

How We Help

The Red Cross Transportation Service provides door-to-door* service rides throughout Toronto for individuals 18 years of age and above who are unable to use public transportation due to limiting physical difficulties. Rides are provided for medical appointments, therapy and rehabilitation appointments, adult day program, shopping and social events.

**Door-to-Door service is defined by pick up at the main entrance of the clients originating address to the main entrance of clients destination address. Clients requiring further accompaniment would require an escort*

Morning pick-up start at 8:30 a.m. and afternoon returns must be completed by 4:00 p.m.

Please note that our vehicles are not wheelchair accessible.

Passenger Assistance

An escort must accompany anyone who:

- cannot be left alone
- needs help entering a vehicle
- must be helped during appointments
- has a tendency to wander
- is prone to seizures
- has any other similar condition

Booking Rides

- Receive immediate confirmation of ride bookings;
- Schedule rides up to 30 days in advance;
- Schedule ongoing health care and Adult Day Program rides with consistent pick-up times;
- Request same day rides (same day rides will be accommodated subject to availability).

Changes and Cancellations

Cancellations received after 12:00 p.m. on the business day prior to a scheduled ride and no-shows will be charged full fee for the scheduled ride.

Please notify us as soon as you know that you no longer require the ride; this will allow us to offer a ride to another client..

Fees**

Fees are based on distance travelled and are subject to change.

0 to 5 km.	\$6.50 each way
5.1 to 10 km.	\$10.40 each way
10.1 to 15 km	\$15.10 each way
15.1 to 20 km	\$18.50 each way
20.1 to 25 km.	\$22.65 each way
25+ km.	\$1.05 per km.

Group rides are offered at **\$ 4.00** each way per person* for two or more people going to the same destination at the same time regardless of the distance.

**This is not applicable for an assisting escort.*

Red Cross may cancel rides due to inclement weather or large disasters without penalty.

Payment System

You will receive an invoice by mail at the end of each month. Please send payment to:

Canadian Red Cross
Accounts Receivable, FINANCE
PO Box 39
Saint John, NB E2L 3X3

1-844-731-1018

Contact Us

To book a ride, cancel a ride, or to enquire about the status of your ride, Please contact:

Intake Department

416-236-3180

**Mondays through Fridays,
8:30 a.m. to 4:30 p.m.**

Our mission

The Canadian Red Cross mission is to improve the lives of vulnerable people by mobilizing the power of humanity in Canada and around the world.

**Red Cross Transportation
is a member of**

Toronto 

Toronto Ride is a collaborative partnership of thirteen not-for-profit community support service agencies that provide door to door transportation to seniors and adults with disabilities not eligible for Wheel Trans.



Transportation Service

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Fax: 416-236-3207

www.redcross.ca



A Partner in United Way