

Specialized Service Eligibility Application Package

Cornwall's door-to-door, shared ride, accessible public transit service for people with disabilities.

Introduction to Specialized Service

Specialized Service is Cornwall's door-to-door, shared ride, accessible transit service. It is intended for people with disabilities who are unable to use the Conventional Service for all or part of a trip. You must meet specific eligibility criteria to use this service. Specialized Service only operates within the boundaries of the City of Cornwall.

Eligibility Criteria to use Specialized Service

Eligibility is restricted to citizens of the City of Cornwall and is considered on a case-by-case basis. It's not based on a particular disability, age, income level or lack of availability of Conventional transit in the applicant's area. Visitors can qualify for a Temporary term.

Specialized Service is not intended for those who find it inconvenient or more difficult to use Conventional Service or for those who are reluctant or unwilling to use Conventional Service for other reasons. The service is also not an attendant care service, a subsidized taxi service or an emergency medical service.

Eligibility for specialized transit, if approved, falls under one of these categories:

- **Unconditional** – a person with a disability that prevents them from using Conventional Service.
- **Temporary** – a person with a temporary disability that is expected to improve, that prevents them from using Conventional Service (example: surgery recovery).
- **Seasonal** – a person with a disability where winter conditions limit their ability to consistently use Conventional Service.

Registered Specialized Service users will be reviewed for eligibility at a minimum of every three (3) years unless otherwise specified.

How to Apply

The application package must be completed and signed by you and your Health Care Professional (to avoid delays in processing). Any fees charged by your Health Care Professional to fill out the application forms are the responsibility of the applicant. Please note the completion of this application does not guarantee eligibility.

Forms are made Available:

- Online
- In Person at the Cornwall Transit Office

Application Review Process

Cornwall Transit will review the application and determine eligibility. You may be requested to provide additional information. You will be notified when a decision has been made, within 14 calendar days (after the completed application is received by the Specialized Service)

Section 1A: Applicants' information

*Required Fields

*Last Name												
*First Name												
Middle Name												
*Date of Birth	M	M	-	D	D	-	Y	Y	Y	Y		
Facility Name												
Floor # / Name												
*Street Address								Apartment #				
*City								*Postal Code				
Home Phone				-			-				Notify me using home phone #	<input type="checkbox"/>
Cell Phone				-			-				Notify me using cell phone #	<input type="checkbox"/>
Email											Notify me using cell phone #	<input type="checkbox"/>

Must provide at least one phone number. If you are providing two numbers, select only one number that we will notify

Note: The Specialized Service reservation system uses an automated system to call passengers to remind them about their upcoming appointments. Please indicate which phone number you would like to use for notifications.

Emergency Contact Information

In case of an emergency, please notify the people listed (for example - family, friend, neighbor, caregiver):

*Name:											
*Relationship											
*Telephone				-			-				

Section 1B: Questionnaire

1. *What best describes your ability to travel to or from a bus stop?
 - On my own
 - If it is within an average city block of my starting point or destination
 - If the path is free of ice and snow
 - If I have assistance
 - I can never independently travel to and from a bus stop
2. *What best describes your ability to get on and off a low floor bus that has no steps?
 - I can do this independently
 - I can get on and off a bus with the help of a support person
 - I can never independently get on and off a bus
3. *What best describes your ability to ride as a passenger on a Regular bus service?
 - I can ride independently
 - I can ride the bus with the help of a support person
 - I can never independently ride the bus.
4. *Do seasonal weather conditions impact your ability to travel to or from a bus stop, and get on and off a low floor bus with no steps?
 - Yes
 - No
5. *What mobility aids or mobility assistive devices do you use, if applicable?
All wheelchairs cannot exceed the following measure 30" wide x 50" long. (76cm x 127cm)
Maximum combined weight of passenger and mobility aid may not exceed 800lbs (363kg).

<input type="checkbox"/>	Manual Wheelchair	<input type="checkbox"/>	Power Wheelchair
<input type="checkbox"/>	Power Scooter	<input type="checkbox"/>	Crutches
<input type="checkbox"/>	Cane / White Cane	<input type="checkbox"/>	Braces
<input type="checkbox"/>	Prosthetics	<input type="checkbox"/>	Walker
<input type="checkbox"/>	Portable Oxygen	<input type="checkbox"/>	Communication Aid
<input type="checkbox"/>	Service Animal	<input type="checkbox"/>	None

Other:

6. *Do you require an attendant / Support Person while using the service?
 - Yes
 - No

Section 1C: Applicant Certification

Confidentiality

All personal information on your application is collected pursuant to the Municipal Freedom of Information and Protection of Privacy Act and will be used solely for the purpose of responding to your application, and upon approval of your application registering and providing service to you as an eligible passenger.

