

Northern Health Connections Program Policy Manual

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northern health
the northern way of caring

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INTRODUCTION

Program Purpose (NHC 010)

Policy

The Northern Health Connections Program will consist of services that will help to reduce the financial burden faced by patients and companions in the north who need to travel in order to obtain needed health care services.

Procedure

All services considered for implementation must meet the following criteria:

1. The service must make a meaningful difference in mitigating the financial burden faced by patients who need assistance travelling for health care services.
2. The service must be reasonably cost-effective.
3. The cost to access the service must be nominal in nature.
4. The service will not discriminate based on the user's ability to pay.
5. The service takes into account the following factors in its design:
 - a. The service must be accessible to all community members, regardless of age, income, or medical condition.
 - b. The service must not provide direct reimbursement of expenses to patients.
6. The service will take into account the following factors in its design:
 - a. The current availability of transportation services within, to, and from the community.
 - b. The accessibility of the proposed service to people with mobility challenges or other disability.
 - c. The ability of users to afford to take advantage of the service.
 - d. The adaptability of the service to change in response to user need.
7. The service must reflect local community capacity and respect historical informal arrangements and community networks wherever possible.
8. The service must not subsidize out-of-province medical services, except in the Northeast Health Service Delivery Area.
9. The service will not provide subsidization of BCAS ground or air ambulance trips.

Reference

Provincial Principles for Health Connections Program; Rural Health, Ministry of Health Services, January 2005.

Program Components (NHC 020)

Policy

The Northern Health Connections Program will consist of various component service offerings, each of which will address a particular need for patients.

Procedure

Program components are developed through consultation with community groups, local government, local health advisory groups, Regional Hospital Districts, Regional Districts, health care professionals, Indigenous Communities, First Nation Health Authority and other community representatives as available.

The following are the program components identified through community consultation:

1. Ground Transportation Services
2. Air Ambulance Patient Repatriation Services
3. Accommodation Services
4. Northern Health Connections Centre

Accountability (NHC 030)

Policy

The Regional Lead, Northern Health Connections Program (or designate) is accountable to the Chief, External Relations and Communications and the Chief Executive Officer for the operation of all services provided under the auspices of the Northern Health Connections Program.

Procedure

First-line responsibility for program operations lies with the Regional Lead, Northern Health Connections Program. If a resolution is not possible through discussions with the parties involved and the Regional Lead, the situation will be forwarded on to the Chief, External Relations and Communications for resolution. If no resolution is available at the Executive Director level, the Chief Executive Officer, whose decision will be binding and final will address the situation.

GROUND TRANSPORTATION SERVICES

General

Responsibilities of the Patient (NHC 110)

Policy

Northern Health Connections is a service provider. As independent individuals, all patients are responsible for ensuring that they are able to use the services provided by the Northern Health Connections program, under the conditions that have been set out. It is not possible for Northern Health to offer a door-to-door, fully escorted service. As a result, it is expected that patients will be able to follow the processes to utilize the service.

Procedure

Patients are responsible for:

1. Registration for the bus service
2. Attending the bus stop at the specified time
3. Attending their appointment
4. Obtaining accommodations for overnight trips (where applicable)
5. Their personal conduct while on the bus.

Responsibilities of the Driver (NHC 120)

Policy

The driver of any bus operated under the auspices of the Northern Health Connections Program has the final responsibility and authority over the operation of that bus.

Procedure

Drivers are responsible for:

1. The safe operation of the bus at all times.
2. Selection of rest stops during trips.
3. Ensuring that patients using the service are able to do so safely and that they are not under the influence of substances or alcohol.
4. Making all decisions regarding road conditions and weather conditions and determining whether it is safe to travel.
5. Determining if a patient who wishes to take the bus is well enough to do so. The purpose of this determination is to reinforce the fact that someone who is actively ill should use alternative transportation (i.e. ambulance) as opposed to the bus.

The decision of the bus driver on any subject related to the safe operation of the bus is final, but subject to review by the management of the contractor and Northern Health.

