Driving Services to Medical Appointments

For patients and families in Toronto and the GTA

- This is a list of community agencies that offer driving services to medical appointments.
- Most charge either a registration fee, or a fee based on distance travelled.
- Please contact the agencies directly for more information about cost, eligibility criteria, registration, booking requirements, and service area boundaries.

Disclaimer: This is not a full list of agencies and organizations. The University Health Network does not recommend one organization over another and is not responsible for the care and services provided. Some information may change.

Please contact agencies or organizations directly to make sure the information is correct or to find out more about their services. This list is not comprehensive, and is for your information. It was up to date as of February 2023 and subject to change.
Agencies with Broad Service Areas

**Canadian Cancer Society – Wheels of Hope**
Phone: 1 888 939 3333  
Details:  
- For people with cancer only  
- Annual fee for adults 18 and older; compassionate subsidies may be available  
- Volunteer drivers

**iRide Plus**
Phone: 1 844 IRIDE 01 (1 844 474 3301)  
Email: [info@irideplus.com](mailto:info@irideplus.com)  
Website: [www.irideplus.com](http://www.irideplus.com)  
Details:  
- Government-subsidized transportation services  
- Lead agencies include Circle of Care (south of Steeles Ave) and CHATS (north of Steeles Ave)  
- Helps older adults or people with mobility issues to get around safely and affordably  
- Broad service area – visit website to learn more  
- Services also extends to downtown Toronto hospitals  
- Subsidized rates available for those who qualify  
- Not wheelchair accessible

**Canadian Red Cross – Toronto**
Phone: 1 416 236 3180  
Email: [toronto@redcross.ca](mailto:toronto@redcross.ca)  
Website: [www.caredove.com/canadianredcross](http://www.caredove.com/canadianredcross)  
Details:  
- Transportation for the frail, elderly and disabled in the community who are not able to use public transportation or private means  
- Affordable and reliable transportation to and from medical appointments, day programs, physio and compassionate visits
**CHATS Transportation Services**
Phone: 905 713 6596 or toll free: 1 877 452 4287
Email: seniorshelp@chats.on.ca
Website: www.chats.on.ca/community-transportation
Details:
- A member of iRide Plus
- For adults 55 and older OR for adults over 18 with disabilities who are not able to use local transit services

**Seniors for Seniors (a division of Spectrum)**
Phone: 1 844 422 7399
Website: spectrumhealthcare.com/services/seniors-for-seniors
Details:
- Driver Companions Program
- Can accommodate seniors with cognitive impairments, walkers and collapsible wheelchairs

**Sprint Senior Care**
Phone: 416 481 6411
Email: info@sprintseniorcare.org
Website: sprintseniorcare.org/transportation
Details:
- Member of Toronto Ride
- Provides door-to-door, assisted driving services to people 55 and older and adults with disabilities who are not eligible for Wheel-Trans

**Toronto Ride**
Phone: 416 481 5250
Email: admin@torontoride.ca
Website: www.torontoride.ca
Details:
- Assisted door-to-door transportation services in the Toronto area
- For seniors 55 and older or adults with disabilities who are not eligible for Wheel-Trans
North

Better Living Health and Community Services
Phone: 416 447 7244 ext. 541
Website: www.mybetterliving.ca
Details:
  • Service area: Service area: Sheppard Ave to the North, Yonge Street to the West, Victoria Park Ave to the East, and Eglinton Ave East and the North York boundaries to the South including Flemington Park
  • For people 55 or older, adults living with disabilities, people who are chronically ill or convalescing individuals
  • Funded by the Ministry of Health and Long Term Care

Lumacare
Phone: 416 421 2494
Website: www.lumacare.ca
Email: info@lumacare.ca
Details:
  • Part of iRide Plus
  • For seniors only
  • Need a minimum 24 hours notice for bookings
  • Booking Your Ride: Please call 1 week in advance to book your appointment to ensure a ride. Reservations can be made up to 24 hours before your ride depending on the availability of the schedule.

