Mobility Services eligibility application

Based on community feedback, this form has been updated to make it easier to read and fill out.

Guelph Transit Mobility Services is a shared-ride, door-to-door service for people who experience barriers when using regular city buses within Guelph. Service is provided on wheelchair accessible buses and taxis when needed. Barriers affecting travel may be physical, sensory, cognitive, health-related or environmental.

How to apply

Section A: Applicant information

- Fill in and sign Section A.
- You will need:
  - Your contact information.
  - Your emergency contact information.
  - Information about any mobility devices you use.

Section B: Healthcare professional certification

- A regulated healthcare professional must complete Section B.
- There is no fee to apply, but healthcare professionals may charge a fee to complete this form.

Submit your application

- Keep a copy of the application for your records.
- You can submit the form by:
  - Email: mobility.transit@guelph.ca
  - Mail or drop-off:
    - Guelph Transit, 170 Watson Rd S, Guelph, ON N1L 1C1
    - Service Guelph, 1 Carden St, Guelph, ON N1H 3A1

Application review

Guelph Transit Mobility Services will:

- Review your application within 14 business days.
- Send you the decision by email or mail.
- Contact you if an in-person assessment is needed.

Questions?

- Phone: 519-822-1811 extension 2801
- TTY: 519-226-9771
- Email: mobility.transit@guelph.ca

Section A: Applicant information

Is this a renewal application? Yes ☐ No ☐

If yes, what is your client ID? _____

Contact information

Applicant contact information

Surname: _____ First name: _____

Preferred pronouns (optional): _____

Date of birth (MM/DD/YYYY): _____

Main phone: _____ Alternate phone: _____

Email: _____

Home address

Street address: _____ Unit: _____

City: _____ Province: _____

Postal code: _____

Mailing address

☐ Same as home address

Street address: _____ Unit: _____

City: _____ Province: _____

Postal code: _____

Emergency contact information

In an emergency, we will contact the people you list below. Please list at least one.

1. Name:

Relationship: Phone:

2. Name:

Relationship: Phone:

3. Name:

Relationship: Phone:

Authorize a representative (optional)

If someone helps you with this application or will help you with Mobility Services (such as booking rides or speaking with staff), fill out their information below.

Representative name:

Relationship: Phone:

Email:

Is this person filling out the application? Yes ☐ No ☐

Do you give this person permission to help with your transit services? Yes ☐ No ☐

Applicant signature:

Date (MM/DD/YYYY):

Applicant name (print):

Eligibility information

1. Which Guelph Transit services do you use? Select all that apply.

☐ Regular bus service

☐ Mobility Services

☐ On-demand service

☐ I do not currently use Guelph Transit services

☐ Other (please specify): _____

2. When can you travel to and from a regular bus stop? Select all that apply.

☐ When I have support from another person

☐ After I have received travel training

☐ When the path is level

☐ When the path is clear of snow, ice and debris

☐ When there is a sidewalk

☐ When my health allows me to (i.e., my disability is dynamic or fluctuates)

☐ Other (please specify): _____

☐ I experience barriers that make it difficult or impossible to reach a regular bus stop

3. Can you travel to a bus stop about one city block (575 feet/175 metres) away?

☐ Always ☐ Sometimes ☐ Never

If sometimes or never, please explain:

4. If the barriers you experience when using regular transit were not covered in the above questions, please describe:

5. Assistive devices

All assistive devices must be kept clean and in safe working order. Guelph Transit Mobility Services may not be able to provide service if your assistive device cannot be safely loaded or properly secured.

Mobility Services vehicles can carry devices that are:

- Maximum width: 86.36 cm (34 inches)
- Maximum length: 101.6 cm (40 inches)
- Maximum combined weight (of device and user): 273 kg (600 lbs)

Select all assistive devices that you use:

- ☐ None
- ☐ Braces
- ☐ Cane
- ☐ White cane
- ☐ Crutches
- ☐ Communication device
- ☐ Oxygen tank
- ☐ Prosthetic(s)
- ☐ Service animal/guide dog
  - Species: _____
- ☐ Walker
- ☐ Mobility scooter
  - Scooter size:
    - Width: _____
    - Length: _____
    - Weight: _____
  - Scooter type:
    - ☐ 3-wheel scooter
    - ☐ 4-wheel scooter
- ☐ Wheelchair
  - Wheelchair size:
    - Width: _____
    - Length: _____
    - Weight: _____
  - Wheelchair type:
    - ☐ Manual wheelchair:
      - ☐ Foldable
      - ☐ Non-foldable
      - ☐ Tilt/recline
      - ☐ Elevating leg rests
    - ☐ Motorized (power) wheelchair:
      - ☐ Tilt/recline
      - ☐ Elevating leg rests
- ☐ Other (please specify): _____

Applicant/representative signatures

I confirm the information in this application is true and correct to the best of my knowledge. I understand that providing false or incorrect information may affect my eligibility for Guelph Transit Mobility Services.