I certify that to the best of my knowledge, the information provided in this application is correct. I authorize the Health Care Professional named in section 2B to provide information related to my disability. I consent to having Cornwall Transit discuss the contents of my application with the Health Care Professional named in Section 2B. I authorize the release of medical information to Cornwall Transit.

Name of Applicant												
Signature	X											
Date	M	M	-	D	D	-	Y	Y	Y	Y		

If you are not the applicant, but have completed this application on the applicant's behalf, you must complete the following information.

Name of Guardian														
Address														
City														
Postal Code			-											
Daytime Phone			-					-						
Signature	X													
Date	M	M	-	D	D	-	Y	Y	Y	Y				

Section 2A: Instructions for Health Care Professional

You are being asked by the applicant named in Section 1A to provide information regarding their eligibility to use the Specialized Service in Cornwall. The Specialized Service is a shared ride door-to-door public transit service for people with disabilities who are unable to use the accessible fixed route Conventional Transit Service (large buses) for all or part of their trip.

A person who does not qualify for the Specialized Service in the summer months may still be eligible for seasonal registration during the winter months.

Applicants whose medical conditions require specific transportation considerations (e.g. require medical assistance during a trip, inability to remain in a vehicle for up to 1/2 hour, or inability to be left on a vehicle unsupervised) may need a support person to accompany them during their trip or may need to contact a medical carrier for transportation.

The information you provide will allow us to evaluate the applicant's eligibility to use the Specialized Service and to provide appropriate service. Thank you for your assistance.

Important Note to Health Care Professional:

Base your evaluation solely on the applicant's ability to use the accessible fixed route Conventional Transit system (large buses that have low floors and no steps), not the door-to-door Specialized Service.

Instructions:

1. Please read the introduction to the Specialized Service and Section 2A in its entirety before completing and signing Section 2B
2. Section 2A and 2B of the application must be filled out completely or the application process may be delayed.
3. If you have any questions, contact Cornwall Transit at 613-930-2636

Section 2B: Professional Assessment

*Required Fields

*I have read the introduction to the Specialized Service and Section A in its entirety.

- Yes
- No

1. *Describe how the applicant's disability affects their ability to use Regular Bus Service:

2. *What best describes the level of the applicant's disability?

- Mild
- Moderate
- Severe

3. *An applicant's ability is sometimes affected by environmental or physical barriers. What conditions will sometimes affect the applicant's ability to use Conventional Transit?

- **Environmental Barriers**

<input type="checkbox"/>	Snow	<input type="checkbox"/>	Cold Weather
<input type="checkbox"/>	Ice	<input type="checkbox"/>	Hot Weather
<input type="checkbox"/>	Rain	<input type="checkbox"/>	Other:

- **Physical Barriers**

- lack of sidewalks
- sidewalks with no curb ramp to street level
- sidewalk with no rest area (benches)
- bus stop with no concrete pad
- other:

4. *Is the applicant able to independently travel an average city block or 175 meters?

- Yes
- No
- Sometimes

5. *Is the applicant able to independently get on or off a low floor bus that has no steps?

- Yes
- No

6. *If the applicant has vision loss, are they considered legally blind, according to CNIB?

- Yes
- No
- Not Applicable

7. *If the applicant has a cognitive disability, can they independently recognize their destination and get help if they are dropped off at the wrong location?
- Yes
 - No
8. *If the applicant has a speech disability, can they independently communicate with people?
- Yes
 - No
9. *The vehicle operator may be absent from the vehicle while escorting other passengers to/from building entrances. Can the applicant safely be left on the vehicle unattended and or at their destination?
- Yes
 - No - ***If no, the applicant will require an attendant during their travels on Cornwall Transit buses.***
10. *What is your professional opinion on the applicant's ability to use Conventional Transit?
- Yes – the applicant can use regular bus services
 - Yes – the applicant can use regular bus services with a support person
 - No – the applicant cannot use regular bus services
11. * **All Specialized Service passengers are required to wear a lap belt to mitigate risk to all passengers and Driver in the event of an accident. Exclusions of wearing a lap belt must be provided by a physician, taking into account the consideration of safety of the applicant, other passengers and the Specialized Transit Driver.**
 Are you requesting that the applicant be excluded from wearing a lap belt on the basis of a documented medical condition?
- Yes - ***please provide documentation to support the exclusion.***
 - No
12. *What is the expected duration of the applicant's need of the service?