NeighbourLink North York
Phone: 416 221 8283
Email: info@neighbourlink.org
Details:
  • For people who are physically independent and mobile
  • 1 to 2 weeks’ notice is needed
  • A small fee applies
North York Seniors Centre
Phone:  416 733 4111
Email:  email@nyseniors.org
Details:

• Must be a member of and be registered with the North York Seniors Centre Transportation Department.
• Must live within the catchment area: Bathurst St to Victoria Park Ave and Steeles Ave to Highway 401. Exceptions are made for the following destinations: Valleyview Residence, Baycrest Centre for Geriatric Care, Sunnybrook Health Centre, Toronto Rehabilitation Centre, CNIB
• Not able to use public transit because of physical or cognitive limitations
• Not eligible for Wheel-Trans service
• Vehicles are not wheelchair accessible. You must be able to access the vehicle independently or with minimal help
• Advanced notice is needed

Sprint Senior Care
Phone:  416 481 6411
Email:  info@sprintseniorcare.org
Details:

• Member of Toronto Ride
• Provides door-to-door, assisted driving services to people 55 and older and adults with disabilities who are not eligible for Wheel-Trans
• Subsidies may be available
West

Canes Community Centre – Ride Connect
Phone: Canes: 1 877 743 3025
        or call Mississauga-Halton LHIN: 905 855 9090 or 1 877 336 9090
Website: https://www.canes.on.ca/services/ride-connect-transportation
Email: information@canes.on.ca
Details:

• Service area: Etobicoke, Brampton, Malton, Mississauga, Oakville, Milton, Georgetown and Woodbridge

• For people 55 and older or adults with a physical disability

• Rides must be booked 4 days in advance

• Small fee

Etobicoke Services for Seniors
Phone: 416 243 0127 ext. 555
Website: www.esssupportservices.ca
Email: agency@esssupportservices.ca
Details:

• Eligible for seniors and adults with disabilities who:
  ▪ do not drive,
  ▪ not able to use public transit,
  ▪ not eligible for Wheel-Trans, or
  ▪ need an escort

• Must be able to weight bear and manage stairs with minimal, one-person assist

• An escort can be arranged for people who need assistance to and from appointments

• Small fee for service

• Member of Toronto Ride and iRide Plus
Reconnect Community Health Services

Phone: 416 248 2050  
Website: www.reconnect.on.ca  
Email: contact@reconnect.on.ca  
Details:
  • Member of Toronto Ride  
  • Provides door-to-door, assisted driving services to people 55 and older and adults with disabilities who are not eligible for Wheel-Trans  
  • Services residents with an address within their catchment area, but destination can be anywhere within the City of Toronto  
  • Call for service area boundaries

Storefront Humber

Phone: 416 259 4207  
Website: www.storefronthumber.ca  
Email: sfh@storefronthumber.ca  
Details:
  • Member of Toronto Ride  
  • Provides door-to-door, assisted driving services to people 55 and older and adults with disabilities who are not eligible for Wheel-Trans  
  • Subsidies may be available
East

Carefirst Seniors and Community Services Association
Phone: 416 502 2323
Website: https://carefirstontario.ca/services/transportation
Email: info@carefirstontario.ca
Details:
• Service area: Scarborough and York Region
• For seniors and people in need of services
• Small service fee

Harmony Hall Transportation
Phone: 416 752 8868
Details:
• Service area: former East York boundaries – Eglinton Ave south to Danforth, Bayview east to Victoria Park Ave
• Registration is required
• 24 hours’ notice is required for rides

Neighbourhood Link Support Services
Phone: 416 691 7407
Website: https://neighbourhoodlink.org/seniors
Email: info@neighbourhoodlink.org
Details:
• Member of Toronto Ride
• Provides door-to-door, assisted driving services to people 55 and older and adults with disabilities who are not eligible for Wheel-Trans
• Subsidies may be available
Scarborough Centre for Healthy Communities
Info and registration: 416 847 4134 or cssintake@schontario.ca
Ride bookings: 416 847 4125 or transportation@schontario.ca
Website: https://www.schontario.ca
Details:
• Service area: Bayview Ave in the west and Whitby in the east
• For seniors 60 and older or adults living with disabilities in the community who need rides to medical appointments
• For hemodialysis patients who are receiving dialysis at least 3 times per week who are not eligible for Wheel-Trans and have no family support.
• Registration required before booking
• Service fees apply.

