

# Petawawa Local Community Transportation Program

If you are a resident of Petawawa within the geographic boundaries of the municipality, have a disability, live on low income, are a senior or vulnerable sector individual and need access to transportation, you can register with Carefor to use the Ministry of Transportation Community Transportation Program. This program is provided thanks to a partnership with the Ministry of Transportation, Carefor and the Town of Petawawa. The program provides for a dedicated accessible vehicle with a door to door delivery service for eligible Petawawa residents to meet their non-urgent medical needs.

## What kind of Transportation is available?

- Planned transportation to various businesses and program providers. A full list of contracted services and times will be posted as they are arranged.
- On demand transportation to meet daily living needs of eligible residents. To complete banking, personal grooming or general shopping needs

## Who is eligible to use this transportation?

As per the MTO program parameters, the service is first and foremost for individuals with no transportation access or options, such as persons with disabilities, senior, low income residents, vulnerable sector youth and members of an Indigenous community.

## What is the fee for this transportation?

The cost of this service is \$5.00 each way, per eligible user, within the Petawawa municipal boundaries. The service is a door to door option in that the driver will collect you at your residence, take you to the appointment location and then return you back to the residence following the appointment. The fee is payable to the driver at time of collection.

NOTE: some planned transportation options may not cost the user if the transportation fees are covered by a third party. For example to use the Hyska's grocery bus there is no fee to the user at this time. These types of service will be noted and you will be advised at time of booking if there is a fee to be paid.

**Who do I call to arrange transportation under the Petawawa Local Community Transportation Program? Please call Carefor at 613-732-9993 ext. 3700**

## **Petawawa Local Community Transportation FAQ's**

**I have to go to the Petawawa Centennial Family Health Centre. Can I use the Local Petawawa Community Transportation Program to go there?** As a registered user of the Carefor services, and an eligible resident of Petawawa, you can call and schedule transportation through the Petawawa Local Community Transportation Program. If the vehicle is available they will accommodate your service request. As always it is best to call with as much notice as possible so that scheduling can occur. The fee for using this service door to door both ways will be the program expense of \$10.00 and is payable to the driver.

**I have a medical appointment in Pembroke can I use the Petawawa Local Community Transportation Program to go there?** At this time you will call Carefor and access their medical services vehicle programs as you might normally. They will make arrangements for you. The fees will be those as arranged through that medical program.

**I would like to meet my friend for lunch and need a wheelchair accessible vehicle to get around. Can I use the Petawawa Local Community Transportation Program?** As an eligible registered client with Carefor you can make a request for transportation to any business within the geographic boundaries of Petawawa. This service would need to be arranged in advance and would be subject to vehicle availability. The fee to use would be \$5.00 each way payable to the driver at time of pick up.

**Can I use the same service to get transportation to a private residence?** As an eligible registered client with Carefor you can make a request for transportation to any eligible location within the geographic boundaries of Petawawa. This service would need to be arranged in advance and would be subject to vehicle availability and the discretion of Carefor booking agent. The fee to use would be \$5.00 each way payable to the driver at time of pick up.

**I am a local business/community group offering a service that is targeted towards the demographic users of the Petawawa Local Community Transportation Program. How can I participate?** You can communicate with Carefor or with the Town of Petawawa through the Economic Development Office to become a program partner.

**I would like the option, on occasion, of going to do a shop at the mall in Pembroke. Is this service provided through the Petawawa Local Community Transportation Program?** At this time the approved transportation service is for use within the geographic boundaries of the municipality of Petawawa. However, we are willing to track requests and as the demand dictates provide some program options that might satisfy this request. For example, we are willing to exam an option where we might use the program to take residents once a month. Note: the fees to use this transportation service would then be greater than the \$10 local return fee.

**Why did the Town of Petawawa partner with Carefor to provide this service?**

The municipality partnered with Carefor as the service provider in order to ensure the health and safety of all users and to meet the program delivery with supported valuable statistical and analytical data that is required for the Ministry. Carefor's operational procedures ensures all staff have appropriate training, screening and specialize in service delivery for clients that need assistance in transport. Carefor's operating systems allow for validation and verification of users, have tracking and analytic functions that facilitate the reporting ministry requirements.

**How do I let someone know what transportation services I would use?** Please advise Carefor of your transportation service requests. They will track the information and work with the various partners to see if such service can be provided.

**I want to go to the Beer Store or the LCBO can I use this service to go to those locations?** At this time, the Petawawa Local Community Transportation Program is not eligible to service clients for this request. If however such product is available at the grocery store and one attends the grocery store and makes other purchases, Carefor will not deny you return transportation due to the selection of your purchases.