

# Passenger Application Form

If you require this form in large font, please contact us at 613-542-2512

This form is for use by persons who wish to apply for Kingston Access Bus, which provides “door to door” specialized transit within the City of Kingston. Kingston Access Bus is operated by Kingston Access Services, a not-for-profit organization. It is not operated by the City of Kingston, or Kingston Transit.

If you have any questions, or need assistance to complete this form, please call Kingston Access Services at 613-542-2512. The information obtained in this form will only be used by Kingston Access Services to assess the applicant’s eligibility. All information contained in this application will be kept confidential. Kingston Access Services does not provide this information to any other organizations.

## Who qualifies:

In order to become a registered passenger of Kingston Access Bus, a person must:

**Have a disability** (or medical conditions) as per the integrated Accessibility Standard (Ont. Reg. 199/11) and Accessibility for Ontarians with Disabilities Act 2005 (A.O.D.A.) **which prevents** the person from using conventional fixed-route transit services offered by the City of Kingston through Kingston Transit.

Eligibility for Kingston Access Bus is considered on a case-by-case basis and is based solely on the applicant’s disabilities and medical conditions preventing them from using Kingston Transit services.

## Eligibility is not based on:

- Age, or a specific health condition;
- Loss of driver’s license, inability to drive, or not having a personal vehicle;
- Kingston Transit services not being offered in the area of the applicant’s pick-up/drop-off locations (e.g. rural areas of the City of Kingston), lack of sidewalks in area, unwillingness and/or reluctance to use Kingston Transit services;
- Financial need including inability to pay for taxis (please note: ODSP recipients are not automatically eligible for specialized transit services).

Some applicants may only be eligible for service during certain periods of the year.

Passengers whose disabilities or medical conditions require specific transportation (e.g. extreme fragility requiring transportation below regular speeds or inability to remain on the vehicle for up to 1 hour) need to contact a non-emergency medical carrier for transportation.

Applicants who reside outside the City of Kingston may be eligible to use the service within the City of Kingston limits provided they meet the eligibility requirements as outlined above. If you do not reside within the City of Kingston, please contact your local municipality regarding transit services.

- This application form may be used for new applications to Kingston Access Services until December 31, 2023.
- For applications post December 31, 2023 please contact Kingston Access Services for an updated application form.

## How to apply for Kingston Access Bus:

1. Complete “Part A: Applicant Information” (pages 7-13): This section contains contact information for the applicant, and questions about the applicant’s medical conditions and how they impact the applicant’s ability to use conventional transit. This is to be completed by the applicant, or a designate acting on their behalf. This part also includes your consent for Kingston Access Services to contact your healthcare professional for additional information or clarification if required.
2. Have your Healthcare Professional complete “Part B: Healthcare Professional Certification” (pages 14-18). Part B must be received by Kingston Access Services within 3 months of the date the healthcare professional completes the form.
3. Return parts A & B to Kingston Access Services via one of the following methods:
  - a. Fax: 613-549-6318
  - b. Scan (PDF format only) and e-mail to: [info@kingstonaccessbus.com](mailto:info@kingstonaccessbus.com)
  - c. Mail/deliver to: Kingston Access Services, 751 Dalton Avenue, Kingston, Ontario K7M 8N6

Please note:

- Any fees charged by your Healthcare Professional for completion of the forms are the responsibility of the applicant. **Your Healthcare Professional cannot guarantee eligibility.**
- Only applications with both Parts A & B fully completed will be considered for approval; illegible applications (including Part B: Healthcare Professional Certification) will not be processed and will be returned to the applicant.
- Applicants may be required to attend an “Eligibility Assessment” at Kingston Access Services office. There is no cost for the assessment, and free transportation is provided. Assessments are typically done on every 2<sup>nd</sup> Wednesday. Should an applicant require an assessment, Kingston Access Services will contact the applicant for scheduling. Kingston Access Services is not responsible for any delays to determining an applicant’s eligibility if they are unable to attend the assessment. If you use mobility aid(s), please bring the aid you will be using for the majority of your trips on the bus to the assessment. Refusal to attend an assessment will result in the application being declined.

**Registration may take up to 14 days upon Kingston Access Bus receiving the fully completed application package, and the applicant attending the Eligibility assessment (if required).** All applicants will be contacted via letter regarding the determination of their eligibility.

## Appeal process:

Applicants who are declined due to not meeting the eligibility requirements may appeal this decision. The applicant must submit an “Eligibility Appeal Form” within 30 calendar days from the date of the original eligibility decision letter. Contact Kingston Access Services to obtain the form.

