

CENTRAL PEACE FAMILY AND COMMUNITY SUPPORT SERVICES POLICY AND PROCEDURES MANUAL TRANSPORTATION PROGRAM	Function:	FCSS Program
	Policy No.	FCSS 2
	Effective Date:	July 22, 2015
	Supersedes:	March 12, 2014
	Amends:	Dec. 20, 2010

Mandate:

Our mandate is to provide transportation to residents of the Municipal District of Spirit River, Village of Rycroft, and the Town of Spirit River as well as other community members who are seniors or have a medical condition or disability. Transportation will be provided primarily to access medical services in the Spirit River Region and Grande Prairie, Alberta. Medical services include appointments with physicians, specialists, dentists and / or optometrists, hospital outpatient services including lab, physiotherapy and x-ray, drugstores, Public Health, AADAC and Alberta Mental Health. Transportation may also be provided to these residents for shopping, entertainment, cultural, recreational or personal purposes.

Legal Ownership:

The Municipal District of Spirit River # 133, as lead municipality of the Central Peace Family and Community Support Services Program, will be the legal entity whose name the vehicle is registered and insured under. The vehicle is and will always remain an asset of the MD of Spirit River.

Administration:

The Central Peace Family and Community Support Services Program fulfil the role of program administration and is responsible for the following:

- Administration of the annual operating budget for the transportation program
- Administration of the transportation program including:
 - All schedule and bookings of the community van
 - Keeping accurate records of all trips and passengers
 - Collection of user donations
- Ensuring a qualified and approved driver operates the vehicle at all times
- Contracting a qualified driver for all regularly scheduled trips under the program and for all trips providing transportation to an event, program or activity facilitated by Central Peace FCSS.

- Ensure regular scheduled maintenance of the vehicle is performed and all repairs are performed in a timely manner and recorded in a mechanical / maintenance log
- Ensure adequate insurance is in effect at all times

Program Policy

1. Eligible User Groups

- a. FCSS will arrange regularly scheduled trips between Spirit River and Grande Prairie one day per month or as needed.
- b. The Merry Pioneers of Rycroft, Happy Hour Club of Spirit River, and other organizations and agencies providing services to the seniors or disabled of the MD of Spirit River, Town of Spirit River and Village of Rycroft may access the community van for special excursions for their members. They may do so by completing and submitting an application to the program preferably 3 to 4 weeks before the planned event. Outings and events will be approved if a qualified driver, registered with the FCSS Coordinator, is available, and if scheduling does not conflict with any prior commitments and the outing is to have some value as per the Family and Community Support Services guidelines. The community organization will be responsible for the collection of the established fare request per passenger as set out by the program for each participating user.
- c. Private parties residing in the MD of Spirit River, Village of Rycroft, or Town of Spirit River and who are confined to a wheelchair may also access the community van and will be responsible for a fee to the FCSS program per usage. Private individuals will also be responsible for any reasonable expenses that are incurred by a driver.

2. Eligible Passengers

- a. Residents of the MD of Spirit River, Village of Rycroft, and Town of Spirit River who are seniors (55+), or have a medical condition / disability are eligible to use the program.
- b. Priority on seating in the handi-bus will always be extended to passengers requiring transportation for medical purposes.
- c. Eligible passengers may be accompanied by an assistant / aide. The assistant or aide is subject to the same suggested fare, rules and regulations as any eligible passenger.
- d. Residents of Saddle Hills County, and County of Birch Hills who meet the program's criteria are eligible to be passengers on trips to Grande Prairie provided space is available. Priority will be provided to residents of the MD

of Spirit River, residents of the Village of Rycroft and residents of the Town of Spirit River.

3. User Fees/Van Occupancy

- a) The following rates to users of the handi van is as follows in order to maintain the program:

Spirit River to Grande Prairie (return)

MD Residents	\$20.00 per passenger
Village of Rycroft Residents	\$20.00 per passenger
Town of Spirit River Residents	\$20.00 per passenger
Non seniors	\$25.00 per passenger
Saddle Hills/Birch Hills Residents	\$30.00 per passenger
All others	\$30.00 per passenger

- b) Special Trips (medical): users will pay \$.80 per kilometre which will include driver's pay, mileage, gas and maintenance
- c) Private Group (non-medical): users will pay \$1.90 per kilometre which will include driver's pay, mileage, gas and maintenance.
- d) For any other trips in the area, groups will pay \$20.00 per passenger.
- e) For the use of the 16 passenger van a minimum of 7 passengers will be required. Any numbers under 7 will use the 10 passenger van. No minimal number of passengers is needed for this.

4. Booking and Cancellation Policy

Passengers of regularly scheduled trips by FCSS and organizations accessing the vehicle for their own use must comply with the following booking and cancellations policy:

- a. For trips within the Spirit River Region – minimum of 1 business day advance booking and / or cancellation
- b. For trips outside the Spirit River Region – minimum of 5 business days advance booking and / or cancellation

5. Pick Up Depots

- a. Passengers will be picked up and returned to pick up depots located in each of the communities:

Spirit River: Pleasant View Lodge
MD parking lot

Rycroft: Merry Pioneers

- b. In special circumstances, passengers may be picked up at their place of residence if it is determined by the Central Peace FCSS Coordinator that it would create an undue hardship for a passenger to travel to an identified pick up depot.

6. Passenger Rules and Regulations

- a. All passengers **must** respect and comply with all safety procedures in effect while loading, unloading and occupying the vehicle.
- b. All passengers **must** respect and comply with instructions of the driver at all times, and specifically in the event of an emergency or accident.
- c. All passengers **must** use the vehicle's seatbelt restraints at all times while travelling in the vehicle.
- d. All ambulatory children under the age of 6 years not exceeding 40 lbs. **must** be properly restrained in a child safety seat.
- e. All ambulatory children under the age of 4 years and exceeding 40 lbs **must** be properly restrained in a child booster seat secured by the vehicle's seat belt restraint system.
- f. All passengers are expected to adhere to the travel schedule, ensuring they are at the identified pick up location at the identified time. The program and / or the driver will bear no responsibility for passengers who miss the identified pick up time.
- g. No smoking, eating or drinking is permitted on the vehicle except for water.
- h. No passengers under the influence of alcohol will be permitted at any time.
- i. All passengers must be registered with the program and must offer the required donation fee if appropriate and feasible
- j. No foul or obscene language will be tolerated at any time
- k. Any passenger who does not follow the passenger rules and regulations can be prohibited from using the transportation program subject to the discretion of the FCSS coordinator and the CAO of the Municipal District of Spirit River or Village of Rycroft.

7. Driver Policy

- a. All drivers of the community van must be qualified and approved by the Central Peace FCSS program in accordance with the qualifications identified in the FCSS Van Driver's Job Description.

- b. All drivers must possess a valid Class 4 Alberta Operator's license, a valid first aid and CPR certificate, be trained in transporting persons with disabilities and follow the National Safety Code in accordance with Alberta Transportation policies.
- c. All drivers must operate the vehicle in accordance with the policies and procedures set out in the Driver Policy Manual.