Applicant signature:

Date (MM/DD/YYYY):

Applicant name (print):

Representative completing Section A (if applicable):

I confirm the information in this application is true and correct to the best of my knowledge. I understand that providing false or incorrect information may affect the applicant's eligibility for Guelph Transit Mobility Services.

Representative signature:

Date (MM/DD/YYYY):

Representative name (print):

Section B: Healthcare professional information

This section must be completed by a regulated healthcare professional who knows how the applicant's condition or barriers affect their travel.

Eligible professionals include:

- Physician
- Nurse Practitioner
- Psychologist
- Psychiatrist
- Physiotherapist
- Optometrist
- Audiologist
- Chiropractor
- Occupational Therapist
- Speech Language Pathologist
- Registered Nurse
- Licensed MSW (Master of Social Work)

Message to the healthcare professional:

The applicant is applying for Guelph Transit Mobility Services, a shared-ride, accessible transit service for people who experience barriers using regular buses. Service is provided on wheelchair accessible buses and taxis when needed.

The information you provide helps Mobility Services staff understand the conditions or environments that affect the applicant's travel.

If you require clarification, please contact:

Guelph Transit Mobility Services
170 Watson Rd S, Guelph, ON N1L 1C1
Phone: 519-822-1811 extension 2801
Email: mobility.transit@guelph.ca

Healthcare professional declaration

I confirm that I am licensed in one of the professions listed (page 8) and that the information provided on the following pages is accurate.

Name:

Profession: Registration number:

Business name:

Street address: Unit:

City: Province: Postal code:

Phone: Extension:

Signature: Date (MM/DD/YYYY):

Stamp:

Healthcare verification

1. **What type(s) of disability or barriers affect the applicant's ability to use regular transit service?** Select all that apply.

- ☐ Cognitive (i.e., challenges with memory, processing, or understanding information)
- ☐ Physical (i.e., difficulty walking, standing, grabbing, etc.)
- ☐ Sensory (i.e., vision or hearing-related conditions)
- ☐ Mental health (i.e., mood or behavioural conditions that affect travel)
- ☐ Medical (i.e., health conditions that limit safe or consistent use of regular transit)
- ☐ Other (please specify):

How do these factors affect the applicant's ability to travel on regular transit service?

2. The categories of Mobility Service eligibility as regulated by the Province of Ontario are:

- **Unconditional eligibility:** A person with a permanent disability that prevents them from using conventional transportation services.
- **Temporary eligibility:** A person with a temporary disability that prevents them from using conventional transportation services for a period of time. For example, a person with a broken limb.
- **Conditional eligibility:** A person with a disability where environmental or physical barriers limit their ability to consistently use conventional transportation services. For example, a person unable to travel on fixed-route service in winter months due to snow and ice.

Which eligibility category applies to the applicant?

☐ Unconditional ☐ Temporary ☐ Conditional

If temporary or conditional, please explain the expected duration:

3. **If the applicant uses a mobility scooter, can they independently transfer to a vehicle seat?**

☐ Yes ☐ No ☐ N/A

4. All passengers of Guelph Transit Mobility Services must wear a lap belt. Exclusion from a lap belt must be provided by a physician. The physician's request for this exclusion shall take into consideration the safety of the applicant, other passengers and Guelph Transit operators.

   Are you requesting that the applicant be excluded from wearing a lap belt due to a documented medical condition?

   ☐ Yes ☐ No

   If yes, what is the reason:

5. **Can the applicant present a fare, take a transfer, tap a pass, and/or show proof-of-payment upon request?**

   ☐ Yes ☐ No

6. **Can the applicant be safely left alone at their destination?**

   ☐ Yes ☐ No ☐ Sometimes

   If the answer is no or sometimes, please explain:

7. **Does the applicant experience any behaviours that may affect the safety of themselves, other passengers or transit staff during travel (i.e., physical aggression, disorientation, etc.)?**

☐ Yes ☐ No ☐ Sometimes

If sometimes, please explain:

8. A support person is someone who aids an individual with communication, mobility, personal care, medical needs and/or with access to goods, services, or facilities. The support person should be capable of meeting the needs of the individual during travel and/or at their destination.

   If the applicant requires a support person when travelling on Mobility Service, the applicant must provide their own support person when travelling and will not be permitted to travel alone.

   Does the applicant require a support person to travel on transit?

☐ Yes ☐ No ☐ Sometimes

If sometimes, please explain:

9. **Does the applicant experience falls or have balance/gait challenges?**

☐ Yes ☐ No

10. In your professional opinion, the applicant:

☐ Can ride regular buses and does not require Guelph Transit Mobility Services

☐ Cannot ride regular buses and requires ongoing use of Mobility Services

☐ Can ride regular buses in some situations:

11. Does the applicant require any additional accommodations or have needs that have not yet been captured?