The appeal will be heard first by a subcommittee of the Kingston Access Services Board of Directors. Should the appeal be declined by the subcommittee, the applicant may request a further appeal to an independent arbiter appointed by the Board. No subsequent application may be filed until 6 months after the date of the final appeal decision, unless evidence of material change in circumstances is provided with a new application.

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## Categories of eligibility:

Kingston Access Bus offers three categories of eligibility consistent with the *Integrated Accessibility Standards Regulation (IASR O. Reg 191/11)* and the *Accessibility for Ontarians with Disabilities Act (AODA) 2005*.

- a. Unconditional Eligibility – Applicant has a disability which prevents them from using Kingston Transit services on a permanent basis.
- b. Temporary Eligibility – Applicant has a temporary disability (e.g. broken leg) that prevents them from using Kingston Transit services for a defined period of time.
- c. Conditional Eligibility – Applicant has a disability where environmental or physical barriers limit their ability to consistently use Kingston Transit services. An applicant who qualifies for conditional eligibility may be able to use conventional transit for part of their trip, but may also qualify for specialized transit under specific circumstances (e.g. winter weather conditions, travel to a non-accessible location).

## Companions & Support Persons:

Passengers may have one companion OR support person travel for free.

Please inform at the time of booking if a companion will be going with you. Please note: A registered passenger cannot travel as a free companion of another registered passenger.

Kingston Access Bus is not an attendant care service. If you require a “support person” during transportation to assist with communication, mobility, personal care, or medical needs, this person must be provided by you. Kingston Access Bus drivers cannot provide special medical assistance to passengers (e.g. feeding tubes, administering medication such as inhalers). A registered passenger may act as a support person for another registered passenger during transportation; however, as a registered passenger they too must pay a fare for transportation. Please note:

- The person travelling as a support person must always be capable of meeting the needs of the passenger during transportation.
- If you or your healthcare practitioner indicates that you need a support person, this will apply to all trips and destinations you travel to/from.

Passengers who document having seizures may be required to travel with a support person.

## Passengers who cannot be left alone at destination:

If the passenger can travel on the bus unattended; however, cannot be left unattended at their destination please indicate on page 12 and 18 of the application form. The passenger may travel independently but a caregiver must be at the destination to receive the passenger. This designation will apply to all trips and destinations you travel to. To avoid delays to our service, we require the caregiver to be at the destination when the vehicle arrives. If someone is not available to receive you, Kingston Access Bus does reserve the right to require the passenger to travel with a support person at all times.

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**As you complete the form, please keep in mind:**

You may be able to use Kingston Transit's conventional service for some or all of your trips, as all Kingston Transit vehicles are equipped with the following accessible features:

- "Kneeling" ability to lower the bus level with the curb for easier boarding;
- Access ramps which can be deployed upon request for easier boarding and exiting.
- Designated wheelchair securement areas. Kingston Transit bus operators will secure all wheelchairs using securement straps at time of boarding;
- Audible and visual announcements indicating bus route and next bus stop;
- Designated priority seating at the front of the bus for those with disabilities.

Passengers with concerns regarding the bus departing before being seated can request to the driver upon boarding that they not depart until being seated.

Kingston Transit offers "travel training" on accessibility features and bus routes to those with disabilities. A handbook "Guide to Kingston Transit Accessible Services" is available to provide information on accessibility features. For further information on Kingston Transit accessibility features please contact the City of Kingston's customer service centre at 613-546-0000.

**Video Surveillance:**

All Kingston Access Services vehicles are equipped with video cameras which include audio. Cameras are to enhance the protection and safety of employees, passengers, vehicles, and the general public; and assist in the investigation and resolution of passenger/general public/driver complaints. The camera system cannot be viewed in real-time. The video is stored on a secure on-board Digital Video Recorder hard drive, and can only be accessed by authorized Kingston Access Services personnel. The information is collected under the legal authority of the Municipal Freedom of Information and Protection of Privacy Act. If you have any questions regarding the collection, use, and disclosure of the video surveillance footage, please contact [info@kingstonaccessbus.com](mailto:info@kingstonaccessbus.com)

**Automatic Vehicle Locators:**

Kingston Access vehicles are equipped with Automatic Vehicle Locators (AVL) which can confirm previous and current location of vehicles, arrival and departure times (+/- 15 seconds), and vehicle speeds in the event there is a question of such.

