

Our CHAP-CareLink Transportation Services aim to connect people to their community by providing safe, affordable, accessible door-to-door transportation options. As pressures persist to discharge and move patients quickly, we want to ensure that our partners are aware of the service criteria when making a direct referral to access transportation services or through Red Cross' Homeward Bound program.

Please note: **Independently mobile** is defined as a person who, without assistance or with a minimal one-arm assist, is able to: (1) physically and mentally able to enter and exit a vehicle and (2) who can ascend and descend stairs. Independently mobile individuals may use assistive devices without direct assistance or with a minimal one-arm assist.

Prior to booking transportation services, please answer the following to determine if the patient is an appropriate referral:

- 1. Does this person have difficulty walking or transferring with a one-arm assist or less?**
  - If **NO**, can ride independently.
  - If **YES**, requires escort OR refer to another service provider.
  
- 2. Is this person independently mobile and able to navigate stairs or steps with a one-arm assist or less?**
  - If **YES**, can ride independently.
  - If **NO**, requires escort OR refer to another service provider.
  
- 3. Can this person be left home alone?**
  - If **YES**, can ride independently.
  - If **NO**, requires escort OR ensure that designated support person will be at the home (MUST provide contact info for that person). \*If no one meets the patient at the home within a timeframe of 15 minutes, the patient will be returned to the hospital as per safety protocols.
  
- 4. Are there any other protocols or information that we need to be aware of prior to pick-up?**
  - If **YES**, please note when booking.
  - Please note that we are not currently able to transport passengers who are COVID+.** Please contact Voyago at 1.855.942.4400 or 519.455.1390.

If you determine that this referral is appropriate, please phone the Transportation Call Centre at 519.354.6221 ext. 242 to arrange service. Our Call Centre operates Monday – Friday 9:00am - 5:00pm. Please provide as much detail as possible about the patient to assist in their transition home from hospital.

## → Can your drivers provide supports to the patient?

Drivers at Family Service Kent are made up of staff and volunteers. Our drivers are **NOT trained to provide personal or medical supports**. If a patient requires assistance beyond a one-arm assist due to health or safety concerns, a family member or caregiver over age 18 **must** accompany them (at no charge).

For non-emergency transfer services for people who may require more complex transfers including stretchers, chair lifts, oxygen or medical monitoring, please contact Voyago at 1.855.942.4400 or 519.455.1390.

For non-emergency transfer services for people with stable, non-urgent health conditions who require stretchers, please contact CareLink's Non-Urgent Stretcher Transportation Service at 1.855.728.1433 or 519.728.1435. Please note that this is not an on-demand service and requires lead time to schedule.

## → What assistance are the drivers able to provide?

**Our drivers are unable to lift passengers.** They are trained to provide a one-arm assist or less to help passengers get in and out of the CareLink vehicles. Patients must be independently mobile and have appropriate assistive devices (walker, wheelchair, cane, etc.) to help with their transition when arriving at their destination.

If a patient is discharging themselves against medical advice, they **MUST** be independently mobile and stable in order for CHAP-CareLink to provide safe transportation home.

For patients who require more than minimal support they **MUST** have someone ride along or waiting at their destination to assist with transfers. If this is not possible, a referral must be made to another transportation service such as Voyago.

## → What safety protocols are followed?

**As a door-to-door service provider, our drivers are unable to enter private residences.** Additionally, if higher levels of support are required, our drivers do not have the training to provide safe lifts or appropriate personal and medical supports.

If patients do not have a designated support person (family/friends/caregivers) available to assist at their destination we can try to co-ordinate third-party supports to be at the destination upon arrival to aid with the transition. Please note that it will take longer to arrange the ride if this is requested. There may also be additional costs to the patient associated with the third-party supports.

Patients whose designated support person has not arrived at the destination within 15 minutes of patient arrival, will be returned to the hospital to prevent any unsafe incidents from occurring.

**At this time, CareLink is unable to provide transportation services for anyone who has tested COVID+, as this is considered a complex medical drive. Please contact Voyago.**