

Volunteer Transportation

The South East LHIN has 12 Community Support Service agencies providing volunteer transportation. These agencies arrange medical based transportation through the use of volunteers driving their own vehicles.

The volunteer transportation differs from a taxi company.

What is the difference?

- Required to pre-book 48 hours in advance
- Senior is matched with most suitable volunteer
- Service is not free and a senior must reimburse for kilometers driven
- Some subsidy is provided through the agency to those having difficulty paying

Home support agencies provided 118,541 one way trips in 2012 and 2013. This ended up not being enough because of the demand for this service from seniors. In 2014, the South East LHIN set aside funding for 12,000 additional volunteer transportation trips, half of those trips were to be used during that current year and the remaining six thousand to be used the following year. The Community Support Service Volunteer Transportation working group reported additional trips to be approximately 130,000.

Non Urgent Patient Transfer

A Non Urgent Patient Transfer services was established as joint effort from six out of seven hospitals in the South East LHIN with the Community Patient Transport Group in February 2013.

As of February 3, 2014 six of the seven hospitals within the South East LHIN region joined together with The Ministry of Health and Long-Term Care, through the Health Van project (2008-2009) provided seven vans and additional funding. The project continues to grow and focus on the needs of seniors in the South East LHIN.

Health Vans are able to carry many passengers and make long distance trips from rural to urban areas. This is great for specialized medical treatments. With the five vans focusing on patient transportation, and two vans modified for handicap access, it makes transportation of seniors with medical needs a smooth transition.

The service now expands across the region for 24 hours a day, seven days a week, every day of the year. It also increased safety and quality to meet the Ministry of Health and Long-Term Care Non Urgent Patient Transfer standards.