**Phone Recordings:**

Kingston Access Services audibly records all inbound/outbound calls. Recordings will be used to confirm booking accuracy and information provided to/received from passengers (i.e. trip times, destinations, etc.) should a question arise regarding such.

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**Other information** Note: Kingston Access Services reserves the right to amend all policies.

- Once registered, passengers who are inactive (i.e. do not use the service) for 3 years may have their registration cancelled and be required to reapply.
- All registered passengers must pay a fare (\$3.25 as of January 2020) for each individual trip. Monthly passes are also available. For information on monthly passes, please contact our office. Prices are subject to change.
- Once registered, passengers may book trips up to 14 days prior to the day of the trip. For example, trips on January 24<sup>th</sup> can be made starting on January 10<sup>th</sup>. Same day service can be accommodated provided there is remaining availability. Kingston Access Services does not and is not permitted by law to prioritize trips based on purpose, pick-up location, or destination. All trips are on a first-come, first-serve basis based on availability.
  - While we endeavour to accommodate all trips, there may be times where we will not be able to meet your requests. Kingston Access Bus does maintain a wait list in the event an opening does come available.
  - As a public transit service, we will in many instances pick up and drop off other passengers on route to your destination. If you have a specific appointment time at your destination, please make us aware at the time of booking so this can be factored into your pick-up time.
- We encourage passengers when going to locations with multiple entrances to ask at the time of making their booking the exact drop-off/pick-up location at a destination. For example: Our vehicles do not fit under the awning of the main entrance at Hotel Dieu Hospital. As a result, we only pick-up and drop-off at the Urgent Care doors immediately off of Brock Street.
- To accommodate as many trips as possible, passengers need to provide as much notice as possible when cancelling a trip so that we may attempt to accommodate other passengers. Excessive cancellations with less than 24 hours notice and/or failing to show for a scheduled bus may result in progressive actions up to and including limitations on booking privileges. Please see our website or contact our office for more information on our Late Cancellation policy.
  - Note: When a passenger is a “no-show” for a scheduled bus, their remaining trips for that day are automatically cancelled.
- Passengers are to be ready 5 minutes **before** their booked pick-up time. Drivers may arrive within a “window” of 5 minutes BEFORE or AFTER your booked pick-up time. To ensure other passengers are not inconvenienced, drivers are not required to wait more than 5 minutes for passengers provided the bus arrives within the “window” time.
  - All Kingston Access Bus vehicles have AVL technology which confirms location, and arrival/departure times in the event there is a question of such. Camera footage from the vehicle may be utilized as well.
- Kingston Access Services reserves the right to require ambulatory passengers who are unsteady or cannot ambulate to/from the bus in reasonable time to use a wheelchair for transportation. The passenger is responsible for providing a wheelchair to use.

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### Other information continued:

- Drivers do not accompany passengers beyond the building entrance, nor are they required to ring a buzzer/doorbell to inform of their arrival, nor search when the passenger is not at the exterior entrance. Passengers are to be ready at the exterior door with coats, boots, etc. already on.
- It is the responsibility of the passenger to ensure that laneways, driveways, ramps, etc. of residences (including multi-residence apartment units) are maintained in safe condition and clear of snow/ice. Failure to do so may result in transportation being denied.
- Personal items (i.e. luggage, parcels, groceries) are limited to those which the passenger, support person, or companion can handle without assistance from the driver and be safely secured by the passenger. Drivers are not required to carry items to/from or on/off the bus for passengers.
- Kingston Access Bus has a NO SCENT policy on all vehicles. Please refrain from wearing scented products while being transported. Passengers must ensure their hygiene will not disturb the reasonable comfort or public health of other passengers, or the driver.
- Passengers who use service animals must complete a “Service Animal Registration Form”. Please contact our offices to obtain a copy of the form. Pets are not permitted unless being transported in an appropriate travel carrier directly to/from a veterinary clinic.
- **Verbal abuse, physical abuse, or unacceptable behaviour on the part of passengers, those travelling with passengers, or those responsible for passengers, towards any passenger or Kingston Access Services employee (including drivers and office staff) will not be tolerated and may result in suspension of registration and police being notified.**
- More information about Kingston Access Services can be obtained via:
  - [www.kingston.org./kas](http://www.kingston.org./kas);
  - Kingston Access Bus Facebook page;
  - Passenger newsletters which can be obtained directly from drivers, from our Facebook page, or you can sign up for them to be e-mailed to you.
  - Call our office 613-542-2512; or e-mail [info@kingstonaccessbus.com](mailto:info@kingstonaccessbus.com)

