



## **PROCEDURES FOR MEMBERS**

### 1. **Fee for Rides** (*rates may be subject to change*)

- Within Sussex and Sussex Corner round trip (1 stop) \$5 per trip
  - Additional stops are \$2.50 per stop
- Outlying areas (e.g. Penobscis, Apohaqui, Norton) \$0.35 per kilometer
  - Additional stops are \$2.50 per stop
- Saint John appointments round trip \$40 per trip

### 2. **Conditions**

- Members must need access to affordable and/or accessible transportation
- Members must be able to walk on their own and get in and out of a vehicle without assistance. *Please note:* Volunteer drivers are not equipped or trained to handle wheelchairs or to transfer people in and out of vehicles.
- People with walkers are welcome to use Sussex Dial-A-Ride, but for the safety of the member and the driver, minimal assistance will be offered.

### 3. **Reservation Procedures**

- All rides are to be reserved at least 48 hours in advance by speaking directly to the coordinator/dispatcher.
- Drivers will be instructed NOT to take ride reservations other than those arranged through the coordinator/dispatcher.

### 4. **Registration Form**

Procedures by applicant:

- a) Complete the registration form.
- b) Once the form is completed and signed, send it to the contact information on the application.

Forms are to be completed by the applicant, any other person designated by him/her, or by his/her legal representative if the applicant cannot act. All incomplete or illegible forms will be returned to the applicant, which will delay the processing of the application.

Confidentiality of information provided will be respected under the Privacy Act respecting access to documents held by public bodies and the protection of personal information. This information is for the exclusive use of SUSSEX DIAL-A-RIDE



## MEMBER REGISTRATION

### APPLICANT INFORMATION

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Home Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Email : \_\_\_\_\_

How did you hear about us? \_\_\_\_\_

What will be your main purpose for using our service?

Medical  Food  Community Programs  Household Errands  Other

Please provide details: \_\_\_\_\_

Do you require mobility aids to get around?  YES  NO

If YES please provide details: \_\_\_\_\_

Do you require an attendant to travel with you?  YES  NO

Please describe any assistance you may need to use our service  
(e.g. help with vehicle transfer, accessibility equipment etc.)

Do you have any children in your care?  YES  NO

If YES provide names & ages: \_\_\_\_\_

### IN CASE OF EMERGENCY

Name: \_\_\_\_\_

Relationship: \_\_\_\_\_ Phone: \_\_\_\_\_

I certify the information provided is accurate. I understand that any misrepresentation may result in rejection of my application or revocation thereof. I agree to use the SUSSEX DIAL-A-RIDE transportation service in compliance with its terms and regulations. I understand that only information necessary for my travel, my safety, and my comfort will be given to the volunteer drivers who will be offering me services.

I declare that I do not have access to affordable and/or accessible transportation

\_\_\_\_\_  
Signature of applicant

\_\_\_\_\_  
Date



## **MEMBER AGREEMENT**

As a member of the Sussex Dial-A-Ride service, I understand that my participation is voluntary, that Sussex Dial-A-Ride may restrict or limit the destinations, and Sussex Dial-A-Ride is not legally required to provide the service. Therefore, as a passenger, I agree to abide by the following procedures:

1. Members must need access to affordable and/or accessible transportation
2. Members must be able to walk on their own and get in and out of a vehicle without assistance. *Please note:* Volunteer drivers are not equipped or trained to handle wheelchairs or to transfer people in and out of vehicles. People with walkers are welcome to use Sussex Dial-A-Ride, but for the safety of the member and the driver, minimal assistance will be offered
3. The coordinator/dispatcher must have at least 48 hours' notice for all transportation requests. This is important because of the time it takes to coordinate transportation needs with the team of volunteer drivers. All requests for transportation are reserved on a first-come, first-serve basis based on availability.
4. All reservations must be made through the office. (drivers ARE not in charge of any bookings.)
5. Transport can be booked between the hours of 9:00 a.m. and 5:00 p.m., Monday to Friday. There is no emergency transportation.
6. Volunteer drivers respect predetermined routes made by the office, so please advise the dispatcher at the time of booking where you need to stop. All additional stops must be approved by the coordinator/dispatcher at the time of booking to avoid scheduling conflicts.
7. At the time of booking, please advise the dispatcher if you will be accompanied; the coordinator/dispatcher must be advised at time of booking.
8. You will be informed of the cost of your fare at the time of booking.
9. Depending on availability, your driver may provide transportation to more than one member at a time. If this situation arises, you may be required to wait until the other member has completed his or her appointment prior to returning home. We will do our best to let you know prior to your appointment if you will be travelling with another member, so that you can plan accordingly
  - 9.1. PLEASE NOTE: During COVID-19 pandemic we will follow provincial public health guidelines for each colour phase. During more critical phases drives will no be shared with other members
10. Members must be ready when the volunteer driver arrives to pick you up and to take you back. Remember, there may be other members who are waiting for the volunteer driver to pick them up. It is important to be on time.
11. Seatbelts must always be worn when inside of the driver's vehicle
12. Please refrain from eating and drinking in the driver's vehicle.



13. This is a non-smoking service; this includes tobacco, e-cigarettes, vaping, and marijuana.
14. Members should not consume alcohol or psychotropic drugs before or during transport. If the volunteer driver believes you to be under the influence or feels uncomfortable, you will be refused transportation.
15. The volunteer driver is not required to carry, lift, or provide special assistance that could harm him/her.
16. Office staff and volunteer drivers should be treated with patience, understanding, and respect. Derogatory or discriminatory remarks are not accepted.
17. Safety and security of members and drivers is of utmost importance. If schools are closed (ASD-South), Sussex Dial-A-Ride will also cancel drives for the day. Should weather be a concern cancellation of transportation services will be at the discretion of the volunteer driver and/or the Program Coordinator.
18. For **Cancellation of Appointments** please notify the Program Coordinator ASAP – 2 hour minimum notice is required.
19. For **Changes to Appointment Times** every attempt will be made to schedule a volunteer driver to accommodate the changes, but it cannot be guaranteed that a volunteer driver will available.