

## Who Can Use the TR CARES Van?

You can use the TR CARES van as long as:

- 1) You have a valid BC Care Card
- 2) You don't need medical care during your trip
- 3) You are traveling for a physician-referred medical service or to access a health service that is not available in your home community;

OR

You need to return home after being transported away by ambulance.



## Can Someone Come With Me?

You may bring one companion on the trip. A companion is someone who can provide support while you are traveling on the van and at the place of your medical appointment.

- A companion must be over 18 years of age.
- Passengers under 18 must be accompanied by a parent or legal guardian.
- Patients have priority over companions.
- Companions who are "medically required" as determined by a physician, have priority over other companions.

**Vision:** Healthy people living in a healthy community.

**Mission:** TR CARES will endeavor to provide and operate services and facilities meeting social service needs that are Appropriate, Affordable, Accessible, and that promote healthy living in Tumbler Ridge.

**Purpose:** TR CARES is designed to support social and health needs of the community by providing a society under which groups of volunteers may operate specific programs without the necessity of each obtaining its own society or charitable status.



## TR CARES

Tumbler Ridge Community Association  
Responding to Extended Services

Box 576  
Tumbler Ridge, BC  
V0C 2W0  
Phone: 250-242-7444  
Email: [trcares@ocol.com](mailto:trcares@ocol.com)

## MEDICAL SHUTTLE SERVICE

Funded by:  
Northern Health  
Operated by:  
TR CARES Volunteers

## What is the TR CARES Shuttle Service?

TR CARES Shuttle Service Program is operated by volunteers and is funded by Northern Health. It is a free service for patients needing to travel to out-of-town medical appointments.

## Where Does It Go?

Currently, the service runs to Dawson Creek on Thursdays, leaving Tumbler Ridge at 8:00am (or later if there are no early bookings).

## How Do I Book a Seat?

To access the service, please call 250-242-7444 and leave your name and phone number. Messages are checked each weekday morning and someone will get back to you. Please have your Care Card number, and the date, time and address of your appointment available.

## The Specifics:

- Passengers will be picked up at home
- To make the program efficient, it is necessary to schedule up to six appointments on the same day
- The time of your appointment may require you to wait most of the day before returning
- There may be optional pick ups at malls so passengers have something to do while they wait. Purchases should be limited to one bag.
- Stops may also be made to obtain prescriptions or medical devices when necessary

## Patient Privacy

Your privacy is important to us. We will NOT ask personal questions about the nature of your appointment or scheduled procedure. An appointment verification form is only to confirm that you went to your out-of-town appointment.



## Can I Use the TR CARES Van to Connect With Northern Health Connections or Another Form of Transportation?

It may be possible to connect with an NH Connections bus for trips to Grande Prairie, Fort St. John, Prince George, and Vancouver — ask for details.

If you need to connect with a commercial bus or airline for medical reasons as defined in "Who Can Use This Service" you qualify as a Shuttle Service passenger.

## Things To Know Before Going:

- The van is non-smoking.
- The Driver reserves the right to refuse service to passengers who are under the influence of drugs or alcohol or who exhibit threatening behaviour. THIS INCLUDES THE RETURN TRIP
- The driver MUST be contacted on their cell phone if passenger will not be available for pick up at the scheduled time.
- TR CARES is not responsible for passengers who do not arrive for pickup if they do not contact their driver.
- Walkers & folding wheelchairs may be placed in the van but passengers must be able to transfer to and from chair without assistance.
- The driver reserves the right to cancel trips if weather conditions warrant.
- TR CARES is not responsible for appointments missed due to cancelled trips.
- Passengers must wear seatbelts at all times.
- Parents of children under 4 years of age must provide an appropriate car seat.
- It is recommended that children ages 4-9, or are under 4'9" travel in a booster seat