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<b>PART A: APPLICANT INFORMATION</b>	<b>OFFICE USE ONLY (Vers. 2021-07)</b>											
	REGISTRATION #						Date					
											2	0

Pages 1-6 of this registration package contain information about Kingston Access Bus including the registration process, and important operational policies and procedures. By submitting this application form (including applications completed by a 3<sup>rd</sup> party on behalf of the applicant) the applicant is agreeing to all terms and conditions of the use of Kingston Access Bus. If you are completing this application on behalf of an applicant we suggest you provide pages 1-6 of this package to them or their caregiver.

<b>TO BE COMPLETED BY THE APPLICANT OR A PERSON ACTING ON BEHALF OF THE APPLICANT</b>											
<input type="checkbox"/> Mr.	<input type="checkbox"/> Mrs.	<input type="checkbox"/> Ms.	<input type="checkbox"/> Miss	<input type="checkbox"/> Mx.							
Last name of applicant						First name of applicant					
Home address of applicant										Apt. #	
City (if other than Kingston)						Postal code					
Home phone number						Work /Cell phone number					
Date of birth (day/month/year)											
E-mail address											

- If the applicant’s mailing address differs from the above, please write the mailing address in “Question 8”. We require a mailing address to send the applicant their initial registration package

How did you obtain a copy of this application package?

- [ ] Kingston Access Services Website    [ ] Healthcare Practitioner provided
- [ ] Kingston Access Services provided via e-mail, regular mail, or office pick-up
- [ ] Other: \_\_\_\_\_

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<b>EMERGENCY CONTACT INFORMATION</b>																											
Last name of emergency contact																											
First name of emergency contact														Relationship to applicant													
Phone number of emergency contact														Alternate number of emergency contact													
Emergency Contact E-mail address																											
<b>IF YOU ARE COMPLETING THIS FORM ON BEHALF OF APPLICANT, PLEASE COMPLETE THE FOLLOWING, OR CHECK IF THE SAME AS EMERGENCY CONTACT LISTED ABOVE: [ ]</b>																											
Last name of person completing form														First name of person completing form													
Phone number of person completing form														Relationship to applicant													

If you would like to add more emergency contacts, please record the name and contact information on question 8.

**Who should Kingston Access Services contact if more information is needed, or to arrange the functional assessment (if required), or to communicate that the application has been approved/declined?**

- [ ] The applicant      [ ] The Emergency Contact  
 [ ] The person who completed the application (if different than applicant/emergency contact)

**Should you qualify to use Kingston Access Bus, would you like to receive via e-mail our free Kingston Access Services newsletter?**

- [ ] Yes, send to the applicants e-mail address listed on page 7  
 [ ] Yes, send to the emergency contact e-mail address listed on page 8  
 [ ] No, I do not wish to receive Kingston Access Services newsletter

**If you are already registered with another specialized transit operator in another municipality, please provide the municipality/name of the operator and your passenger identification number (if known):**

Municipality/Name of specialized transit operator	PIN (if known)
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**1a. Please identify any disability/medical conditions which prevent you from travelling on conventional transit (provided in the City of Kingston by Kingston Transit). The more information you provide us assists us in determining your eligibility.**

Disability/ Medical Conditions(s)	Always affects my ability	Sometimes affects my ability	Explain in detail how and why these disabilities/medical conditions affects your ability to travel on conventional transit
Physical	[ ]	[ ]	
Sensory (e.g. sight, hearing)	[ ]	[ ]	
Cognitive	[ ]	[ ]	
Other (please see below note)	[ ]	[ ]	

Note: As per page 1 of this application: age, financial need (including inability to afford taxis, qualifying for ODSP), Kingston Transit not operating in area (including rural areas), lack of sidewalks, inability to drive, and unwillingness or reluctance to use Kingston Transit, are not considerations for specialized transit eligibility.

