses run every two weeks, Tuesdays and Wednesdays on a biweekly rotation (Clients take the appropriate bus depending on where the client lives). No walkers are permitted on the grocery buses. Clients must be able to walk independently, using a grocery cart for support if necessary. Neither aides nor friends are permitted to accompany a client on grocery buses. Clients wanting to use the grocery bus service should call at their earliest convenience to sign up and to learn when the bus for their area runs. Once clients are on the list, they will be called biweekly the day before their bus is scheduled to run. These calls are made to remind the client and to confirm that they wish to attend for a given week. Clients

are not required to call biweekly. The cost for a round-trip is \$6.

- **Shopping Buses:** Two shopping buses are operated a month. The first Monday Shopping bus (to Carlingwood Mall for personal shopping) and the third Thursday shopping bus (to various locations throughout the city). The location varies by month, but is to locations that clients may not be able to reach otherwise). Clients must call at least 48 hrs ahead to book a space on a shopping bus. Once clients are on the list, they will be called, the week before, for each first Monday outing. The cost for a round-trip is \$6. Walkers are permitted on shopping buses.

### **Payment for Transportation Services:**

- The majority of clients pay in cash, to the driver when he or she arrives to pick up the client, however; the agency is moving towards billing clients for transportation.

### **Changes, Cancellations and/or New Requests of Transportation Service:**

- Medical Transportation: last-minute changes can occasionally be accommodated, dependent on driver availability. Clients should notify the agency of last-minute cancellations as soon as possible. No cancellation fee is charged.

Shopping and Grocery buses: Clients can be added to the list for the respective bus up to end-of-day the day before the bus in question. No cancellation fee is charged. Last-minute requests can be accommodated, dependent on driver availability.

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### **Regional Community Resources - EAST OTTAWA**

#### **Eastern Ottawa Community Resource Centre**

- Before requesting transportation, clients should contact the Eastern Ottawa Community Resource Centre to register.

#### **Contact Info**

- Phone #: Transportation 613-741-6025 ext. 328  
Grocery Bus 613-741-6025 ext. 326
- Website: [www.eorc-creo.ca](http://www.eorc-creo.ca)

**Geographic area covered: General Transportation:**  
Blackburn Hamlet, Beacon Hill, Carlsbad Springs,  
Gloucester South, Orleans, Cumberland, Navan, Vars and  
Sarsfield)

**Grocery Bus:** Gloucester, Blackburn, Orleans/Cumberland, Gloucester South/Hunt, Vars, Carlsbad

### **Services offered**

- **General Transportation:** Volunteer drivers provide escorted transportation to and from essential services. Priority is given to requests for transportation for medical appointments for seniors aged 65+(age qualification is flexible depending on circumstances). Fee Schedule: 1-10 km \$11, 11- 30 km \$16, 31 - 50 km \$21, 71 - 90 km \$41, 91+km \$ .50/km A van, driven by a professional driver, services rural areas. Clients should call 7 days in advance to arrange a ride. Note that vehicles can accommodate walkers and canes, but not wheelchairs. Clients should be able to enter the vehicle with minimal assistance (can bring a helper).
- **Grocery bus:** Offering group transportation in a large van and accompaniment to local grocery stores. Cost is 1 - 30km \$11, 31 - 70+km \$21 which includes delivery and accompaniment to/from the local grocery store
- The Centre emphasizes that they will always strive to find a way to assist clients.

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## **Regional Community Resources –** **CENTRAL OTTAWA**

### **The Good Companions**

- Any new clients at The Good Companions must undergo a telephone and home visit assessment prior to receiving transportation services.
- Transportation services are provided with or without membership to The Good Companions.

### **Contact Info**

- Phone #: 613-236-0428 ext. 235 Mon – Fri 8:30 am to 4:00 pm. Closed on weekends and all stat and civic holidays.
- Website: [www.thegoodcompanions.ca](http://www.thegoodcompanions.ca)
- Located at the corner of Albert St. and Empress Ave.

**Geographic area covered:** Services are for Seniors 55+ and adults with physical disabilities living north of the Queensway between Preston St. and Blair Rd.

Client Registration: Call 613-236-0428 to register as a client.

### **Services offered**

- **Transportation to medical appointments:** Volunteers offer drives to medical and other essential appointments. Clients must book at least 7 to 10 days

in advance. Dependent on volunteer driver availability.

- **Grocery buses:** An escorted, door-to-door bus service to grocery stores for seniors and adults with physical disabilities is available (check designated areas of Central Ottawa (613) 236-0428 #2250. Clients are offered a hand onto the bus and in the store, but must be able to climb aboard with minimal assistance. No wheelchair transportation is available Check website for routes, schedules and fees (if any) Clients do not have to be members.