<input type="checkbox"/>	1 Month	<input type="checkbox"/>	3 Month	<input type="checkbox"/>	6 Month
<input type="checkbox"/>	1 Year	<input type="checkbox"/>	2 Year	<input type="checkbox"/>	3 Year

**I certify that the information provided in section 2B of this application
is true.**

Name of Professional		License #	
Address			
City		Postal Code	
Daytime Phone		-	
Signature	X		
Date	M	M	-
	D	D	-
	Y	Y	Y
	Y		

***Profession that can complete the application (Please select ONE)**

- Licensed Physician
- Licensed Nurse Practitioner
- Licensed Physiotherapist
- Registered Occupational Therapist
- Licensed Optometrist, Ophthalmologist or Eye Physician
- Certified Psychologist or Psychiatrist
- Registered Nurse (**Only for Long Term Care Facilities**)

Cornwall Transit Specialized Service

Additional Information to Review:

Please take some time to read through this information package to familiarize yourself with how the Specialized Service works. If you have any questions, feel free to call the Cornwall Transit office 613.930.2636.

Hours of Service and Booking Hours

Hours of Service:

Monday to Friday	6:15 am – 11:30 pm
Saturday	6:45 am – 11:30 pm
Sunday	No Service
Statutory Holidays	No Service with the exceptions of: Easter Monday, Truth & Reconciliation Day and Remembrance Day

Booking Hours:

Office Hours	Monday to Friday (excluding Stat holidays)	8:30 am – 4:30 pm
Online / App	Any day of the week	Anytime (please note you cannot book requests past 9:30pm for the following day)

Booking a Ride

- Trip bookings may be requested through the Cornwall Transit Specialized Service app, available to download for iOS or Android devices by searching “Cornwall Transit Booking” in the Google Play Store or Apple Store.
 - IOS (Apple) <https://apps.apple.com/us/app/cornwall-transit-booking/id6742413532>
 - [Google](#) (Android)
 - Mobile or Desktop Link - [Web is live](#)
- All bookings are made on a “first come, first serve” basis.
- Trip bookings can also be made by calling Cornwall Transit during normal office hours (listed above)
- You may book up to 14 days in advance.
- Trip requests for same day service will be accommodated subject to availability.

Cancellation/No Show Policy

Given the high demand for the service, it is critical for customers to call and cancel any trips they do not require.

- People who have booked a trip by calling the Cornwall Transit office directly will need to cancel the trip by calling The Cornwall Transit office no later than 2 hours before the trip.
- People canceling a trip later than 2 hours before will be required to pay one regular fare for the cancelled trip. This payment must be made prior to further use of the Cornwall Transit Service.
- People who have booked a trip through the Cornwall Transit Booking app will need to cancel the trip 2 hours before the scheduled pick up. A cancellation fee will be required if you cancel the trip later than 2 hours.
- People cancelling due to inclement weather will be permitted to cancel the morning of with a minimum of 30 minutes notice.
- People may make up to three trip cancellations by telephone or through the Cornwall Transit Booking app in any one month. Any cancellations of more than three in any one month will result in a charge of one regular fare for each excess trip cancelled in that month. Payment for excess cancellations must be made prior to further use of the Specialized Service.
- People who do not respond after **3 minutes past** their scheduled pick-up time of the Specialized Service arriving at the door shall be deemed a “**no show**”. A “no show” charge is equivalent to **one** regular transit fare and must be paid by the person involved prior to further use of the Specialized Service. A Letter will be sent out if you have 5 or more “**no show**”.

Service

- Specialized Service shall be operated such that the bus arrives within 10 minutes before the scheduled pickup time. Drivers may arrive late due to situations out of their control.
- Customer trips shall be scheduled such that a customer is not on the vehicle for longer than 30 minutes.
- Intermediate stops will not be allowed unless booked and confirmed in advance.

Driver/Customer Guidelines

- Drivers are responsible for assisting customer travel between the exterior accessible door at the trip origin and/or destination and the Specialized Service

vehicle, including pushing a wheelchair or other mobility device or assisting an ambulatory passenger.

