ElderEase Transportation Program

Rider Booklet

Registration?Consent?and.Service.Agreement.

Effective date: _____

This Rider Agreement explains the conditions of service for ElderEase, a community transportation support program facilitated by The Raymond Handi Bus/ElderEase. ElderEase uses a mix of volunteer drivers, accessible transit options, and (where approved) contracted transportation.

1. Eligibility and Registration

- Participation is subject to program eligibility and completion of registration.
- Riders must provide up-to-date contact information, emergency contact details, and any relevant mobility/access needs.
- Riders (or substitute decision-makers) must notify the Program Coordinator of changes that affect safe transport.

2. What ElderEase Provides

- Transportation support for medical appointments, errands, social outings, and worship. (subject to availability)
- Scheduling support through a Program Coordinator and online.
- Coordination of accessible options when required (e.g., wheelchair-accessible transportation), subject to availability.

3. What ElderEase Does Not Provide

- ElderEase does not provide medical care, nursing care, or personal care.
- Volunteer drivers are not trained to lift riders; riders must be able to transfer safely with their own support unless an accessible service is arranged.
- ElderEase does not guarantee a ride will always be available for every request.

4. Safety, Mobility Aids, and Companions

- Seat belts must be used for all trips.
- Riders must disclose mobility aids (walker, cane, wheelchair, oxygen, etc.) at booking so appropriate transport can be arranged.
- If a rider requires a support person/companion, the rider is responsible for arranging that companion unless the program confirms otherwise.
- Drivers may refuse transport if they believe the trip cannot be completed safely.

5. Scheduling, Wait Times, and Cancellations

- Rides are scheduled based on medical priority, time-sensitivity, and available drivers/vehicles.
- Pickup times may vary based on scheduling and traffic; riders should be ready at the agreed pickup time.

- Riders should provide as much notice as possible for cancellations. Repeated no-shows may result in suspension of service.
- ElderEase may cancel rides due to severe weather, road conditions, vehicle issues, or volunteer availability.

6. Fees and Payment

- Fees will be communicated in advance. No rider will be turned away solely due to inability to pay where subsidies apply.
- Volunteer drivers do not accept tips or gifts. Payments, when required, are made according to ElderEase procedures (not directly to drivers)

7. Emergencies and Medical Situations (Consent)

If an urgent health situation arises during service, ElderEase (including drivers) may call 911. ElderEase will follow directions from emergency services. The emergency contact listed below will be notified as soon as reasonably possible.

I consent to emergency medical assistance being requested on my behalf if ElderEase believes it is necessary.

8. Respectful Conduct

- All participants have the right to be treated with respect. Abuse, harassment, discrimination, or unsafe conduct may result in suspension or termination of service.
- Weapons are not permitted in program vehicles.

9. Privacy and Information Sharing

ElderEase collects personal information for the purpose of coordinating transportation, ensuring safety, meeting required reporting obligations, and facilitating bookings made directly or through partner organizations. When a trip is arranged by another organization on behalf of a rider, relevant information may be shared between ElderEase and that organization strictly as necessary to coordinate and deliver the service.

Personal information may also be shared with volunteer or contracted drivers only to the extent required to complete a trip (e.g., pickup location, mobility needs).

Where required, de-identified or program-level information may be reported to funders. Riders may request access to their personal information in accordance with applicable privacy legislation.

10. Assumption of Risk and Release

I agree to follow program rules and to communicate my needs and limitations honestly. I understand that transportation involves risks, including the risk of collision, injury, or property damage, and accept those risks as a condition of participating in the program.

To.the.fullest.extent.permitted.by.law?I.release.and.hold.harmless.ElderEase?The.Raymond.Handi.Bus?The.Town.of.Raymond?its.elected.officials?Program.Coordinators?and.volunteer.drivers.from.claims.arising.from.such.risks?or.from.other.risks.inherent.to.transportation.or.from.my.own.actions–health.conditions¡.This.does.not.release.anyone.from.liability.for.conduct.that.cannot.be.legally.released¡

Rider / legal representative signature: _____	Date: _____
Printed name: _____	Phone / Email: _____
Witness: _____	Date: _____

Rider Information (for program records)

Rider's full legal name	
Date of birth	
Address	
Phone / Email	
Preferred contact method	☐ Phone ☐ Text ☐ Email
Emergency contact name	
Emergency contact phone	
Relationship	

Mobility aids/needs	☐ None ☐ Cane ☐ Walker ☐ Wheelchair ☐ Other: _____
Requires a companion?	☐ No ☐ Yes (details): _____
Notes for safe pickup	

Rider Handbook

ElderEase is a community-based transportation program dedicated to supporting senior independence. By providing safe, reliable, and compassionate rides, ElderEase helps older adults stay connected to healthcare, essential services, social activities, and the people who matter most. With support from volunteer drivers and community partnerships, ElderEase ensures seniors can continue living active, independent lives.