**1b. Is your disability(ies)/medical condition(s):**

[ ] Permanent [ ] Temporary If temporary, for how long: \_\_\_\_\_

**1c. When was the last time you travelled on Kingston Transit?**

[ ] Never [ ] \_\_\_\_\_ (please enter as month/year)

**1d. Have you ever participated in “Travel Training” offered by Kingston Transit? See page 4 of this application for more information.**

[ ] Yes [ ] No

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**2. Please identify which mobility aids/devices you use and indicate if the aid/device is your main aid/device that would be used during transportation or occasionally used during transportation.**

<input type="checkbox"/> No aid/device used		
<input type="checkbox"/> Manual Wheelchair (see notes i, ii, iii, below)	<input type="checkbox"/> Main	<input type="checkbox"/> Occasionally used
<input type="checkbox"/> Power Wheelchair (see notes i, ii, iii, below)	<input type="checkbox"/> Main	<input type="checkbox"/> Occasionally used
<input type="checkbox"/> Walker (see note ii below)	<input type="checkbox"/> Main	<input type="checkbox"/> Occasionally used
<input type="checkbox"/> 3 or 4-Wheel scooter (see notes i, ii, iii, iv below)	<input type="checkbox"/> Main	<input type="checkbox"/> Occasionally used
<input type="checkbox"/> Cane / Crutches or White/long cane	<input type="checkbox"/> Main	<input type="checkbox"/> Occasionally used
<input type="checkbox"/> Oxygen	<input type="checkbox"/> All the time	<input type="checkbox"/> Occasionally used
<input type="checkbox"/> Service animal (see note v below)	<input type="checkbox"/> All the time	<input type="checkbox"/> Occasionally used
<input type="checkbox"/> Other: _____	<input type="checkbox"/> All the time	<input type="checkbox"/> Occasionally used

- i. Mobility devices must completely fit within 83cm/33 inches wide by 134cm/53 inches long AND must not prevent the vehicle lifts outside safety barriers from activating. The combined maximum weight that can be accommodated is 363kg/800lbs (passenger & aid device). If you are concerned about the size of your mobility device please contact our office.
- ii. All mobility aids must be kept clean, hygienic, and in good repair or they will not be transported. All wheelchairs, scooters, and walkers must have functioning brakes. It is strongly recommended that all wheelchairs have lap belts and footrests. Kingston Access Bus reserves the right to require such for passengers should a safety issue be identified.
- iii. Mobility aids which cannot be properly secured will not be transported. Bags, parcels, etc. on mobility aids must not interfere with or limit the driver’s ability to apply the securement system. Wheelchairs with trays may prevent the vehicles lap belt from being applied properly.
- iv. All passengers who utilize a 3-wheel scooter MUST transfer to a regular seat during transit. The passenger must be able to do so with minimal assistance from the driver.
- v. Service animals must be registered with Kingston Access Bus.

It is the responsibility of passengers who utilize multiple types of mobility aids (e.g. wheelchairs for some trips, walker or no device for others) to inform KAB of which type of mobility aid they will be using for their trip when booking as this may impact which vehicle is dispatched for transportation. Kingston Access Services is not responsible for unaccommodated trips due to the passenger not informing at the time of booking which mobility device they will be utilizing.

**3a. Are you physically able to walk 175 metres in normal weather conditions (575 feet)?**

Yes                       Yes if I have a support person with me                       No

**3b. If you answered “yes” or “yes if I have a support person with me” to question 3a: Do seasonal weather conditions such as snow/ice or extreme heat prevent you physically from walking 175 metres (575 feet)?**

Yes                       No

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**3c. Can you safely wait at a Kingston Transit conventional bus stop if there is shelter and seating?**

Yes  No

If no: please explain: \_\_\_\_\_

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**3d. Can you safely get on and off a Kingston Transit wheelchair accessible conventional transit bus?** Please note: there are no stairs on Kingston Transit vehicles, all vehicles can be lowered level with the curb, and have a ramp which can be deployed.

Yes  No  Sometimes  Do not know

If “no” or “sometimes”, please explain: \_\_\_\_\_

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**3e. Are you legally blind (visual acuity of 20/200 at best and/or a visual field of less than 20 degrees)?**

Yes  No

**3f. Do your disabilities/medical conditions prevent you from reading and/or understanding signage, such as at a bus stop, or digital signage on a bus?**

Yes  No  Sometimes

**3g. Do your disabilities/medical conditions prevent you from hearing and/or understanding audio instructions?**

Note: All Kingston Transit stops are audibly announced.

Yes  No  Sometimes

**3h. Do you have a history of falls due to disabilities/medical conditions?**

Yes  No

**3i. Kingston Access Bus is a shared ride public transit service. Other passengers will be picked up and dropped off while on route to your destination. No passenger is guaranteed a direct trip or a trip without other passengers. Do your disabilities/medical conditions allow you to be on the vehicle for up to 1 hour at a time with up to 9 other passengers?**

Yes

No Note: If “no” you will require non-emergency medical transportation. Kingston Access Services does not provide non-emergency medical transportation.

