

# Capacity Building Initiative

## Central Community Support Services Network

### Overall Self-Assessment Agency Results:

### Transportation Service Best Practices Guidelines

#### Self-Assessment Completed By the Following Agencies:

- Alzheimer Society of York Region
- Better Living Health and Community Services
- Carefirst Seniors
- Community Home Assistance to Seniors (CHATS)
- Circle of Care
- Downsview Services to Seniors
- Etobicoke Services for Seniors
- North York Seniors Centre
- St. Clair West Services for Seniors
- Villa Colombo Services for Seniors
- Yee Hong Centre for Geriatric Care
- York West Senior Citizens Centre

Assessment Completed March 1 – 25, 2009

## **TRANSPORTATION PRACTICES**

### **Definition:**

Pertaining to activities that arrange to provide transportation to medical appointments, shopping and to various social activities and programs. Transportation is provided by the entity's staff or volunteers to eligible service recipients using private cars, entity's vehicles, and public transportation or assisting the service recipient to walk to the destination. This is a door-to-door service. (MIS, 2008).

### **Sources Cited:**

<b>AC</b>	<b>Accreditation Canada</b>
<b>BoC</b>	<b>Balance of Care</b>
<b>CARF</b>	<b>Commission on Accreditation of Rehabilitation Facilities</b>
<b>CLHIN</b>	<b>Central Local Health Integrated Network</b>
<b>VDA</b>	<b>Department of Aging, Virginia [US]</b>
<b>DSHS</b>	<b>Washington State Department of Social &amp; Health Services</b>
<b>DWTC</b>	<b>Doorways to Care</b>
<b>MOHLTC</b>	<b>Ministry of Health Long-Term Care</b>
<b>OACCAC</b>	<b>Ontario Association of Community Care Access Centres</b>
<b>OCSA</b>	<b>Ontario Community Support Association</b>
<b>OHRS</b>	<b>Ontario Healthcare Reporting Standards</b>
<b>TR</b>	<b>Toronto Ride</b>



**Coordination:** defined as “the provision of harmonized services and service policies at the organization/system level and at the client/caregiver level” (CLHIN: Making a Difference, 2008).

Practice	Criteria	Met	Source
<b>Agency uses Doorways to Care common intake</b>	See Intake Form	75%	DWTC, OACCAC

**Efficiency:** a measure of the value derived from a set of resources to produce a specific result. From an economics perspective, efficiency is a relative measure of the ratio of inputs (resources) to outputs (results) (CLHIN: Making a Difference, 2008)

Practice	Criteria	Met	Source
<b>Agency has a vehicle maintenance policy</b>	A preventive maintenance program exists that adequately addresses all of the maintenance needs of vehicles and related equipment, utilizing, at a minimum, the maintenance schedule provided by the vehicle manufacturer	83%	OCSA, DSHS
	A system is in place to document the time and circumstances of all maintenance services received by each vehicle and related equipment	100%	
<b>All vehicles have:</b>	<ul style="list-style-type: none"> <li>• GPS/maps</li> <li>• First aid kit</li> <li>• Fire extinguisher</li> <li>• Blanket</li> <li>• Snow brush/shovel</li> <li>• Infection control kit</li> <li>• Step stool if van</li> <li>• Current vehicle log – which comprises of exterior vehicle damage</li> </ul>	67%	
<b>A reimbursement policy is clearly stated and communicated to volunteer/paid drivers [volunteer accidents are the financial responsibility of the driver and their insurance agency]</b>	Policy includes: <ul style="list-style-type: none"> <li>• basis of reimbursement</li> <li>• issue of parking costs</li> <li>• insurance premiums</li> <li>• policy on parking tickets [if received on drivers own time, driver must disclose to their agency]</li> </ul>	83%	OCSA
<b>Agency ensures a process for internal financial controls and a plan for the management of physical resources is in place</b>	Policies and procedures for the receipt, disbursement, and control of available funds which: <ul style="list-style-type: none"> <li>• safeguard assets</li> </ul>	100%	Accreditation Canada

Practice	Criteria	Met	Source
	<ul style="list-style-type: none"> <li>ensure accuracy of financial data</li> <li>promote operational efficiency</li> </ul> <p>Policies and procedures for Management of physical resources include:</p> <ul style="list-style-type: none"> <li>acquisition, disposition/replacement of resources</li> <li>purchasing/leasing</li> <li>maintenance</li> <li>inventory control</li> <li>supplies</li> <li>furniture</li> <li>computers</li> <li>contracts and tendering</li> </ul>	100%	

**Access:** defined as “the opportunity a consumer has to fully benefit from a necessary specified service, as well as necessary concurrent and follow-up services in a timely way” (CLHIN: Making a Difference, 2008).

Practice	Criteria	Met	Source
<b><i>Agency has a written policy and procedure setting out eligibility and admission criteria</i></b>	Standard format is used to determine eligibility of all clients. All clients are required to have an eligibility assessment	100%	OCSA
	Written policy in place for appeal procedure for applicants deemed ineligible	83%	
<b><i>Agency provides an escort for clients as appropriate</i></b>	Escort provided within facility as required for arriving and departing clients. Escort provided in addition to driver for at risk clients as needed	75%	OCSA