



ESSENTIAL TRANSPORTATION PROGRAM

Referral Toolkit



Delivery Model

The Essential Transportation (ET) program uses an on-demand delivery model to provide services:



ON-DEMAND

Seniors receive on-demand short-term or long-term support from a diverse pool of volunteers

ET volunteers offer social companionship while providing transportation to medical appointments:

- AHS lab services
- Cancer treatments & appointments
- Dentist
- Dialysis
- Eye appointments
- Family doctor
- MRI, CT scans, mammogram - Mayfair diagnostics
- Specialist
- Surgeries
- etc.

The following rides are not offered by the Essential Transportation program due to limited program capacity:

- Acupuncture
- Chiropractor
- Counseling
- Massage therapy
- Naturopathy
- Physiotherapy
- Psychology
- Spa and cosmetic appointments
- Non-medical appointments

ET PROGRAM WAITLIST

- Due to high demand, we currently have a lengthy waitlist of over 325 seniors for the Essential Transportation program. Unfortunately, we are unable to provide an exact timeframe for when new clients can be accepted. This is due to the program's capacity limitations and the availability of our volunteers. Thank you for your understanding and patience.
- Referrals are triaged based the urgency level indicated and/or situation described in the request description on our online referral form.
- If the type of support requested is not appropriate for a volunteer or if the program is not able to offer support, we will notify the referrer via email.

ET ONE-TIME ASSISTANCE

- For critical and time-sensitive appointments, non-registered seniors can access ET's one-time assistance for the following medical visits: surgeries, colonoscopies, eye injections, cancer treatments, and dialysis appointments.
- Please Note: Seniors who access the program's one-time assistance are not considered fully registered ET clients. One-time assistance ensures those in immediate need receive the necessary support despite the existing waitlist.

ET PROGRAM GUIDELINES

The following applies to fully registered ET clients:

- Free Service: ET is a free service provided by volunteer drivers.
- Ride Requests: Seniors can request up to one medical ride per week.
- Advance Notice: Requests for rides must be made at least two weeks (14 days) in advance.
- Alternate Arrangements: If a volunteer is not available, Program Coordinators will notify the senior and arrange a taxi ride to the appointment. ET is the only program at Calgary Seniors that offers taxi support.
- Parking Fees: Seniors are responsible for parking fees and must provide payment on the day of the ride.
- Accessible Parking: If the senior has an Accessible Parking Pass, please bring it to the appointment for accessible parking.

ET VOLUNTEER RESTRICTIONS

- Volunteers use their own vehicles to transport clients and are not wheelchair accessible.
- Seniors must be able to self-transfer themselves in and out the volunteer's vehicle.
- Volunteers can not enter a senior's home without the presence of the senior themselves or a trusted 3rd party.
- Volunteers can not enter a home if there's a pest infestation, hoarding, active domestic abuse situation occurring or another home hazard.
- Volunteers can not become an emergency contact for a senior or their pet.



Urgent

- Senior has **minimal/no** support from family and friends.
- Urgent necessities need to be delivered (i.e. food hamper, food, prescription, toiletries).
- Urgent transportation (i.e. surgery, cancer and dialysis treatments etc.).

Semi Urgent

- Senior has **moderate** support from family and friends.
- Running **low** on necessities and has moderate support from family and friends.
- Transportation to appointments that are 5 business days away.

Non Urgent

- Senior has **stable** social support from family and friends.
- Non-urgent necessities to be delivered (i.e. crafts, hobbies, snacks).
- Requests for non-urgent/next month appointment rides/in-person support.