Senior Persons Living Connected (St. Paul’s L’Amoreaux)
Phone: 416 493 3333
Website: https://www.splc.ca/transportation
Email: info@splc.ca
Details:
• Not able to use public transportation
• Need someone to accompany you during a trip due to frailty or cognitive impairment
• Live in areas where specialized transit or public transportation is not available and when friends and relatives are not available
• Catchment area: south of Denison St to north of Ellesmere Rd, and east of Don Mills Rd to west of McCowan Rd
• Prefer to have door-to-door service
• Small fee applies
TransCare Community Support Services
Phone: 416 750 9885 or toll free: 1 866 393 2079
Website: https://www.tcare.ca
Email: info@tcare.ca
Details:

• Low cost and senior-friendly transportation to medical appointments, other therapeutic programs and grocery shopping and can accompany you

• Seniors or disabled adults who use this service are often dealing with one or more of the following:
  ▪ physical or psychological limitations that prevent them from using public transportation
  ▪ frailty and need someone to accompany them
  ▪ may not be eligible for Wheel-Trans or other assisted transportation

• Friends or family may not be available to drive them and a taxi service is more than they can afford

Warden Woods Community Centre
Phone: 416 694 1138 ext. 134
Website: https://wardenwoods.com/
Details:

• Service area: Eglinton Ave south to Lake Ontario, Kennedy Rd west to Victoria Park Ave (but can request rides outside of these boundaries for medical appointments)

• Member of Toronto Ride

• Provides door-to-door, assisted driving services to people 55 and older and adults with disabilities who are not eligible for Wheel-Trans
Woodgreen Community Care and Wellness for Seniors
Phone: 416 572 3575
Website: https://www.woodgreen.org
Email: cccentralintake@woodgreen.org
Details:
• Part of Toronto Ride
• For seniors who are unable to take public transit
• Volunteers are available to accompany clients to and from medical appointments

Central Toronto

Circle of Care (part of iRide Plus)
Phone: 1 844 474 3301
Email: info@irideplus.com
Website: www.irideplus.com
Details:
• Member of iRide Plus
• Service are: Steeles Ave South to St. Clair Ave West, Dufferin St east to the Don Valley Parkway, plus services to downtown hospitals
West Neighbourhood House (formerly St. Christopher House)

Phone: 416 532 4828
Ride Bookings: 416 532 7586 ext. 146
Website: https://www.westnh.org
Email: info@westnh.org

Details:
- Service area: Bloor St south to Lake Ontario, Roncesvalles Ave east to Yonge St
- Member of Toronto Ride
- Provides door-to-door, assisted driving services to people 55 and older and adults with disabilities who are not eligible for Wheel-Trans, and are not able to afford private transportation
- Must be able to enter and exit vehicles with limited assistance and self-transfer if using mobility devices

Outside of Toronto

Caledon Community Services

Phone: 905 584 2300 ext. 217, 218 or 264
Website: https://ccs4u.org/health/transportation
Email: bookings@ccs4u.org

Details:
- **Specialized transportation**: Accessible transportation service is available 7 days a week for Caledon seniors and people with disabilities who are not able to drive on their own.

  - Eligible clients are:
    - All Caledon seniors 60 years old and older. People with a disability 16 and older.
    - Caledon residents not able to drive because of a short or long-term medical disability or having mobility issues (applicants may be asked to provide a doctor’s note).
    - People who need dialysis.
    - Transportation needed due to a temporary medical need.
    - TransHelp clients
    - York Region and Wheel-Trans transfer riders
• **Community Transportation:** Services available to residents of Caledon who need transportation to medical appointments, support groups, social service programs, post-secondary education, employment training, employment, volunteer activities and health and wellness programs.

