



Welcome to VON!

Thank you for choosing the VON Accessible Transportation Program. We hope that the service meets your expectations and would like to ensure you have full understanding of the program. All clients must be registered and provide **48 hours minimum (or two business days) to request a drive**. Advanced notice will help to ensure availability.

VON is dedicated to protecting the health and safety of our clients, volunteers and staff. If you have a new or worse cough, experiencing shortness in breath, feeling feverish, have a new onset of a sore throat, muscle or joint pain, extreme exhaustion, you may be exhibiting possible symptoms of a respiratory illness. We ask that our clients are aware of these symptoms and contact your family physician if you exhibit them. If this is the case, please contact VON to cancel or reschedule your transportation drive.

**In the Case of an Emergency:**

1. If medical attention is needed, staff will call 911.
2. Staff will then call the VON office and report the emergency.
3. Staff are instructed never to lift or move a client. This is for your safety and theirs too.

We want to take this opportunity to remind you of the importance of ensuring that you have a back up plan for your transportation needs if road conditions are poor, our volunteers are unable to drive or the VON van is unavailable.

Following these procedures ensure the safety of our clients and volunteers and a reliable service. Again, thank you for choosing VON. If you have any questions or concerns please contact us at (519) 245-3170 or 1-800-265-7058.

Sincerely,

**Liz Dupuis**

Program Coordinator

VON Canada, Middlesex-Elgin

274 Head St N Strathroy ON N7G 4L7

519-245-3170 1-800-265-7058 ext 248



Victorian Order of Nurses for Canada • Middlesex-Elgin

274 Head Street N., Strathroy, Ontario N7G 4L7 | T.519-245-3170 | Toll Free 1-800-265-7058 | Fax 519-245-3164 | www.von.ca

VON is proud to be accredited by Accreditation Canada | VON Canada Charitable Registration # 13750 8057 RR0001



CANADA

## Frequently Asked Questions

### How do I request a ride?

Call the VON office at (519) 245-3170 or Toll Free at 1-800-265-7058 and ask for Accessible Transportation. Please be prepared with your ride date, where you are going, appointment and return time and how many stops you would like to make (we can accommodate maximum 3 stops). Requests for rides **must** be made with the VON office and not with the drivers. We require 48 hours notice or two business days for a ride request. Anything less than this will result in the refusal of the request.

### What are the fees?

Under 10 kilometres round trip: \$6.30 flat rate

Above 10 kilometres round trip: \$0.60 per kilometre

- Mileage starts at 274 Head St. N, Strathroy

If the driver is required to wait onsite at the client's appointment there will be no charge for the first hour that a Driver is waiting but the fee will begin after the initial hour waited. The cost will be \$15.00 per hour or \$7.50 per half hour along with the regular cost of your drive.

### Who pays for parking fees?

Clients are responsible for the cost of parking. Please have funds available if your ride will require parking.

### How can I pay for the ride?

Invoices are sent by mail each month. There is no need to bring along money for payment on the day of the ride except for the cost of parking, if necessary.

### My appointment may require a few hours at the hospital. Will that affect my invoice?

Our drivers are not expected to wait for long lengths of time. For this reason, if the duration of the appointment is greater than five (5) hours from the time of pick up to drop off, the client is billed for a four-way ride (from the client's home to destination then home again, then for the second pick up to destination and back to client's home).

### How do I cancel a ride?

Call the VON office and ask for Accessible Transportation with a **minimum of 24 hours notice**. A ride can be cancelled outside of regular business hours with a detailed message left on our answering service. If a ride is not cancelled and a VON driver arrives to provide the scheduled ride, the client will be billed for the mileage incurred.

### Do you place priority on medical appointments?

Yes. However, we also accommodate ride requests for shopping, errands and social outings.

**Please note:** If a client is attending an appointment where an anaesthetic is being used the client **MUST** have a caregiver present during the ride. A ride request will not be accepted unless this is confirmed. If VON is not notified of this and the ride does take place the driver will notify the office immediately and the client will be responsible to arrange their own transportation home.

### Victorian Order of Nurses for Canada • Middlesex-Elgin

274 Head Street N., Strathroy, Ontario N7G 4L7 | T.519-245-3170 | Toll Free 1-800-265-7058 | Fax 519-245-3164 | [www.von.ca](http://www.von.ca)

VON is proud to be accredited by Accreditation Canada | VON Canada Charitable Registration # 13750 8057 RR0001