- Drivers are responsible for assisting the customer in boarding the vehicle, including the sole operation of the wheelchair lift equipment.
- Drivers are responsible for securing mobility aids in vehicles and fastening passenger seat belts. Customers using a scooter or transfer chair must transfer to a fixed seat on the bus and the scooter must be secured.
- Drivers are not permitted to carry parcels or personal effects belonging to Specialized Service customers.
- Customers are not permitted to have more than two bags of groceries/goods. Customers should not have heavy bags or packages on the rear handles of wheelchairs that cause instability.
- Specialized Service customers requiring additional assistance or supervision to ensure personal safety during the trip must arrange to have an attendant to travel with them. One attendant is allowed, and may travel at no charge, only if this person is required to assist or attend to the customer during their transport. Space for an attendant must be reserved at the time of the trip booking.

Subscription Service

Subscription Service is permanently scheduled when the day of the week, time, pick-up location and destination is always the same. Cornwall Transit reserves the right to limit subscriptions to availability. Provision of the subscription trips will be subject to the frequency of the trips and availability of service at the requested time.

Guidelines and application information are available at <https://www.cornwall.ca/en/live-here/handi-transit.aspx> under the “Subscription Service” tab.

Fare Cost:

All customers shall be required to pay the regular fare for services. There are no exceptions. Fare pricing can be found on the Cornwall Transit website under the “Fares and Passes” tab - <https://www.cornwall.ca/en/live-here/fares-and-passes.aspx>

10-Ride Cards and Monthly Passes can be purchased at the following locations throughout Cornwall:

- Shoppers Drug Mart – (Cornwall Square, Eastcourt Mall, Brookdale Avenue)
- Fullerton Drug Store (Pitt & Second)
- Baxtrom's Independent Grocers (31 Ninth Street East)
- Pop Shoppe Convenience Store (101 Emma Street)
- City Hall (360 Pitt Street)
- Cornwall Transit (863 Second Street West)
- St. Lawrence College (2 Belmont Street) - **Student Passes only**
- Salvation Army (401 Fourth Street West) - **Community Passes only**
- Medical Arts Pharmacy (173 Montreal Road)

Reloadable Cards are available:

- For pick up in Person at the Cornwall Transit Office
- Loading / reloading your card can be done online at <https://cornwall.usetransit.com/#/login> once you create an account!

Accessibility at Pick up and Drop off Locations

- Service is provided from “accessible exterior door to accessible exterior door”. For the safety of both the customer and the Driver, Drivers will not take mobility devices up or down more than one step. It is the customer’s responsibility to provide a ramp where there is more than one step.
- It is the customers’ responsibility to ensure that all ramps are safe and in good repair. This includes ensuring ramps are clear of debris, ice and snow, surfaces are non-slip and ramp angles allow for safe motion.
- Customers are responsible for ensuring that their residence is accessible for travel between the exterior door and the Specialized Service bus. Stairs, steep slopes and narrow paths should be avoided. During winter months, it is the customer’s responsibility to keep the path between the exterior door and the bus stop area clear of snow and ice. If conditions do not meet acceptable accessibility standards, the customer must arrange for their own assistance to travel to and from the Specialized Service bus or service may be suspended until the situation is improved to an acceptable accessibility condition.
- Bus stops and paths to doorways at major activity centers and destinations must be reasonably accessible and maintained clear of snow and ice during winter months. Where problems are identified, the situation will be confirmed by supervisory staff and the agency or owner will be advised of the problem. If the problem cannot be resolved, service to that location may be suspended until the situation is improved to an acceptable accessibility condition.
- For the safety of both the customers and the driver, it is the customer’s responsibility to ensure that their mobility device is in a safe condition (air in tires, working brakes, etc.) for transport, or service will not be provided. The Driver will notify the Supervisor if they feel the device is unsafe and the customer will be responsible for bringing the device to a safe standard before further trips are provided. Drivers will not pick up passengers with defective mobility equipment.
- Our Specialized Service buses are equipped with hydraulic lifts & ramps to transport customers in mobility devices. See below for size and weight restrictions for mobility devices that must be met with the Specialized Services.

Wheelchair Dimension

- All wheelchairs cannot exceed the following measure 30" wide x 50" long. (76cm x 127cm)
- Maximum combined weight of passenger and mobility aid may not exceed 800lbs (363kg).

Reminder, you may also be able to use our Conventional Service!

Conventional Service has many features that make it easy for people with various abilities to ride the bus. The Conventional Service operates on fixed routes and follows a fixed schedule using buses that are fully accessible for passengers with disabilities. Therefore, if able, you may use this service for some of your trips.

