

Community Care

Northumberland



Specialized Transportation Program: Accessible Service Component

Curb to Curb Service:

Clients must be made aware when booking transportation that this is a curb to curb service only and the driver is not responsible or able to provide door to door assistance.

Curb to curb service is defined as pick up at the client's curb address not the door of their personal residence. If assistance is required for the client to get to the curb for their pick-up, a support person must ride with the client. One support person will ride free of charge.

The client's accessibility to the curb must be secure and safe because the driver is not responsible or able to provide door to door assistance. If in the driver's opinion the client's accessibility to the curb provides a risk to load the client, the driver can refuse the ride.

It is imperative that you confirm your needs with the scheduling office by calling 1-866-768-7778.



"Giving Strength Through Caring"

www.commcare.ca