## **Regional Community Resources – RURAL OTTAWA SOUTH**

### **Rural Ottawa South Support Services (ROSSS)**

- Before requesting transportation, clients should contact Rural Ottawa South Support Services for registration.
- To register as a client, call 613-692-4697.
- To contact the transportation Dept. call 613-692-4697 (answering machine – press 1) otherwise ask for transportation ext. 237

### **Contact Info**

- Phone #: 613-692-4697 Manotick; Metcalfe, and North Gower/Richmond
- Website: [www.rosss.ca](http://www.rosss.ca)

**Geographic area covered:** Rural Ottawa South, including Metcalfe, Greely, Osgoode, Manotick, and North Gower and Richmond.

### **Services offered**

- **General Transportation:** Screened volunteers and paid drivers, using their vehicles or agency vans, provide transportation to medical/dental appointments, banking, shopping, or visiting. Cost is based on mileage.
- **Shopping buses:** Buses travelling to urban and local shopping centres starting from various points in the rural south. Volunteers are available to assist riders on and off the bus and in the mall as needed. However, only minimal assistance can be provided.
- Fees are calculated based on round trip mileage, originating and returning to the client's home.
- Fees as of June 2016 are as follows. Individual's ride Fee 1-10km \$11.00, 11-30km \$16.00, 31-50km \$21.00, 51-70km \$31.00, 71-90km \$41.00, 91+km \$0.50/km. Group ride fee Transportation to local grocery and urban shopping centers \$10.00 per client. Clients are billed monthly. All rides must be booked in advance, 7 days notice or more is recommended. 72 hours (3 days) is the minimum notice required and there is no guarantee a ride can be provided.

- Caregivers may accompany the client, at no extra cost. Call the office at 613-692-4697 to obtain information on wheelchair accessibility

## **MEDICAL TRANSFERS**

### ***Disclaimer***

*The following is a list of medical transfer companies currently operating in Ottawa. AJA 50+ does not endorse any particular organization and cannot comment on their quality.*

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## **Goldsmith Medical Transport Inc.**

### **Contact Info**

- Phone #: 613-226-6098
- Website: [www.goldsmithmedical.ca](http://www.goldsmithmedical.ca)

### **Services offered**

- Offers services for non-critical transport needs
- Inner city and long-distance transportation for medical appointments and non-medical appointments (e.g. family functions). Serves Ottawa, the Ottawa Valley and surrounding areas. Payments can be made at time of booking, by VISA, Mastercard or by a Pre-approved method of payment. Many factors including length of travel and special needs affect the cost of a ride.

- Call 613-226-6098 to book a pick-up and provide the following information: date and times of appointment, pick-up and appointment locations, any special or specific needs. The more advance notice that can be given prior to a client's appointment will allow Goldsmith the opportunity to more likely accommodate the client's schedule.

## **Priority Patient Transfer Service**

### **Contact Info**

- Phone #: 613-727-0168
- Website: [www.ppts.ca](http://www.ppts.ca)

### **Services offered**

- Private medical transportation using ambulance-type vehicles, wheelchair accessible vans and sedans.
- Three types of transfer are provided:
  - Comprehensive Care Transfer.
    - For patients that require uninterrupted acute care during the duration of their transfer. Transfer services include bed-stretcher service, full support and vitals monitoring during transfer.

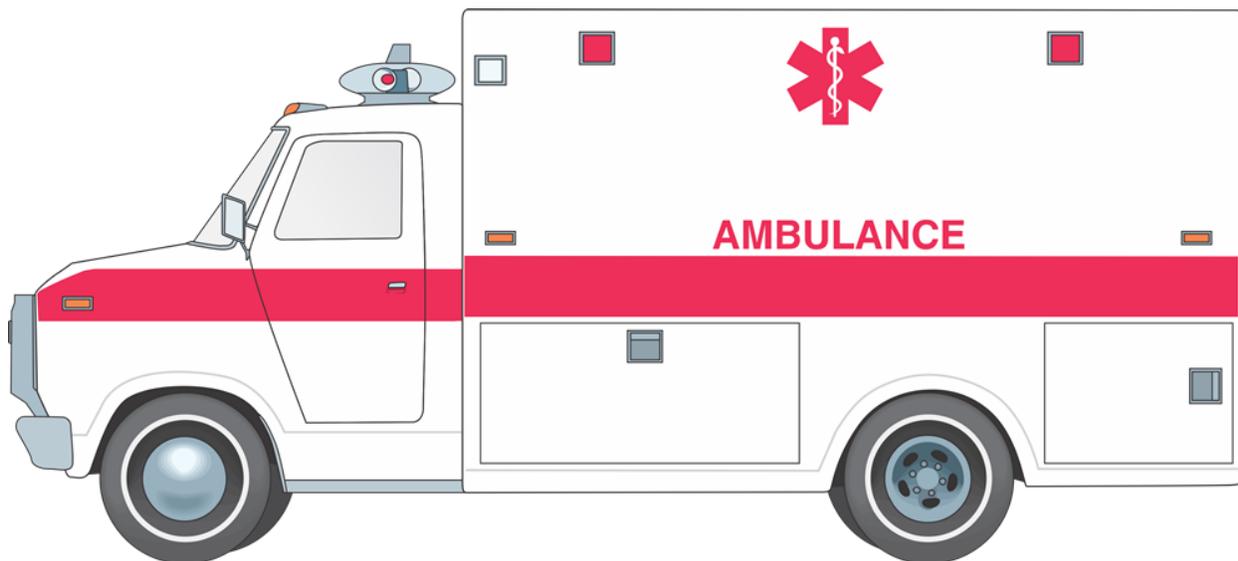
Everyday Mobility Transfer.

