

**Policy & Procedure Manual**

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**CLIENT TRANSPORTATION – R-IX-2**

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**POLICY:**

OPTIONS will ensure that all people we support have transportation available to them.

**PROCEDURE:**

To inform all employees of the proper procedure to follow when making transportation arrangements for the people we support, as well as inform employees of the various transportation options available.

**PROCEDURE:**

1. The employee should first establish what form of transportation is required.
2. Once the transportation needs have been determined, the employee will proceed with arrangements using one of the following: Thunder Bay Transit, OPTIONS' vehicles, Lift+ Transit, taking cabs/accessible taxi vans, or personal vehicles.

NOTE THAT ALL ABOVE METHODS SHOULD BE INVESTIGATED FOR AVAILABILITY BEFORE USING A PERSONAL VEHICLE OR TAXI.

3. To use Thunder Bay Transit, call their 24 hour Information Line for information regarding routes and schedules. Free schedules and maps are available at City Hall, both bus terminals and the main Transit Office on Fort William Road. Method of Payment – Petty Cash/Bus Pass. Schedules and maps can also be found at <https://www.thunderbay.ca/en/city-services/schedules-and-maps.aspx>
4. To use OPTIONS' vehicles, employees must call the home where the vehicle is located, to pre-book. To book the van at the 95 N. Cumberland office call reception.
5. LIFT+ Transit may be booked by calling the dispatcher at: 345-0777. This service is for only physically challenged and those unable to board regular buses. Trips are booked two weeks in advance for regular service. For same day service, contact the same number and ask the dispatcher for a booking. Method of payment – LIFT+ passes. (Lift+ accepts the PAL card which will allow a staff accompanying the person supported to ride for free )

6. Taxis provide 24 hour service with regular and accessible cabs. No pre-booking is required, but they can be booked in advance. Method of payment – petty cash, taxi requisitions, or taxi scripts.

**PROCEDURE (continued):**

Note: These are available for a reduced rate at the LIFT+ office. The client must have a photo I.D. card and number which can be acquired at the LIFT+ office on Jasper Drive. The I.D. card must be shown each time the scripts are used.

**RECOMMENDED BY:** Administrative Committee

**APPENDICES:** 0

**OPERATIONAL ACCOUNTABILITY:** Administration, Community Services (all)

**ORIGINAL POLICY DATE:** February 1994

**AUTHORIZED BY:** Executive Director

**SIGNATURE:**