**4a. Can you independently address any personal special medical needs that may arise during transportation (e.g. medical tubes, administering medications such as inhalers, etc)? As per page 3, passengers who document having seizures may be required to travel with a support person.**

Yes  No (Note: A support person will be mandatory for the applicant)

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**4b. The vehicle operator will be absent from the vehicle while escorting other passengers to/from building entrances. Can you safely be left on the vehicle unattended without attempting to disembark and leave, disrupt other passengers, etc?**

Yes  No (Note: A support person will be mandatory for the applicant)

**4c. Will you require a support person to accompany you on the bus for communication, personal care, mobility, or medical needs?** See page 3 for more information: Please note:

- If you answered “no” to 4a or 4b, a support person is mandatory.
- It is the responsibility of the passenger to arrange a support person. The support person must be capable of meeting the needs of the passenger during transportation. Another registered passenger may travel as a support person provided they are capable of acting as such, however as a registered passenger

Yes I will require a support person. Service will only be provided when a support person is travelling with you. This will apply to all destinations you travel to.

No I do not require support person travelling with me all the time. Note: If you occasionally require assistance, it is you or your designates responsibility to inform when making a trip booking of a companion travelling for the trip. A registered passenger cannot travel as a free companion.

**4d. If you answered “no” to question 4c:**

**Once at your destination, can you safely be left unattended on your own, and are capable of independent mobility inside of your destination?** Please note:

- Kingston Access Bus provides assistance to and from the exterior building entrance doors, provided the vehicle remains visible to the driver and within close proximity. Drivers do not assist beyond the exterior building entrance.
- Passengers who cannot be left alone are designated as “care to care” and must be met by a person responsible for the passenger at the destination. This designation will apply to all destinations to which the passenger travels.
- It is mandatory for passengers who cannot be left alone at their destination to provide an emergency contact on page 8

Yes I can be safely left on my own at my destination. This will apply to all destinations to which the passenger travels.

No I cannot be left unattended at my destination, and must be met by a responsible person at the destination. This will apply to all destinations to which the passenger travels.

**5. Does your residence exterior entrance have the following:**

Ramp  Steps If so, how many: \_\_\_\_\_

Drivers will assist passengers in manual wheelchairs up/down a maximum of 1 step or up/down ramps provided doing so can be done safely and without risk of injury. Drivers are not required to operate motorized lifts at the destination.

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**6. Kingston Access Bus occasionally utilizes taxis for passengers who are ambulatory (i.e. use walkers, canes, etc.) when operational issues arise such as vehicle breakdowns, unexpected delays, etc. Which best applies to your ability to use regular taxis (4-door sedan style)?**

Yes I can transfer in/out and can safely travel via regular taxi.

Yes I can transfer in/out and can safely travel via regular taxi with a support person.

No I cannot transfer in/out or safely travel via regular taxi at any time.

**7. If approved for Kingston Access Bus, when do you require the service? (check one)**

All year                     Summer only             Winter only

**8. Please provide any other information you believe will be helpful to us in determining your eligibility and providing safe and efficient transportation for you.** Please note: See page 1 of this application for information on qualifications for specialized transit services.

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**APPLICANT OR DESIGNATE SIGNATURE:**

By signing below, the applicant and/or the person acting on behalf of the applicant:

- Certify that the information provided in this application is true and correct and understand that misinformation or misrepresentation of the facts will be cause for disqualification or rejection of eligibility.
- Understand and hereby consent that Kingston Access Services may contact the healthcare professional completing Part B if additional information relating to the applicant’s disabilities or medical conditions is required to determine or if clarification is required.
- Is aware that any changes to the applicant’s disability(ies)/medical conditions, assistive devices, personal information (e.g. address), or if service is no longer required must be communicated to Kingston Access Services.

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Signature of applicant or person completing on behalf of applicant

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Date

Before submitting this application: Please ensure you have fully completed Part A: Applicant Information and your Healthcare Professional has fully completed Part B: Healthcare Professional Certification. We recommend that you make a copy of the entire application for your records in the event the original is not received by Kingston Access Services. If you have completed on behalf of the applicant we recommend providing them with a copy of the application.

