



Stony Plain HandiBus Service Guide

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Welcome to SPHB

Stony Plain HandiBus (SPHB) is a shared-ride, door to door transportation service for seniors (over 65) and for persons with cognitive and/or physical disabilities who reside within the Town of Stony Plain. The SPHB can be used for shopping, medical appointments or any planned outing or event during the week.

SPHB operates with two wheelchair accessible vehicles, a 16 passenger bus and an MV-1 van that can accommodate up to 4 passengers.

Who Can Use SPHB

SPHB is available to permanent residents of the Town of Stony Plain with a physical or cognitive disability or residents over the age of 65.

All persons utilizing SPHB will need to complete the application form found at the back of this document prior to booking.

SPHB staff will review and process each application on an individual basis. Applicants are responsible for any fees associated with completing the application.

Application process:

- Parts A, B, C and D of the application are required to be completed in full by the applicant.
- Part E of the application is to be completed and signed by a qualified Health Care Practitioner if the applicant has a disability and/or health condition.
- Part F of the application is to be completed by the mandatory attendant (if necessary).

Completed application forms can be faxed to 780-963-0935, emailed to HandiBus@StonyPlain.com, or returned (in person or by mail) to:

Town of Stony Plain Town
4905 51 Ave
Stony Plain, AB
T7Z 1Y1

All completed applications will be processed in a timely manner. If the applicant meets eligibility guidelines, they will be notified by the SPHB Coordinator and may begin using the service immediately.

For questions or to check the status of an application, please contact the SPHB Coordinator at (780) 963-5444.

Reservation Trips

Reservation trips are for occasional or casual trips. It is recommended that reservations be made as soon as possible to ensure available travel time. The SPHB Team will do their best to accommodate all clients travel needs, however, if it is not possible, the SPHB Coordinator may make alternative suggestions. Last minute reservations may be possible, depending on availability.

Designated Trips

Designated trips are trips that are scheduled to leave at the same time, from the same origin, going to the same destination each time. A designated trip is scheduled as a trip one or more times each week or one time every two weeks for as long as needed. If you do not need your designated trip on a particular day/time, please temporarily cancel it by contacting the HandiBus Coordinator. We ask that you review your travel needs on a monthly basis with the HandiBus Coordinator to ensure a correct schedule.

Transportation Fees

SPHB passes can be purchased from the driver or at the Town of Stony Plain Town Office at 4905 51 Ave. All passes are non-refundable and do not expire.

All rates are subject to change at the beginning of the calendar year. Rate changes are a reflection of increased operating costs and are approved by Town Council.

One Way Trips

Stony Plain	\$4.50
Spruce Grove	\$9.00
Edmonton - West	\$31.00
Edmonton - South, Downtown, Devon	\$36.00

Passes

5 trip - Stony Plain	\$20.00
10 trip - Stony Plain	\$40.00
10 trip - Spruce Grove	\$80.00
25 trip - Stony Plain	\$100.00

Group Trips

Stony Plain - (min \$4.50 return/person)	
Spruce Grove - (min \$9.00 return/person)	
Edmonton - minimum 8 people for a trip	
8 - 10 people	\$24.00
11 - 16 people	\$20.00

Edmonton Appointments

- Appointments include transportation to and from Edmonton and a 2 hour wait time.
- Any time that exceeds the 2 hour limit will be charged at a rate of \$20.00 per hour or a portion thereof.

After Hours Rates - Groups & Individual

Based on driver time and kilometer charge as per Town Policy.

Operating Hours

- Vehicles operate Monday to Friday: 8:00am to 4:00pm, *excluding all holidays*.
- Office hours are Monday, Wednesday and Friday 8:30am to 4:30pm, *excluding all holidays*.

How to Book a Trip

Call **(780) 963-5444** to book your trip. The office is open **Monday, Wednesday and Friday** from **8:30am to 4:30pm**. An answering machine service is provided when the office is not open and all calls will be returned on the next business day.

Trips are scheduled based on availability of the time that is required.

When you call to book a trip, you will be asked:

- What day you wish to travel,
- The exact address for your pick up and drop off (name of location - business/facility, etc.),
- The time of day you wish to travel,
- Whether or not you will be accompanied by an attendant,
- If you use a wheelchair or another type of mobility aid,
- If you wish to book a return trip.

