

# 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

Website: <https://cancer.ca/en/living-with-cancer/how-we-can-help/transportation>

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](mailto:seniorshelp@chats.on.ca)

Website: [www.chats.on.ca/community-transportation](http://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](http://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](mailto:info@sprintseniorcare.org)

Website: [sprintseniorcare.org/transportation](http://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](mailto:admin@torontoride.ca)

Website: [www.torontoride.ca](http://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](http://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](http://www.lumacare.ca)

Email: [info@lumacare.ca](mailto: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.

## **North York Seniors Centre**

Phone: 416 733 4111

Email: [email@nyseniors.org](mailto: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](mailto: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](mailto: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](http://www.esssupportservices.ca)  
Email: [agency@esssupportservices.ca](mailto: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](http://www.reconnect.on.ca)

Email: [contact@reconnect.on.ca](mailto: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](http://www.storefronthumber.ca)

Email: [sfh@storefronthumber.ca](mailto: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](mailto: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](mailto: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@schcontario.ca](mailto:cssintake@schcontario.ca)

Ride bookings: 416 847 4125 or [transportation@schontario.ca](mailto:transportation@schontario.ca)

Website: <https://www.schcontario.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](mailto: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](mailto: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](mailto: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](mailto:info@irideplus.com)

Website: [www.irideplus.com](http://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](mailto: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](mailto: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>

Email: [info@ccckl.ca](mailto: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](mailto: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](mailto: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](http://www.commcareptbo.org)

Email: [peterborough@commcareptbo.org](mailto: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](mailto:hamilton@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 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](mailto:niagara@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
- 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](mailto: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](https://healthcareathome.ca)

Refer to maps or enter your postal code.

### 211 Ontario

Phone: 211

Website: [211ontario.ca](https://211ontario.ca)

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

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

### Find a Social Worker

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



### Have feedback about this document?

Please fill out our survey. Use this link: [surveymonkey.com/r/uhn-pe](https://surveymonkey.com/r/uhn-pe)

Visit [www.uhnpatienteducation.ca](https://www.uhnpatienteducation.ca) for more health information. Contact [pfep@uhn.ca](mailto:pfep@uhn.ca) to request this brochure in a different format, such as large print or electronic formats.

© 2024 University Health Network. All rights reserved. Use this material for your information only. It does not replace advice from your doctor or other health care professional. Do not use this information for diagnosis or treatment. Ask your health care provider for advice about a specific medical condition. You may print 1 copy of this brochure for non-commercial and personal use only.