

HOURS OF OPERATION



Bookings can be made during office hours Monday to Friday from 7:00 a.m. to 5:30 p.m. Our first pickup is 7:30 a.m. and our last local pickup is 4:30, please call our office for further details.



BOOKING RIDES

To enable us to accommodate as many clients as possible, rides should be booked - at least three business days in advance, by calling our office at 416-752-8868.

Please have your appointment information ready when you call.

CANCELLATION POLICY

A cancellation fee, the equivalent of a one-way fare, will be charged for any ride cancelled the same day.



HOW TO REGISTER

To register for the Transportation Program please call 416-752-8868.

Harmony Hall Centre for Seniors/Call-A-Service Inc. is funded by:

- The Province of Ontario
- The City of Toronto
- The United Way of Greater Toronto
- The Ontario Trillium Foundation

Donations are welcome to help support this service.

Call-A-Service is a registered charitable organization and all donations are tax deductible.



Serving seniors since 1973

**TRANSPORTATION
PROGRAM**

**2 Gower Street
Toronto, Ontario
M4B 1E2**

Phone: 416-757-8868

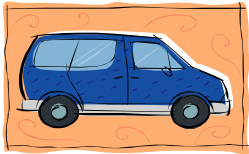
Fax: 416-752-8869

www.call-a-service.com



"A United Way Member Agency"

Call-A-Service Inc./ Harmony Hall Centre for Seniors is a multicultural community centre specializing in transportation as well as social, recreational and support services for seniors and disabled adults living in East York and southwest Scarborough.



The transportation program serves clients with staff and volunteer drivers. Our fleet of vehicles consists of 3 vans and 2 sedans.



A nominal fee is charged and rates are set according to the length of the trip taken.

Clients are billed for their rides on a monthly basis.

ELIGIBILITY

Call-A-Service will provide transportation to seniors and disabled adults who live in the East York and southwest Scarborough catchment areas and are unable to use public transit because of physical and/or mental limitations.

Clients must be registered with the Transportation Department, registration is free.



PRIORITY OF RIDES

Priority is given to clients requesting transportation for medical appointments, but the service also includes rides to and from adult programs, personal shopping trips, day outings and rides to and from Harmony Hall for program participants.

SERVICE BOUNDARIES

Transportation is provided for residents living within the former Borough of East York. We recently expanded our service to include southwest Scarborough, which encompasses the area between Victoria Park and Kennedy Road from Eglinton Avenue East south to the lake.

Clients can request transportation to any destination located in the following boundaries: 401 to the north, Spadina Avenue to the west, Markham Road to the east and the lake to the south. Outside these boundaries we also service the following hospitals: Toronto Western, North York General, Scarborough Grace and Scarborough Centenary.