For individuals who at times need some help in getting to and from important events and appointments.

Flexible Care Transfer.

For patients whose medical needs change often. PPTS can accommodate family members and provide a meal for long distance transfers.

Requests for transfers can be submitted online. If a request is sent after 7:00 pm and immediate assistance is required, call dispatch directly at 613-727-0160 or 1-866-561-7787



## **DRIVING PROGRAMS**

### **Canada Safety Council - 55 Alive Driver Refresher Course or Defensive Driving Course**

#### **Contact Info**

- Phone #: 613-739-1535 ext. 233
- Website: [www.canadasafetycouncil.org](http://www.canadasafetycouncil.org)

#### **Services offered**

- These programs are designed to help you maintain independence and driving privileges. Each course is conducted by instructors recruited and trained by the Canada Safety Council. The courses help you improve your awareness of traffic hazards, update yourself on traffic laws and new technology, and identify and correct bad driving habits.
- The 55 Alive Driver Refresher Course is designed to review and sharpen driving skills.
- The Defensive Driving Course is a six hour course.
- LOCATIONS/COURSE INSTRUCTORS/PRICES
- Old Forge Community Resource Centre, corner Richmond Rd and Carling Ave 613 - 829 – 9777 offers the 55 Alive Refresher Course only. Instructor [a.bloom@oldeforge.ca](mailto:a.bloom@oldeforge.ca).

- Integrity Safety Solutions, located off of Baseline 613-863-8422 Robert De Hartog offers both the 55 Alive and DDC courses. Instructor [robertdeharto@gmail.com](mailto:robertdeharto@gmail.com).
- Kevin McCaffery, 613-853-9405, offers both the 55 Alive and DDC courses. Courses are held throughout the Ottawa area. [kmccaffery@bell.net](mailto:kmccaffery@bell.net).
- Instructors teach independently, therefore contact them directly for further information regarding prices and upcoming course dates.  
There are no pre-requisites required for these courses.

## **The Ottawa Hospital Rehabilitation Centre - Driving Rehabilitation Service**

### **Contact Info**

- Phone #: [613-737-7350](tel:613-737-7350) ext. 75359
- Website: [www.ottawahospital.on.ca](http://www.ottawahospital.on.ca)

### **Services offered**

- Provide driving evaluations to clients whose illness or disability may affect their ability to drive.
- Following the evaluation, the client is given recommendations regarding their driving ability and what adaptive equipment or techniques they might need to improve their driving abilities.

- To access this service, clients must obtain a referral from their psychiatrist or physician.

**Cost**

- Contact the Rehabilitation Centre for program costs (fees begin at \$500) and scheduling information.

## **PARKING PERMITS**

### **Accessible Parking Permits (APP)**

The Accessible Parking Permit is issued by the Government of Ontario. It entitles the vehicle in which the permit is displayed to be parked in a designated accessible parking space. A licensed physician or other healthcare professional must certify your condition on the application form. There is no cost.

**Contact Info**

- Phone #: 416-326-1234 (Service Ontario) Mon - Fri  
8:30 am - 5:00 pm
- Toll free phone #: 1-800-267-8097

To see who is eligible for an APP, contact your family doctor, call 1-800-387-3445, or visit [http://www.ontario.ca/en/services\\_for\\_residents/ONT05\\_039815.html](http://www.ontario.ca/en/services_for_residents/ONT05_039815.html)

## **How to obtain an application for an APP**

### **To download an APP application form**

- Go online to [www.ServiceOntario.ca](http://www.ServiceOntario.ca), or
- Pick up application at any Service Ontario Centre, or
- Request an application by mail from

ServiceOntario

P.O. Box 9800

Kingston, ON K7L 5N8

Delivery time is 3 weeks by mail or 7 weeks when submitted at a Service Ontario Centre.