



## COMMUNITY SUPPORT TRANSPORTATION SERVICES POLICY

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|------------------|------------------------------------------|---------------------|--------------------------------------|
| Policy Type:     | Health Department                        | Initially Approved: | 06/29/2026<br>BCM WFN<br>26/27-06-77 |
| Policy Sponsor:  | Health Director                          | Last Revised:       | 06/29/2026                           |
| Primary Contact: | Health Director                          | Review Scheduled:   | 07/2027                              |
| Approver:        | Chief and Council<br>BCM WFN 26/27-06-77 |                     |                                      |

### 1. ELIGIBILITY REQUIREMENTS

- 1.1. Registered members of Wahnapitae First Nation (WFN) and immediate family of a registered member living on-reserve.

### 2. CONFIDENTIALITY

- 2.1. The WFN Health Department staff and community support drivers have signed an Oath of Confidentiality and are not to disclose any personal information.

### 3. SERVICE LIMITATIONS

- 3.1. WFN does not provide emergency services; in case of an emergency, call 911.
- 3.2. WFN will only transport clients within the Greater Sudbury area.

### 4. SERVICES PROVIDED

- 4.1. WFN will provide a Community Support Driver if one is available for individuals who request transportation services.
- 4.2. WFN will provide transportation services for the following:
  - Groceries.
  - Banking.
  - Mail.
  - Pharmacy.
  - Community programs and events.
  - Cultural activities and ceremonies.

## **5. CLIENT RESPONSIBILITIES**

- 5.1. Clients requesting services must arrange their community support transportation Monday-Thursday between 8:30AM-4:30PM, excluding statutory holidays. Clients must provide a minimum of 24 hours notice for all Community Support Transportation Services. If the client is having difficulties arranging transportation during these hours, they should request the assistance of the Community Wellness Coordinator.
- 5.2. Prior approval means clients shall receive approval from the Community Wellness Coordinator prior to the trip. Clients are required to provide all necessary stops during the Community Support Transportation to be able to determine eligibility of the appointment and to inform the client whether the appointment is approved for Community Support Transportation.
- 5.3. The Client must inform the Community Wellness Coordinator not less than 24 hours prior to the cancellation of a scheduled run. Unjustified failure to inform the Community Wellness Coordinator prior to the run may result in suspension of service at the discretion of the Community Wellness Coordinator and Health Director.
- 5.4. All client requests need to be approved by the Community Wellness Coordinator.
- 5.5. Clients shall be picked up at the location provided to the Community Wellness Coordinator at the time the service is requested. The driver will wait no more than 15 minutes past the agreed-upon time unless prior arrangements have been made for a delay. If the client does not arrive within this timeframe, the trip will be cancelled, and the driver will notify the Community Wellness Coordinator. This occurrence will be documented and may be considered misuse of transportation privileges.
- 5.6. At the time of drop off the client must advise the driver of approximate pick-up time.
- 5.7. At no time shall any alcohol, intoxicants or illicit drugs be transported in the vehicle.
- 5.8. The driver maintains the right to refuse service to any person found to be in possession of or under the influence of alcohol, intoxicants, or illicit drugs.
- 5.9. The driver is not responsible for looking after children while parents/guardians are on their community support run. Clients are responsible for making suitable childcare arrangements.

- 5.10. Clients must get approval from the Community Wellness Coordinator if he/she wishes to bring an escort.
- 5.11. All passengers must wear seatbelts or proper restraints when the vehicle is in operation. Car seats and booster seats must be brought and installed by client.
- 5.12. Smoking/Vaping of any kind is not permitted in the vehicle at any time.
- 5.13. Anyone sixteen (16) or younger must be accompanied by an adult eighteen (18) years of age or older.
- 5.14. This vehicle is equipped with a dash camera to ensure the safety of the client and driver.

## **6. POLICY IMPLEMENTATION**

- 6.1. The WFN Health Department will be responsible for implementing and enforcing the Community Support Transportation Services Policy.

## **7. APPEALS**

- 7.1. Refer to appendix D in the Medical Transportation Policy.

## **8. REVIEW & AMENDMENTS**

- 8.1. This policy shall be reviewed annually, or sooner if required.
- 8.2. Minor administrative amendments to this policy that do not alter its intention or core criteria may be made with the approval of the Executive Director, without requiring formal review or approval from Chief and Council.

## **9. REVISION HISTORY**

| Date: (mm/dd/yyyy) | Band Council Motion |
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