Responsibilities of Northern Health (NHC 130)

Policy

Northern Health is responsible to ensure the contractor delivers the services as specified in all contract materials.

Procedure

Northern Health will:

1. Monitor contractor performance on an ongoing basis.
2. Work with the contractor to identify areas of deficient performance and implement strategies to correct problems.
3. Maintain an ongoing dialogue with the contractor to ensure that standards are being met.
4. Jointly investigate all complaints filed by service users and provide resolve to complainants.
5. Jointly market the service with the contractor to ensure ridership is the maximum possible.
6. Mandate Contractor to take San'yas Indigenous Cultural Safety Training.

Responsibility of the Contractor (NPC140)

Policy

The Contractor is responsible for the delivery of transportation services in accordance with the signed contract and its conditions.

Procedure

The Contractor will:

1. Deliver all services as described
2. Work with Northern Health to identify areas of deficient performance and implement strategies to correct problems.
3. Maintain an ongoing dialogue with Northern Health to ensure that standards are being met.
4. Jointly investigate all complaints filed by service users and provide resolve to complainants.
5. Jointly market the service with the contractor to ensure ridership is the maximum possible.
6. Complete the San'yas Indigenous Cultural Safety Training.

Passenger Code of Conduct (NHC 150)

Policy

Passengers must adhere to a Code of Conduct while they are onboard a Northern Health Connections bus service. The purpose of the Code is to ensure a safe, comfortable environment exists onboard the bus for all patients who are travelling.

Procedure

Passengers will:

1. Ensure that they are physically able to travel before they take the bus.
2. Contact the passenger registration service to cancel their reservation if they are unable to take the bus.
3. Ensure they have sufficient funds to cover the cost of the fare at the time of departure.
4. Not be intoxicated by alcohol or substances while on the bus. Noticeable behaviour will not be tolerated:
 - a. Becoming loud, boisterous, and disorderly
 - b. Exhibiting inappropriate sexual behaviour
 - c. Becoming physically violent
 - d. Annoying other patrons and staff
5. Refrain from smoking and vaping while onboard the bus (Federal Law prohibits smoking onboard)
6. Follow the instructions of the bus driver at all times.
7. Be considerate of their fellow passengers and driver at all times by behaving in a respectful manner.

By boarding a Northern Health Connections bus, passengers agree to the terms of the code of conduct. Passengers who do not adhere to the Code of Conduct may be asked to leave the bus at the next safest location and be subject to the disciplinary policies outlined in NHC 297.

Operations

Registration (NHC 210)

Policy

Passengers are **required** to **advance** register for Northern Health Connections bus. Registration is necessary to ensure that there are adequate seats available to all patients who wish to travel. All travel bookings must be made 24 hours in advance of the scheduled departure.

Advanced booking is essential because the bus may bypass locations if there is no booked passengers.

Emergency walk-ons without a pre-booked seat may be accepted at the NHC Driver's discretion upon confirmation of an appropriate health care appointment. A client can use an emergency walk-on once. (1) notice will be placed on their record. If there are any additional walk on attempts after they have been informed, they may not be eligible to ride

Procedure

Patients can call 1 (888) 647-4997 to speak to a registration agent or register online at <https://nhconnections.ca> for the Health Connections Bus Service. Patients will be asked to provide the following information:

1. Personal, identifying information, including their name, address, home telephone number, personal health number (CareCard number).
2. Appointment information, including the name of the health care practitioner they are travelling to see, the date and time of their appointment, and the city the health care practitioner is located. Have verification form stamped by Health care practitioner and return back to driver. One way travel is verified prior to departure.
3. Trip information, including the date the patient would like to travel to their appointment, and the date the patient would like to travel back.
4. The name and phone number of an emergency contact.
5. The name and phone number (if applicable) of any escort the patient would like to bring along on the trip. Escorts are subject to certain eligibility requirements, which are specified in NHC 325.