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# Part B: Healthcare Professional Certification

Vers. 2021-07

You are being asked by the applicant to provide information regarding their disabilities and/or medical conditions to Kingston Access Services which operates Kingston Access Bus providing specialized transit to residents of the City of Kingston. The information you provide will be used to determine if the applicant meets the eligibility criteria for specialized transit, and if so provide appropriate service. Completing this form does not guarantee eligibility.

Applicants would be considered eligible if they have a disability or medical conditions as per the integrated Accessibility Standard (Ont. Reg. 199/11) and Accessibility with Ontarians Disability Act 2015 (A.O.D.A.) **which prevents the person from using conventional fixed-route transit services offered by the City of Kingston through Kingston Transit.** Eligibility is considered on a case-by-case basis solely if the applicant’s disabilities or medical condition(s) prevent them from using conventional transit. Any charges for completing this form is the responsibility of the applicant.

Forms which are illegible/vague/incomplete will be returned to the applicant. The applicant (or designate completing the application on their behalf) in Part A of this application has authorized Kingston Access Services to contact/communicate with you if additional information, including personal health information, documentation and/or clarification is required to evaluate this application.

**Part B must be completed in full by the Healthcare Professional, not the applicant.**

Last name of Healthcare professional completing form																									

**Professional Designation (must be a regulated/licensed healthcare professional according to the nature of the applicant’s disabilities):**

- Physician/Surgeon       Registered Nurse       Audiologist/Optometrlist
- Occupational Therapist/Recreational Therapist/ Physiotherapist/Chiropractor
- Phycologist/Psychiatrist

Phone number of Healthcare professional											
			-					-			

Name of patient this form is being completed on behalf of:																									

**Approximately how long has this patient been under your care?** \_\_\_\_\_ Years    \_\_\_\_\_ Months

**1a. Please describe in detail the nature and severity of the disabilities/medical conditions which prevent the applicant from using conventional fixed-route transit services (i.e. Kingston Transit). The more information you provide assists us in determining eligibility. Eligibility is not based on: age, financial need, Kingston Transit not operating in area (including rural areas), lack of sidewalks, inability to drive, and unwillingness or reluctance to use Kingston Transit.**

<b>Disability/Medical Conditions:</b>	<b>Permanent</b>	<b>Temporary (Duration)</b>	<b>Episodic/ Sporadic</b>	<b>Frequency</b>
<b>Physical</b> - Specify:	[ ]	[ ] ____months	[ ]	
<b>Sensory</b> - Specify:	[ ]	[ ] ____months	[ ]	
<b>Cognitive</b> - Specify:	[ ]	[ ] ____months	[ ]	
<b>Other</b> - Specify:	[ ]	[ ] ____months	[ ]	
<b>No Disability/Medical Conditions which prevent use of conventional transit.</b>	[ ]			

**1b. Identify and explain the impact of the applicant’s disability(ies)/medical condition(s) on their ability to travel independently on conventional transit (i.e. Kingston Transit).**

<b>Impact</b>	<b>Explain</b>
[ ] Mild	
[ ] Moderate	
[ ] Severe	
[ ] No Impact	

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**2. Please identify which mobility aids/devices the applicant uses and indicate if the aid/device is their main aid that would be used during transportation or occasionally used during transportation.**

[ ] No aid/device used		
[ ] Manual Wheelchair	[ ] Main	[ ] Occasionally used
[ ] Power Wheelchair	[ ] Main	[ ] Occasionally used
[ ] Walker	[ ] Main	[ ] Occasionally used
[ ] 3- or 4-Wheel scooter	[ ] Main	[ ] Occasionally used
[ ] Cane / Crutches or White / Long Cane	[ ] Main	[ ] Occasionally used
[ ] Oxygen	[ ] All the time	[ ] Occasionally used
[ ] Service animal	[ ] All the time	[ ] Occasionally used
[ ] Other: _____	[ ] All the time	[ ] Occasionally used

**3a. Is the applicant physically able to walk 175 metres (575 feet)?**

[ ] Yes                      [ ] Yes if they have a support person with them                      [ ] No

**3b. If you answered “yes” or “yes if they have a support person with them” to question 3a: Do seasonal weather conditions such as snow/ice or extreme heat prevent the applicant from physically walking 175 metres (575 feet)?**

[ ] Yes                      [ ] No

**3c. Can the applicant safely wait at a Kingston Transit conventional bus stop if there is shelter and seating?**

[ ] Yes                      [ ] No

**3d. Can the applicant safely get on and off a Kingston Transit wheelchair accessible conventional transit bus?** Please note: there are no stairs on Kingston Transit vehicles, all vehicles can be lowered level with the curb, and have a ramp which can be deployed.