Please ensure all of the above information is available and correct at the time of booking. Clients are encouraged to plan ahead and book in advance when they receive their appointment date and time.

Change of Information and User Expectations

If you are already registered with SPHB, please call the office at (780) 963-5444 to update any changes to your condition, address, emergency contact person, phone numbers, or equipment. Up to date information is required to provide the best and safest service.

All locations served by the SPHB drivers must be accessible. All locations must be kept free of snow and ice to ensure driver and client safety. Please confirm your destination is accessible prior to booking a trip.

Abuse of service privileges and/or ignoring the Passenger Code of Conduct shall be grounds for temporary or permanent cancellation of your eligibility.

SPHB will attempt to accommodate all clients travel needs. However, if a higher level of service is required, a private service option can be recommended. For information on private services, please consult your local listings for taxi service information.

Being Ready

When you book a SPHB trip, the Coordinator will give you a scheduled pick up time frame.

On time service and client satisfaction is greatly affected by drivers having to wait for customers to be ready when the SPHB arrives. Please be ready for your scheduled pick up time frame as this will improve your own service quality and the service quality for your fellow travelers.

- The vehicle will wait a maximum of **five minutes** upon arrival within your scheduled pick up time.
- Drivers are unable to ring door bells or search buildings for clients not present at the outside or main door upon arrival.
- If you have someone meeting you upon return, please make sure they are available at the drop off time.

No Shows

A customer is considered a "no show" when:

- The vehicle arrives at the scheduled time and pick up location and no one is there.
- The customer cancels at the door.
- No shows are recorded in client files. Regular no shows will be reviewed and may lead to a suspension of service.
- The vehicle will wait a maximum of **five** minutes upon arrival within your scheduled pick up time frame. If you are NOT ready during this five minute period, you may be considered a no show.

Cancelling a Trip

Please notify the SPHB office as soon as possible to cancel a trip. This will allow the SPHB Coordinator to make changes to the schedule and possibly provide service to another client. Please call the SPHB office at (780) 963-5444 to cancel a trip.

Driver Assistance

Drivers can:

- Operate power lifts and ramps on the SPHB vehicle and secure equipment (mobility aids) in the safety restraint devices to the floor of the SPHB vehicle.
- Assist customers with lap/shoulder straps and belts.
- Assist customers on and off vehicles supported by the hand, forearm, or bicep area.
- Assist customers between the vehicle and the inside of the first exterior set of accessible doors at the place of origin and/or destination if requested.

Drivers cannot:

- Make any repairs or adjustments to clients' equipment.
- Assist with parcels or baggage; please limit purchases to such that can be carried.
- Enter a client's premises under any circumstances. Please note that all equipment must be at ground level when the driver arrives.
- Move a client from the seated position to board or exit the SPHB vehicle.
- Touch any part of the customer's body to assist boarding the SPHB vehicle.

Passenger Safety

SPHB is dedicated to the safety of every client on every trip. All clients in the SPHB vehicle are required to use the appropriate securement system or transfer to a vehicle seat for the safest trip possible.

Correct use of a securement safety system (for mobility aids) and seat belt assemblies (passenger) is mandatory and a condition of use while travelling on SPHB.

Child Safety Seats

It is not the policy of the SPHB to carry infants and small children. However, Alberta Infrastructure and Transportation have provided a procedure to follow should the need arise. If the necessary tethers and straps are not available we cannot take the child.

It is the responsibility of the parent to secure the seat in position and place the child/children in and secure them. **HandiBus drivers/coordinator are not permitted to secure the child safety seats.**

Wheelchairs and Walkers

For the safety of all passengers, all wheelchairs and walkers transported in the SPHB vehicle must meet specific size, weight and safety guidelines. All mobility aids must be kept in good repair at all times or cannot be taken in the SPHB vehicle. If a mobility aid cannot be secured properly, SPHB cannot provide service to the client using that mobility aid.

The use of a wheelchair seatbelt is mandatory; if a wheelchair does not have a usable seatbelt (also known as a lap belt) we will be unable to provide service.