Once this information has been provided, the agent will identify the optimum trip schedule for patients and provide the patient with a reservation ID number, and specify their time and pick-up location, for both the departure trip and the return trip. Patients will also be informed of the basic policy and procedures for the bus service and of the required fares.

Schedules (NHC 215)

Policy

All Northern Health Connections buses will operate on a published schedule. These schedules will be available at physician's offices, at Northern Health facilities, and on-line at the Northern Health web site. Schedules will be published on an annual basis.

Procedure

Schedules will be constructed 4 months in advance of service initiation. The design of the schedules is the responsibility of the contractor, who will consult with Northern Health Connections staff to determine feasibility and operational appropriateness. Schedules will be published three months in advance of service initiation, so that patients can make appointments knowing well in advance when the Northern Health Connections transportation services will be operating.

Schedules will be published on the Northern Health Connections Web Site and be distributed to all Northern Health facilities and physicians offices three months prior to the end of the current schedule.

Fares (NHC 220)

Policy

All Northern Health Connections buses will require patients and their escorts to pay a fare to use the service. Fares are designed in a manner that is intended to sustain the service over the long-term, as funding for the program is fixed and is not indexed for inflation.

Procedure

Schedules will be constructed 4 months in advance of service initiation. The design of the schedules is the responsibility of the contractor, who will consult with Northern Health Connections staff to determine feasibility and operational appropriateness. Schedules will be published three months in advance of service initiation, so that patients can make appointments knowing well in advance when the Northern Health Connections transportation services will be operating.

Schedules will be published on the Northern Health Connections Web Site and be distributed to all Northern Health facilities and physicians offices three months prior to the end of the current schedule.

Pick-Up and Drop-Off Locations (NHC 225)

Policy

The bus service operations operated under the auspices of the Northern Health Connections Program will pick up patients and their escorts at various locations along each route. The key factor to be considered during the selection of any pick-up location and/or drop-off location is safety. This includes patient safety, driver safety, and vehicle safety. No Northern Health Connections Bus will stop in any location that the driver deems to be unsafe. Pick-up and drop-off locations will also be determined by the available amenities, including restroom facilities and available shelter from the elements.

Procedure

The service operator will be responsible for identifying appropriate pick-up and drop-off locations for patients along each route. The service operator will consider safety above all other factors when determining the suitability of a stop, followed by protection from the elements, and other amenities. Northern Health will retain final approval on all stops.

Northern Health facilities will be utilized in each community as the primary pick-up and drop-off locations, but in communities where there is no Northern Health facility, an alternate location will be selected.

Northern Health Connections Buses will not normally make stops along the highway. However, depending on operational need and the availability of suitable, safe locations for stops, buses will make every reasonable effort to make pick-ups and drop-offs in locations that are convenient to patients.

Rest Stops (NHC 230)

Policy

All stops for meals and rest will be determined by the driver of the bus.

The driver shall take into account such factors as the need for refuelling of the bus, the weather, driver and passenger safety, the availability of suitable restaurants, restroom facilities, or other services, and any other factors they feel relevant.

Stops should take place once every two to three hours, at the driver's discretion.

Short breaks are precisely 15 minutes long and lunch breaks are precisely 1 hour. The driver will let the passengers know upon arriving at rest stop what time the bus will be departing.

***** Passengers who are not back on the bus prior to the expiration of the break may be left behind. *****

It is the passengers responsibility to ensure they are on the bus.

An accurate head count cannot be guaranteed because passengers are free to not return to the bus and may not notify the driver.

Procedure

Suitable locations for rest stops will be pre-determined by the contractor during the route planning process. Drivers will be provided with a list of suitable rest stop locations, including information on the available facilities at each location. These stops will be selected by the bus service contractor, with approval for stops retained by Northern Health.

Drivers will have sole discretion and accountability for determining when to take advantage of rest stops, but the factors discussed above should guide any decision

**** How long do we wait for picking people up at scheduled or booked stops? Needs to be added into this if another one.

Seating (NHC 235)

Policy

Some of the seats on the bus will be pre-assigned by the bus operator at the time the patient registers for their trip.