• Eligible clients are:
  - Between the ages of 13 to 59 without a disability and can travel independently
  - Between the ages of 8 to 12 who do not need a car seat, have no disability and can travel with a parent or guardian
  - Must reside in Caledon or be registered in a CCS program
  - Riders who are travelling outside of Caledon via cross-boundary transfer stops
  - Able to travel without a mobility aid
  - Applicants between 8 to 59 years old

• Flat rate fees are available for longer distance travel

**Community Care City of Kawartha Lakes**

Phone: 705 324 7323 or toll free: 1 800 461 0327  
Website: [https://www.ccckl.ca/services/transportation](https://www.ccckl.ca/services/transportation)  
Email: info@ccckl.ca  
Details:

• For older adults and people with special needs including physical disabilities

• Services include rides by volunteer drivers, wheelchair accessible transportation, and non-emergency wheelchair or stretcher transfers between facilities
Community Care Haliburton County
Phone: 705 457 1392
Website: https://www.hhhs.ca/community-programs/transportation
Email: transportation@hhhs.ca
Details:
• For seniors 55 and older or adults with disabilities
• Accessible van is available
• Requires 72 hours’ notice
• Minimum cost

Community Care Northumberland
Phone: 705 653 0955 or 1 866 514 5774
Booking: 1 866 768 7778
Website: https://commcare.ca/transportation
Email: ride@commcare.ca
Details:
• Available to seniors and adults with disabilities, or adults recovering from illness or injury who live in the Northumberland County
• Have volunteer drivers licensed to drive in Ontario, carry their own insurance, and are screened through a volunteer recruitment process. License and insurance records are updated annually
• Volunteer drivers provide transportation to medical appointments, treatments, community services, shopping, banking, grocery shopping or to social and recreational activities
• A reimbursement of 50 cents per kilometre for drivers’ out of pocket expenses such as fuel, insurance and vehicle maintenance is paid by the client or the client’s coverage directly to the volunteer. Volunteer drivers do not receive payment for their time
Community Care Peterborough
Phone: 705 742 7067
Website: www.commcareptbo.org
Email: peterborough@commcareptbo.org
Details:
• For seniors and people with disabilities who live within Peterborough City and County who do not have transportation
• Various options including volunteer driver, wheelchair accessible Caremobiles – City and County, Access to Primary Care with a PSW escort
• Contact to learn more about which service is right for you

Red Cross – Hamilton
Phone: 1 844 843 7331 or 905 522 8485
Email: hamilton@redcross.ca
Website: www.caredove.com/canadianredcross
Details:
• Transportation for the frail, elderly and disabled in the community who are not able to use public transportation or private means
• Affordable and reliable transportation to and from medical appointments and rehabilitation programs
• See website for service boundaries
• Cost: This is a tiered kilometre based system, starting at:
  ▪ 0 to 12 kilometres for $7.50
  ▪ 13 to 20 kilometres for $12.50
• Contact office for rate groupings and cost
**Red Cross – Niagara Region**

Phone: 1 844 843 7331 or 905 680 4099  
Email: niagara@redcross.ca  
Website: www.caredove.com/canadianredcross  
Details:  
- Transportation for the frail, elderly and disabled in the community who are not able to use public transportation or private means  
- Affordable and reliable transportation to and from medical appointments, day programs, physio and compassionate visits  
- See website for service boundaries

**Red Cross – Simcoe Muskoka**

Phone: 1 705 721 3313 or toll free: 1 800 387 2251  
Email: simcoe@redcross.ca  
Details:  
- Transportation for the frail, elderly and disabled in the community who are not able to use public transportation or private means  
- Affordable and reliable transportation to and from medical appointments, day programs, physio and compassionate visits  
- See website for service boundaries
For More Information and Support

If you need more help finding transportation services, please ask to speak with a social worker in your clinic or on your unit, or contact the following agencies:

**Home and Community Care Support Services (HCCSS)** *(all of Ontario)*

Phone: 310 2222 (no area code required)
Website: [healthcareathome.ca](http://healthcareathome.ca)
Refer to maps or enter your postal code.

**211 Ontario**

Phone: 211
Website: [211ontario.ca](http://211ontario.ca)

**thehealthline.ca (Health Services for Ontario)**

Website: [thehealthline.ca](http://thehealthline.ca)

**Find a Social Worker**

Website: [www.findasocialworker.ca/ON/en/default.asp](http://www.findasocialworker.ca/ON/en/default.asp)

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