



CLIENT RESPONSIBILITIES

Qualifications

- Valid reason for travel ie. medical, food needs, access to education, etc.

Personal responsibilities

- Treat all volunteer drivers, CTC staff and general public with respect, patience and courtesy. Profanity or vulgar language will not be tolerated.
- Good personal hygiene when travelling with volunteer driver.
- Clients under the influence of alcohol, drugs or other mind-altering medications will not be driven by volunteer drivers.
- Clients are not permitted to smoke or vape inside the vehicle and drivers will not stop for smoke-breaks.
- Clients must be on time for the agreed pick-up time. If the client is late, the driver will wait up to 10 minutes. After that point, the drive is cancelled and the client will have to make another reservation.
- The client must inform CTC dispatch immediately if they are unable to attend their reserved appointment. Failure to do so may result in the client being disqualified from CTC service.
- All users must pay drivers in cash at the end of their trip. If the client is covered by Social Development, a special form must be completed by CTC/driver/clients prior to transport.

Requirements

- If the client owns a vehicle, they must specify clearly why they need CTC service.

- Reservations must be made at least 48 hours in advance. All reservations must be made through CTC dispatch.
- Reservations are made on a first come, first served basis, unless appointments are for medical. Medical appointments are first priority for volunteer drivers.
- All information about travel destinations, number of passengers, etc, must be transmitted upon reservation with CTC dispatch.
- Failure to reserve all pertinent information with CTC dispatch could result in disqualification of that particular drive.
- If a client needs someone to accompany them on the trip, they must inform CTC dispatch of this during reservation.
- User cost is based on 1 person, ie a client who has someone accompanying them counts as 2 user costs. (Some exceptions may apply, ie medical attendant.)
- Drivers are not able to reserve trips on behalf of CTC and will not accept requests outside of reservations made with CTC dispatch.
- Unless specified in an agreement with CTC, drivers are not responsible to lift objects, carry luggage, groceries, or to provide special assistance to clients. This type of assistance is voluntary of the driver based on their ability to provide such service.
- Client must provide personal information to CTC such as date of birth, address, phone number, emergency info contacts.
- Client must specify any special needs with CTC.
- Client must specify if they are a smoker.
- Client must provide information about any dependants that will be travelling with them, ie children.
- Client must specify if children under the age of nine need to have a car seat installed in the volunteer driver's car. Client must provide make, model and expiration date of any car seats used for CTC service.
- Failure to respect user responsibilities may result in disqualification of the client from CTC service.
- If an accident or car break-down occurs, CTC will not be held responsible or liable for delays or any repercussions thereof.