Urgency Levels



Essential Transportation Referrals

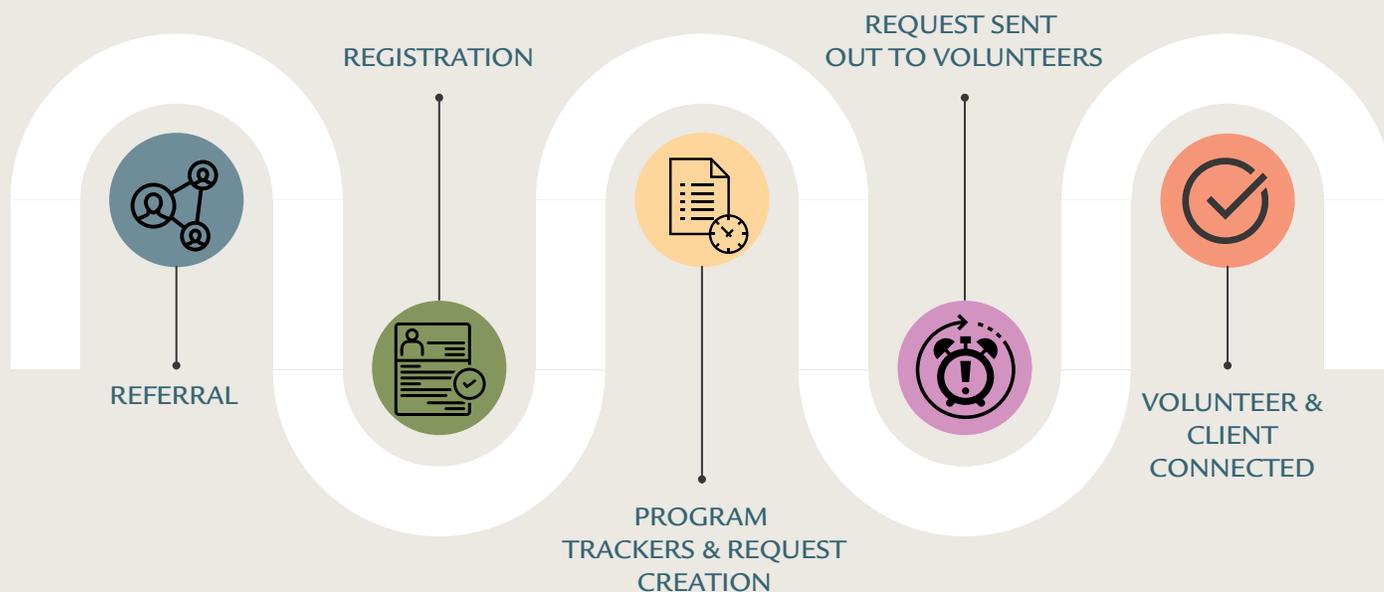
Methods	Referrers	Eligibility	Waitlists	One-Time Assistance
Online Form	Self	65+	Timeline varies significantly	Seniors on our waitlist can access ET's one-time assistance to critical and time-sensitive appointments. See list above.
Phone	Social Workers	Self-transferring (transportation requests only)	Urgent requests are prioritized	
Email	Friends/Family/Neighbours	Limited social supports		
Fax Form	Healthcare Professionals	Lives within the Calgary area		
	Caregivers			

Essential Transportation Referrals: What to Include

Additional details we'd like you to include in the referrals:

- Appointments - the date, time, full address, duration, and the type of appointment (e.g. surgery, family doctor, cancer treatment)
- Transportation - client mobility, vehicle preference, smoker status, self transfer status, etc.
- Urgency level - indicate in the referral description and use the "Urgency Levels" diagram above to gauge your client's urgency level. Please note we are not an emergency service and try our best to provide services based on program capacity and volunteer availability.

Fully Registered Client Intake Process



Referrals will be contacted by a Program Coordinator after an initial assessment of program eligibility is made, notifying if the client has been accepted for one-time assistance or placed on the ET waitlist.

- Referrals are triage based on urgency, program capacity, and volunteer availability.
- Referrals submitted after 3:30 PM will be processed the following business day. Our office is closed weekends and stat holidays. If you have an urgent referral, please state in the referral form and email essentialtransportation@calgaryseniors.org