Please note:

- Combined weight of chair and passenger cannot exceed 750 lbs (340 kg)
- Maximum base dimensions for wheelchairs and walkers 30 x 50 inches (76 x 127 cm). Equipment that exceeds this maximum cannot be accommodated.
- Wheelchairs must have escort handles.
- Wheelchairs must have functioning brakes.
- No flags or other projections are permitted.

Purchasing New Equipment

Please contact the SPHB coordinator prior to purchasing new equipment to ensure that it can be safely secured in the SPHB vehicles.

Medical Seatbelt Exemption

All SPHB customers are required to wear a seatbelt/shoulder strap, unless they have a medical exemption stating that they are unable to do so due to health reasons. If you are not able to use the recommended restraint system (for medical reasons) while travelling in the SPHB vehicle, we require a written exemption (signed by a qualified health care practitioner familiar with your case). The Province of Alberta has specific requirements which SPHB must follow regarding seatbelt exemptions for medical reasons - letters must be updated annually.

Mandatory Attendant

Definition of a mandatory attendant: A mentally competent person of legal age (18+years) who is responsible for the actions and assistance of a registered client. A mandatory attendant may be necessary due to a medical condition and/or behavioural concern while utilizing the services of the SPHB.

- A mandatory attendant is required when a client needs individual assistance in the vehicle and at their destination, due to a medical condition and/or behavioral concerns.
- Clients that require a mandatory attendant are responsible to have this person at their location when the SPHB arrives to pick them up.
- Mandatory attendants are not required to pay a fare.
- Mandatory attendants must be registered with the SPHB unless they are from a medical facility, care centre or another facility that has their clients registered for employment purposes. The name and telephone number of the mandatory attendant should be given to the SPHB before the start of the trip.
- Clients displaying unacceptable behavior that affects other passengers and/or the driver will be required to ride with an attendant at all times.
- If no mandatory attendant is available at the client's scheduled pick up time and location, the SPHB is unable to transport client and the trip will need to be rescheduled.

Passenger Code of Conduct

All clients and attendants, SPHB drivers and staff will speak and act responsibly and respectfully at all times. No person shall cause a disturbance that may negatively affect other clients and/or distract the driver from the safe operation of the vehicle.

Some examples include:

- Yelling, hitting or throwing objects
- Excessive perfume or heavy scented products
- Spitting or biting
- Arguing, refusing to co-operate with the SPHB driver or adhere to the procedures (such as wearing seatbelts or shoulder strap/lap belt assemblies)
- Threatening or harassing the driver or other customers
- Excessive, distracting or dangerous movement of arms, legs, head or torso beyond the passenger's personal space in the vehicle
- Urination, defecation
- Public nudity, sexual conduct or activity

Smoking, Drug and Alcohol Restrictions

Customers are prohibited to be in the possession of or under the influence of alcohol, illegal drugs when obtaining transportation on the vehicles.

Food and Beverages

With the exception of water, food and beverages are not permitted on the bus.

Medical Emergency

In the event of a medical emergency the SPHB driver will call **9-1-1** for assistance. The cost of such emergency shall be the sole responsibility of the client/passenger.

SPHB drivers must concentrate on the safe operation of the vehicle and the road conditions.

The drivers cannot supervise those who require constant or frequent attention due to medical or behavioral reasons.

Monthly Calendar and Newsletter

The SPHB News & Events is published and mailed to all clients on a monthly basis. If you are interested in receiving a copy, please call (780) 963-5444 to have your name added to the mailing list.

Customer Service - Commendations, Concerns and Suggestions

If you are happy with the service you are getting from the SPHB drivers and staff, let us know by calling in a commendation! We are also interested in any suggestions, comments or concerns that you may have about the SPHB please call (780) 963-5444 or email HandiBus@StonyPlain.com.



Stony Plain HandiBus Application Form

Registration Number grid

Surname

Given Name

Registration Number input boxes

Registration Number

Approved/Declined checkboxes

Entered checkbox

Instructions: All applicants must complete parts A, B, C & D. Part E must be completed by a doctor or health care practitioner familiar with your case. Part F must be completed only if a mandatory attendant is required.