Our Mission

To support senior independence by providing safe, reliable, and compassionate transportation that connects older adults to healthcare, community services, and the people and activities that enrich their lives.

Our Vision

A community where every senior has the freedom, mobility, and support needed to live independently, stay connected, and continue contributing to the life of their community.

Days & Hours of Operation

The Program Coordinator is available Monday to Friday from 9:00 AM – 2:00 PM to assist with scheduling and administrative duties.

Until June 1st, Joy will still be utilizing the Handi Bus cell phone. 403-795-4943
Please call Stacey Horlings at 780-915-3031 to sign up or email elderease@iamraymond.ca
Information is also available on iamraymond.ca

Client Eligibility

- ElderEase Transportation is provided for 55+ clients and residents of Raymond. Riders must transfer independently and be registered before booking. Eligible riders are seniors who need transportation services for the following:
- Medical Appointments
- Dentist Appointments
- Personal Care appointments
- Activities & Local Events
- Errands, such as groceries, daily living, and shopping
- Volunteer Activities
- Worship
- Recreation & Wellness

Booking:

- Must go through the Program Coordinator, online or through a trusted partner.
- 24–48 hours notice
- Medical appointments may be prioritized

Making a Reservation

ElderEase Transport requires scheduling in advance to find the appropriate volunteer driver. We do not transport to the emergency room; please call 911. All rides need to be scheduled at least 24 hours (about 1 and a half days) in advance of the ride and can be scheduled up to 2 months in advance. The earlier you schedule, the better chance ElderEase will have to arrange a ride. Trips are scheduled on a "first-come, first-served" basis with priority given to medical appointments.

Scheduling your trip (2 Options provided)

- Until June 1st, Joy will still be utilizing the Handi Bus cell phone. Joy will also be able to schedule your trips at **403-795-4943**
- Please call Stacey Horlings at **780-915-3031** to sign up or email **elderease@iamraymond.ca**
- Information is also available on **iamraymond.ca**

Option 1: Call in

Be prepared to give the transport coordinator the following information:

- Your name, pickup address, and phone number.
- The date of your requested ride and the time you want to arrive.
- The business or medical name of your destination.
- It is an approximate time at this location.
- Any additional information the driver will need to know about this trip.

Option 2: Booking Online

Sign in to Assisted Rides

Assistedrides.com (you can also access it from iamraymond.ca)

Username: _____

Password: _____

Confirming Your Reservation

You will receive a phone call, email or text message the day prior to your trip to confirm your ride.

Cost and Payment

- Accounts will be set up, and each ride will be charged to your prepaid account.
- Payments will be made to the office and coordinated with the program Coordinator.
- Volunteer Drivers are not authorized to accept payments.

Credit Card- Via Phone or Online
E-Transfer elderease@iamraymond.ca
Cash – The coordinator will arrange to pick up.

Prices are the following and based on a round trip:

- **Raymond & Area $3/Ride**
- **Lethbridge $7/Ride**
- **Extra stop in Lethbridge $1**
- **Walmart Wednesday $2**
- **Group Trips (Outside Raymond) $ 3**
- **Group Activity (in Raymond) $1**

Legal

Our volunteers will not provide, offer, or agree to any legal representation for any individual involved in the program. Additionally, the volunteer cannot serve as a witness or sign as a witness on any legal documents on behalf of the rider, a family member, or any accompanying individual.

How to Ride

The driver will arrive at your specified pick-up location at the agreed-upon time and take you to your destination.

- Please be ready to go 10 minutes before your scheduled pickup time. Drivers will wait for (5) minutes after they arrive within a client's scheduled pick-up window.
- *You must be able to get in and out of a vehicle on your own.*
- Once you are ready to return home, you will call the coordinator or the driver and notify them that you are ready to go home. The driver will return as quickly as they are able to, usually within 30 minutes of the time you call.

Companions or Helpers

Passengers may be required to bring a helper or companion to their appointment.

- This must be arranged at the time of scheduling.

Cancellations/No Shows

Please contact the coordinator if you need to cancel your ride.

