

## Transport Options

### For people needing transport to and from home or care home for health care

You have many options for getting transport from home to appointments. Costs vary.

- **Family and Friends**

Family and friends are the best option to use. It is free. However, family and friends are not always available.

- **HandyDART**

HandyDART is a door-to-door shared-ride service. Their vehicles are specially-equipped to carry passengers with disabilities who need help using public transit. Cost is \$3.00 a trip, depending on the distance.

- To use HandyDART, complete a “HandyDART and HandyCard Application Form.”
- To get the form, go online to [translink.ca/rider-guide/transit-accessibility/handydart](https://translink.ca/rider-guide/transit-accessibility/handydart) or call Access Transit Customer Care at 604-953-3680.
- To book or cancel a trip, call 604-575-6600. You can book your trip up to 7 days in advance and up until 4:00 p.m. the day before your trip.

- **Taxi**

Local taxi companies have vehicles that take wheelchairs. Be sure to tell them you need a wheelchair taxi when booking.

- **SN Transport Hospital Transfers**

SN Transport is a private company that transports people who are medically stable but need various types of special help such as people who can walk but need help, people who use a wheelchair, and people who need a stretcher. Cost depends on your mobility and distance travelled.

- To book a transfer, you need a credit card number and email address of the credit card holder.
- To book, change, or cancel a transfer, call 1-800-768-0044. Tell them you are a Palliative Care client.

- **BC Ambulance – Non-Emergency**

BC Ambulance Service is only for people who need medical monitoring during the transfer. Trips are arranged by your care team only if your care needs cannot be met by one of the other transport options.

The cost is \$80.00 if you are insured under BC Medical Services Plan and going between a care home and hospital. You could be exempt if you have income or disability assistance, or if you are a client of Veterans Affairs or Indigenous Services Canada.

## About SN Transport or BC Ambulance transfers

- Clarify the cost of the transfer.
- At the time of booking, make sure you say if you are on income or disability assistance, or if you are a client of Veterans Affairs or Indigenous Services Canada.
- Expect an invoice for trips not covered by BC Medical Services Plan. If the transfer is a return trip, expect an invoice for each direction of the trip.
- If you have private or extended medical coverage:
  - Check with your provider to see if you can claim some or all of the costs for the transfer. Examples: ICBC, WorkSafeBC, private insurer such as Pacific Blue Cross.
  - Clarify with the provider how invoices are processed such as who is sent the invoice and how you will be reimbursed if the invoice comes to you.
- Contact BC Ambulance as soon as possible if you get an invoice from them for a transfer and any of these apply to you:
  - You notice an error in the invoice.
  - You are covered by a federal program.
  - You receive income or disability assistance.

**Summary information only. Costs are subject to change.**