Part A: Personal Information To be completed by the applicant

1 Name: Surname First Name Middle Name

2 Birth Date: mm dd yyyy 3 Gender: M F

4 Address: Postal Code

5 Phone: Home Work Cell

6 Have you registered with the Stony Plain HandiBus before? Yes No

7 Email Address

Emergency Contact: List two people we can contact in case of an emergency.

Name Home Phone Relationship to applicant (two entries)

Part B: Travelling Information To be completed by the applicant

Pick up Address Front Door Alternate Door

7 Which primary mobility aid(s) do you use when traveling in the community? (Check all that apply)

- None, Walking Cane, Leg Braces, Service Animal, Personal Attendant, Communication Devices, Long White Cane, Crutches, Interpreter/Intervener, Hearing Aid, Oxygen Tank, Prosthesis, Powered Wheelchair**, Collapsible Walker**, Manual Wheelchair**, Walker**, Other

** Please provide outside dimensions:

Part C: Additional Information

To be completed by the applicant

Please provide any additional information that may be relevant to this application:

Would you like to receive our monthly newsletter? YES NO

Part D: Signature & Date

To be completed by the applicant

I herby declare that the information provided above is true and correctly represents my condition

Applicant's Signature

Date

Additional Information

All locations served by the Stony Plain HandiBus Service must be accessible. Please confirm your destination is accessible BEFORE booking a trip. All locations must be kept free of snow and ice or we will not be able to provide service. All wheelchair ramps must meet safety regulations or service will not be able to be provided.

SPHB operators will provide assistance to and from the **first set of accessible doors** and with the securing of mobility aids and seatbelts.

SPHB Operators are not responsible to assist with parcels, groceries etc.

Registrants displaying unacceptable behaviour that affects other passengers (and/or the Operator) will be required to ride with an attendant at all times.

If a mandatory attendant is required, the registrant will not be able to book any trips for travel without a mandatory attendant. **Part F of this Application must be filled out by the attendant.**

***Definition of Mandatory Attendant:**A mentally competent person of legal age (18+ years) who is responsible for the actions and assistance of a registered client that requires assistance due to a medical condition and/or behavioural concern while utilizing the services of Stony Plain HandiBus Services.

Please drop off or mail completed application forms to:
Town of Stony Plain Attn: HandiBus Coordinator
4905 51 Avenue, Stony Plain T7Z 1Y1

The personal information on this form is collected under the authority of section 33 of the Freedom of Information and Protection of Privacy Act and shall be used only for the purpose for which it was collected. If you have any questions about the collection, contact the FOIP Coordinator at (780) 963-2151.

Part E: Needs Assessment for Disabled Applicants (To be completed by a Health Care Practioner)

Stony Plain HandiBus Service is a Municipally operated door to door public transportation service for all seniors and for youth, adults and families who are unable to use regular transportation because of a physical or mental disability.

Please note: Due to safety regulations, we cannot accommodate children requiring a carseat.

Eligibility requirements include persons with disabilities and persons 65 and older.

****This form must be completed in full and signed by a qualified health care practitioner familiar with the Applicant's disability (i.e. medical doctor, registered nurse, registered psychiatric nurse, occupational therapist, physical therapist or rehabilitation practitioner).**

For more information please call (780) 963-5444

1 What is the nature of the applicant's functional impairment or disability and how does it specifically restrict their ability to use a regular vehicle?

2 The disability is: Permanent Temporary

If temporary, please specify length of time that service is required, i.e. weeks/months _____

SPHB drivers must concentrate on the safe operation of the vehicle and cannot provide supervision to those who require constant or frequent attention because of medical or behavioural reasons.

Can applicant be left alone at their destination? Yes No
If NO, an attendant must travel with this applicant.

In your opinion, should the applicant travel with an attendant? Yes No

PLEASE NOTE: SPHB does not provide attendants. If "yes" the applicant must travel with an attendant at all times, and the trip will not be accommodated if the attendant is not present

NEEDS ASSESSMENT AUTHORIZATION - I have assessed this applicant and based on my professional knowledge and opinion, I, the undersigned, recommend this individual as eligible to use the services of the Stony Plain HandiBus.

Print name and title Date Signature Phone

Agency Affiliation (if any) Address

