



Compassionate Neighbourhood Health Partners Society

‘Compassionate Neighbours’

GUIDELINES FOR ONE-YEAR PILOT PROJECT ASSISTING SENIORS WITH TRANSPORTATION TO MEDICAL APPOINTMENTS FUNDED WITH AN ANONYMOUS GRANT

Purpose

This is a one-year pilot project funded through an obtained exploratory grant. It is designed to support older adults who live in Chilliwack and do not have access to transportation for required essential medical care. This would be door to door taxi transportation to and from **medical appointments, tests, treatments, and other health-related visits in Chilliwack or Abbotsford.**

Who We Serve

- Seniors living in **Chilliwack** who require transportation for **medical purposes only**
- Those who do not have other safe or consistent means of getting to medical appointments in Chilliwack or Abbotsford

Service Area

Transportation is provided **from the door of the participant’s residence in Chilliwack** to the door of the medical appointment **within Chilliwack or as far as Abbotsford.**

- Abbotsford is the **maximum travel boundary**
- We do not provide transportation that begins outside Chilliwack or extends beyond Abbotsford.

What We Provide

- Free taxi transportation to and from scheduled medical appointments
- A reliable, pre-booked ride
- *This is not an emergency or same-day service*

How to Access the Program

Sign Up

New participants complete a short intake form so we can confirm eligibility and gather essential information.

Book a Ride

- You can call Shonagh at **778-539-5102** Monday to Thursday, 9:30 AM – 2:00 PM to book a taxi ride
- Appointments must be booked at least two days in advance



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- No same-day bookings are available

Day of Appointment

- Chilliwack Taxi picks up the older adult at the door of their home and transports them to their medical appointment.
- Following their appointment, they are transported back to their home.
- This service is for medical appointments only and does not permit extra stops for shopping other than picking up a prescription if prior notification is provided to Shonagh, the project administrator.

Important Notes

- This service is **not** an emergency medical transport.
- We cannot provide urgent or last-minute rides.
- Participants must be able to transfer in and out of the vehicle with minimal assistance from the taxi driver.
- Caregivers are welcome to accompany the senior if needed
- Compassionate Neighbours does not have Volunteers to accompany seniors to their appointments. If this is required please call the Seniors Community Connector at Chilliwack Community Services to enquire if they may have a volunteer available: 778-539-5435.

Eligible Appointment Types

This service is available for medically necessary appointments, including:

- Specialist visits
- Doctor's appointments
- Diagnostic imaging
- Bloodwork
- Hospital clinics
- Treatment centres
- Pre-operative and post-operative appointments

This pilot project aims to reduce barriers to essential medical care for Chilliwack seniors by providing dependable, no-cost transportation within the defined service area. As a time-limited initiative, all rides are offered as resources allow and within program guidelines. We are honoured to support Chilliwack seniors in accessing essential medical care and the feedback we receive from participants, caregivers, and community partners will guide how this service may grow or evolve beyond the pilot phase.