[ ] Yes                      [ ] No                      [ ] Sometimes                      [ ] Do not know

**3e. Is the applicant legally blind (visual acuity of 20/200 at best and/or a visual field of less than 20 degrees)?**

[ ] Yes                      [ ] No

**3f. Do the applicant’s disabilities/medical conditions prevent them from reading and/or understanding signage, such as at a bus stop, or digital signage on a bus?**

[ ] Yes                      [ ] No                      [ ] Sometimes

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**3g. Do the applicant's disabilities/medical conditions prevent them from hearing and/or understanding audio instructions?** Note: All Kingston Transit stops are audibly announced.

Yes                       No                       Sometimes

**3h. Does the applicant have a history of falls due to disabilities/medical conditions?**

Yes                       No

**3i. Kingston Access Bus is a shared ride public transit service. Other passengers will be picked up and dropped off while on route to their destination. No passenger is guaranteed a direct trip or a trip without other passengers on-board. Do the applicant's disabilities/medical conditions allow them to be on the vehicle for up to 1 hour at a time, with up to 9 other passengers?**

Yes

No    Note: If "no" the applicant will require non-emergency medical transportation. Kingston Access Services does not provide non-emergency medical transportation.

**4a. Can the applicant independently address any personal special medical needs that may arise during transportation (e.g. medical tubes, administering medications such as inhalers, etc)? Passengers who document having seizures may be required to travel with a support person.**

Yes                       No

**4b. The vehicle operator will be absent from the vehicle while escorting other passengers to/from building entrances. Can the applicant safely be left on the vehicle unattended without:**

- |   |                              |                             |
|---|------------------------------|-----------------------------|
| i. attempting to disembark and leave                        | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| ii. causing harm to themselves or others                    | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| iii. making a verbal or physical threat of violence or harm | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

**4c. Does the applicant require a support person for communication, personal care, mobility, or medical needs to accompany them on the bus?** Please note: If you answered "no" to 4a or 4b, a support person is mandatory for the applicant.

Yes the applicant will require a support person at all times. Service will only be provided when a support person capable of meeting their needs during transportation is travelling with them. This will apply to all destinations to which the applicant travels.

If the applicant requires a support person this is due to (check all that apply):

Physical disability     Cognitive Disability     Sensory Disability     Medical needs/Seizures  
 Behavioral issues     Wandering Risk     Other: \_\_\_\_\_

No the applicant does not require support person travelling with them all the time. Note: If the applicant occasionally requires assistance it is the responsibility of the applicant or a person responsible for them to book a support person for those trips requiring assistance.

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**4d. If you answered “no” to question 4c:**

**Once at their destination, can the applicant safely be left unattended on their own?** Please note: Kingston Access Bus provides assistance to and from the exterior building entrance doors, provided the vehicle remains visible to the driver and within close proximity. Drivers do not assist beyond the exterior building entrance. Passengers who cannot be left alone at the destination are designated as “care to care” and must be met by a responsible person at the destination. This will apply to all destinations to which the applicant travels.

Yes the applicant can be safely left on their own at their destination. This will apply to all destinations to which the applicant travels.

No the applicant cannot be left unattended at their destination, and must be met by a person responsible for their care at the destination. This will apply to all destinations to which the applicant travels.

**5. Kingston Access Bus occasionally utilizes taxis for passengers who are ambulatory (i.e. use walkers, canes, etc.) when operational issues arise such as vehicle breakdowns, unexpected delays, etc. Which best applies to the applicant’s ability to use regular taxis (4-door sedan style)?**

Yes they can transfer in/out and safely travel via regular taxi.

Yes they can transfer in/out and can safely travel via regular taxi with a support person.

No they cannot transfer in/out or safely travel via regular taxi at any time.

**6. Is there anything else we should know about the applicant’s disability(ies)/medical condition(s)?**

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**7. It is my professional opinion that the applicant requires specialized transit due to their disability(ies)/medical condition(s):**

On a permanent basis  Temporarily -Est. # of months needing service: \_\_\_\_\_

In winter conditions (permanently)  In summer conditions (permanently)

The applicant does not require specialized transit services

I hereby certify that Part B has been completed by myself (not the applicant) and the information provided is accurate and complete to the best of my knowledge.

Signature of Healthcare Professional Completing This Form	Date

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