

# TRANSPORTATION SERVICES

## CLIENT & CAREGIVER HANDBOOK



### Phone Number

519-326-8629



### Email

info@secc.on.ca



### Address

215 Talbot Street East, Leamington, ON  
N8H 3X5

[www.secc.on.ca](http://www.secc.on.ca)

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## HOW DO I GET A RIDE?

- Call during regular office hours to book your ride
- For local trips (Leamington, Kingsville and Wheatley), we require two business days' advance notice
- For trips to Windsor and elsewhere in Essex County, we prefer one week's advance notice
- When calling, have the details of your trip ready, such as the date of your travel, desired arrival and departure times, and the street address of your destination

## WHERE DO I GET A RIDE & WHEN



- Please book your Windsor appointments no earlier than 10:00am and to be done by 3:00pm
- **Other areas of Essex County—check with the office**

## HOURS OF OPERATION

Office hours are:

**Monday - Friday**  
**8:30 am - 4:30 pm.**

- An answering machine is available before/after hours but calls are not returned until the next regular business day
- Service is available Monday to Friday
- Weekend, holiday and after hour services may be available for an additional charge

## CLIENT BILL OF RIGHTS

### Adapted from Ontario's "Connecting Care Act, 2019—Patient Bill of Rights"

As a patient, family member, substitute decision maker or caregiver, you have the right to expect that every Home and Community Care Support Services employee, Board member and contracted health service provider shall respect and promote your rights as follows:

1. To be dealt with in a respectful manner and to be free from physical, sexual, mental, emotional, verbal and financial abuse.
2. To be dealt with in a manner that respects your dignity and privacy, and that promotes your autonomy and participation in decision-making.
3. To be dealt with in a manner that recognizes your individuality and that is sensitive to and responds to your needs and preferences, including preferences based on ethnic, spiritual, linguistic, familial and cultural factors.
4. To receive home and community care services free from discrimination as per the Human Rights Code or the Canadian Charter of Rights and Freedoms.
5. A patient who is First Nations, Métis or Inuk has the right to receive home and community care services in a culturally safe manner.
6. To receive clear information about your home and community care services in a format that is accessible to you.
7. To participate in the assessment and reassessment of your needs, as well as the development and revision of your care plan.
8. To designate a person to be present with you during assessments, and to participate in the development, evaluation and revisions to your care plan.
9. To receive assistance in coordinating your services.
10. To give or refuse consent to the provision of any home and community care service.
11. To raise concerns or recommend changes related to the services that you receive, and with policies and decisions that affect your interests, without fear of interference, coercion, discrimination or reprisal.
12. To be informed of the laws, rules and policies affecting the delivery of the home and community care services, including this Patient Bill of Rights, and to be informed, in writing, of the procedures for initiating complaints about the services you are receiving.

## HAVE MORE QUESTIONS?



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### Address

215 Talbot Street East, Leamington, ON  
N8H 3X5

**Monday-Friday 8:30am-4:30pm**

**Saturday 8:30am-12pm**

My Case Manager's Name is:

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Notes:

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## WHAT IS CARELINK?

CareLink is an multi-agency collaborative of transportation service providers in Windsor-Essex, Chatham-Kent and Sarnia-Lambton

## WHAT IS THE COST?

The cost is a flat rate regardless of weather the trip is a round trip or just one way.

\$15	→	Within Leamington or Kingsville
\$25	→	Leamington or Kingsville to other parts of Essex County
\$40	→	Leamington or Kingsville to Windsor, Tecumseh, Amherstburg, Lakeshore & LaSalle
\$20	→	Between Leamington, Kingsville or Wheatley
\$30	→	Between Wheatley & Kingsville
\$50	→	Wheatley to Windsor, Tecumseh, Amherstburg, Lakeshore & LaSalle

- Extra stops are available for an additional charge.
- Payment is due to the driver at the time of pick-up unless previous arrangements have been made with the office.

## CONCERNS AND COMPLAINTS

- Clients, family members and caregivers who want to make a complaint about their services have the right to do so. Please direct all concerns to your Case Manager
- For further assistance, you may direct your concern to the Community Services Department Coordinator

## ATTENDANTS

- An attendant may accompany you for free if you medically require assistance while traveling
- When booking, let the office know you have an attendant

## REMINDER CALLS & PICK-UP WINDOWS

- We provide your scheduled pick-up time with a reminder call the afternoon before your appointment
- Please be ready and waiting 5 minutes prior to your scheduled pick-up time

## CANCELING YOUR TRANSPORTATION

- Please call the office at 519-326-8629 by 9:00am one business day prior to your ride to cancel
- If you call before/after hours, please leave a message that includes your name and phone number

## FAILURE TO CANCEL AND NO-SHOW CHARGES

### You will be invoiced for trips not cancelled in advance if:

- You forget to call and notify the office of the cancellation
- You change your mind when the ride arrives
- You're not boarded within 5 minutes of your pick-up time

## INCLEMENT WEATHER

- If county school buses are cancelled due to **snow or ice**, our bus service will most likely be **cancelled** as well.
- If school buses are cancelled due to **fog**, our bus service will most likely **continue** to operate.
- In the event of a service cancellation, clients will receive a phone call.

## RULES OF RIDING IN OUR VEHICLES

- Respect for fellow passengers is a must.
- No smoking, violence or profanity allowed.
- Appropriate clothing and footwear is required at all time.
- Pick-up and drop-off locations must be confirmed at booking.
- Requests for additional stops cannot be made en route and must be made at the time of booking.
- It is the responsibility of the rider to be at their designated pick-up location at the time the bus is scheduled to arrive. In the event you are late the driver will wait only 5 minutes past your scheduled time. If you are not at your designated location 2 times, your privileges to ride the system will come under review.
- The driver is not allowed to escort riders beyond the front door of their destination.
- Anyone caught stealing will be escorted off the vehicle. The police will be contacted and you will not be permitted to ride again.
- The South Essex Community Council is not responsible for lost or stolen items on the vehicle – please do not leave your personal items or valuables unattended.
- Some staff and riders suffer from allergies or sensitivities to fragrance. Please refrain from wearing perfumes, colognes, or other fragranced personal care products, or wearing clothes laundered in strong smell- ing detergents, scent boosters, fabric softeners or dryer sheets while riding in our vehicles.
- Anyone suspected of being or caught intoxicated and/or under the influence of alcohol, illegal substances and/or related paraphernalia on their person will not be permitted to enter the vehicle and/or will be escorted off the vehicle, the police will be contacted and you will not be permitted to ride again.
- South Essex Community Council staff have the final say in all matters regarding the safety of its passengers, staff, attendants and the operation of its vehicles.
- All incidents will be recorded and forwarded to the case managers for appropriate documentation.