

Capacity Building Initiative

Central Community Support Services Network

Senior Service Delivery Guidelines Transportation Services

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:

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

Quality: related to values and client expectations. It requires consistent performance of a uniform product and denotes achievement or excellence in the eyes of the beholder. Operationally, it is an ongoing process of building and sustaining relationships by assessing, anticipating, and fulfilling stated and implied needs. Implementation of a quality culture requires up-front identification and definition of stakeholders’ needs (CLHIN: Making a Difference, 2008).

Practice	Criteria	Source
<p><i>Drivers meet minimum requirements</i> <i>Agency maintains a current personnel file/data base for each volunteer/paid staff that meets the minimum requirements</i></p>	<p>Personal or agency vehicles used in transportation services are insured as required by Ontario (minimum \$1million liability) Proof of insurance</p> <p>All drivers must carry:</p> <ul style="list-style-type: none"> • Valid Ontario License • Completed Drivers Abstract (annually) • Driver police check (on hire) • Completed driver medical (annually) • First Aid and CPR training (annually) <p>Driver has completed agency Orientation and Training (on hire) Training to include:</p> <ul style="list-style-type: none"> • Health and Safety Training (see Best Practice)_ written job description that is communicated to volunteer/paid staff • Drivers Handbook (see App X) • Safety and Emergency Drivers kit • Confidentiality • Conflict of Interest • Diversity/Cultural Criteria 	<p>OCSA, Balance of Care, TR, Accreditation Canada</p>
<p><i>A current vehicle log is in place for each vehicle used in transportation services</i></p>	<p>Log to cover:</p> <ul style="list-style-type: none"> • maintenance • circle check • safety/seat belt check • presence of first aid kit 	<p>OCSA, Dep. of Aging-Virginia</p>

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	Source
<i>Agency uses Doorways to Care common intake</i>	See Intake Form	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	Source
<i>Agency has a vehicle maintenance policy</i>	<p>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</p> <p>A system is in place to document the time and circumstances of all maintenance services received by each vehicle and related equipment</p>	OCSA, DSHS
<i>All vehicles have:</i>	<ul style="list-style-type: none"> • GPS/maps • First aid kit • Fire extinguisher • Blanket • Snow brush/shovel • Infection control kit • Step stool if van • Current vehicle log – which comprises of exterior vehicle damage 	
<i>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]</i>	<p>Policy includes:</p> <ul style="list-style-type: none"> • basis of reimbursement • issue of parking costs • insurance premiums • policy on parking tickets [if received on drivers own time, driver must disclose to their agency] 	OCSA
<i>Agency ensures a process for internal financial controls and a plan for the management of physical resources is in place</i>	<p>Policies and procedures for the receipt, disbursement, and control of available funds which:</p> <ul style="list-style-type: none"> • safeguard assets • ensure accuracy of financial data 	Accreditation Canada

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

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