- Excessive cancellations or no shows mean there are fewer opportunities for others to use the service. Please make every effort to be ready for your scheduled rides. This applies to return trips as well.
- If you decide to take an alternative ride home, please let us know.
- No shows are defined as a trip where the driver arrives at your requested location and time, and you are not present, are not ready, or refuse the ride.

The No Show/Cancellation policy is as follows:

- Three or more No Shows and/or Late Cancellations in 60 days: You will receive a note on the file of your frequent no-show/late cancellations.
    - You will be suspended from accessing ElderEase for 1 month.
- If you have been suspended once, and additional No Shows and/or Late Cancellations occur within the next 60-day period, transportation services will be suspended for 2 months. This will also give a second notice in your file.
- If, after a second suspension, you continue to have any no-shows and/or Late cancellations within 30 days, permanent loss of client privileges will occur.

Client Self-Sufficiency

A client utilizing ElderEase Transport services is expected to be capable of caring for themselves and must be cognizant to make decisions or must be accompanied by an appropriate companion.

Transportation may be refused or suspended if the client:

a) Does not follow these guidelines or vehicle/traffic safety rules
b) Is aggressive, hostile, or abusive to the driver or causes property damage to any vehicle
c) Cannot be left alone at the drop-off location.
d) Has a procedure that requires another person to sign a release (driver cannot sign the release or take responsibility after surgical/invasive procedures).

Mobility Devices

When you call or book a ride online, please tell the program coordinator if you have any changes in your mobility device.

- Clients travelling with a portable oxygen supply shall be transported with no special consideration, so long as the oxygen is self-administered. Portable oxygen supplies should be held by the client. Please let the Program Coordinator know when you schedule your ride if you are bringing a portable oxygen tank.
- Walkers, canes and wheelchairs rides are all available.
- Wheelchair rides will be on the Raymond Handi-Bus- process is the same

Food and Drink

Eating in the vehicle is not allowed. Beverages must be in a sealed container. Please take all trash with you when getting out of the vehicle.

Seat Belts

It is the policy of ElderEase Transport and the Province of Alberta that all clients are required to wear seat belts while riding in vehicles.

Service Animal/Pet Policy

Service animals are permitted to accompany individuals with disabilities in vehicles.

- Riders must notify the coordinator at the time of request that a service animal or pet will accompany the rider.

Weather

Passenger and Driver safety are our primary concerns. During adverse weather conditions, every effort will be made to maintain operations; however, any necessary cancellations will be made at the discretion of the transportation coordinator.

Safety is always the most important priority. If a trip needs to be cancelled, drivers are asked to notify the ElderEase Program Coordinator as soon as possible.

- If the weather reaches -30 Celsius with the wind chill, all trips will be cancelled. This weather is too hard on vehicles and too cold for seniors to be out in.
- If the weather is +35 Celsius and your vehicle has no air conditioning, we do not want seniors to be transported at those times.

Safety, Respect, Abuse, and Harassment

All individuals within the program have the right to be treated with respect. Abuse or harassment is not tolerated and may result in termination from the program. The safety of ElderEase' s volunteers is paramount.
Transportation will not proceed if conditions are unsafe (e.g., threatening behavior, environmental hazards). ElderEase Transport will work with the client to address these unsafe conditions and resume services.

Client Rights

- Confidentiality and protection of personal information
- Full involvement in service decisions and care planning
- Support to attend programming
- Access to Indigenous or cultural resources
- Advocates from the family or the community
- Conflict resolution
- Right to revoke consent at any time
- Right to refuse services at any time

Client Responsibilities

- Respect others, including refraining from abuse or harassment
- Communicate with ElderEase' s Program Coordinator if problems arise
- Request support when in need of assistance or advocacy

Conflict and Complaint Resolution

Every person involved with ElderEase has the right to have conflicts and complaints addressed. Initially, those involved should attempt to find a resolution. A written complaint is sent to the Program Coordinator, who replies with a decision in writing. Throughout the process, the individuals reviewing the issue will act with fairness and due speed.

Additional Stops

- Allowed at the driver's discretion if it does not impact the schedule

Smoking

- Prohibited during all trips

Reporting & Program Accountability

ElderEase tracks:

- Number of rides
- Distance travelled
- Active clients
- Volunteer hours
- Cancellations
- Client satisfaction
- Reports are used for funding and program improvement

Thank you for riding with us and being a vital part of ElderEase. We want to ensure you remain independent, connected, and supported within our community.