Procedure

When patients register for their trip with the bus operator, they will be assigned a seat. This seating information will be provided to the patient at the time of the call, and patients will be given a choice of where they would like to sit on the bus based on their needs. For example, seats with seatbelts and child-safety seat hooks (suitable for securing infant car seats or child safety seats), and the seat immediately next to them, will be reserved for patients who require those seats.

In addition, the seats nearest the wheelchair lifts will be reserved for patients who will be using wheelchairs, so that they can easily transfer from their wheelchairs to their seats.

Seats will be assigned on a first-come, first-serve basis.

Luggage (NHC 240)

Policy

There is limited space available for patient luggage onboard the coaches. As a result, patients will be restricted to the amount of luggage they can bring with them on the bus.

Procedure

Patients using the short-distance mini-bus services will be permitted to bring one carry-on bag onboard the bus with them. This bag should be equivalent to an airline carry-on size and be able to be safely stowed either in the overhead compartment or under the seat in front of them. These bags must not exceed nine (9) inches high by sixteen (16) inches wide by twenty (20) inches in length.

Patients using the long-distance will be able to bring up to a maximum of two (2) pieces of checked baggage with them, in addition to their carry-on bag and personal bag. Checked baggage must not exceed twenty-four (24) inches high by twenty-four (24) inches wide by forty-five (45) inches tall. Checked baggage must not exceed fifty (50) pounds in weight.

In general, acceptable baggage includes suitcases, duffel bags, trunks, backpacks and securely tied cardboard boxes.

Specialty items, such as skis, snowboards, golf clubs, or other non-standard items will not be permitted.

Prohibited items include acids, ammunition, animals, batteries containing liquid acids, bicycles, combustible liquids, compressed gases, electronic equipment, explosives, film, firearms of all types, fireworks, flammable liquids, fruit, furniture, hazardous materials (poisons, radioactive materials, etc.), materials with a disagreeable odour, matches, merchandise for resale, perishable items, poisons, protruding articles, radioactive materials, or any unsecured articles including those in plastic or paper bags are prohibited. Items such as money or prescription medication may not be checked as baggage and are to be carried in the patient's possession.

Laptop computers are considered "electronic items" prohibited for checked baggage. However, laptops may be brought aboard as your carry-on luggage (one carry-on allowed per passenger ticket).

Charges for extra Luggage for long distance

- Passengers will be charged for all additional luggage at a rate of \$50.00 per piece.
- The maximum number of extra bags allowed is two (2) for a total of four (4). Exceeding the total number of bags allowed is not negotiable and refusal to comply will result in refusal of service.

Weight restrictions for luggage

For any piece of luggage over 50 lbs, the driver may ask the passenger to load and unload their luggage at the pick-up and drop-off points. The passenger must be capable of loading the luggage.

Wheel Chairs (NHC 245)

Policy

All Northern Health Connections buses are wheelchair accessible and are equipped with suitable tie-downs. All patients who use wheelchairs for mobility purposes will be able to utilize the transportation services provided by the Northern Health Connections Program. Northern Health is fully committed to providing an accessible service, but acknowledges that not all wheelchairs may be able to be accommodated onboard the bus. However, Northern Health and the bus operator will make every effort to accommodate patients who use wheelchairs. Patients who use wheelchairs are also encouraged to take advantage of the policy on escorts, which allows patients to have someone accompany them on their trip.

Procedure

At the time of registration, patients will be asked to indicate if they use a wheelchair. The patient will also be asked to provide some information about the type of wheelchair they use, in order to determine if the buses can accommodate their type of chair. While Northern Health and the bus service operator will make every effort to accommodate different types of chairs, it is impossible to accommodate some of the very highly specialized chairs that are in use by certain patients. Patients with specialized chairs are encouraged to make arrangements to contact the bus service operator to do a test run prior to taking a trip if they have concerns about the compatibility. Neither Northern Health, nor the bus service operator, will be held responsible if a patient with a wheelchair does not conduct a test run prior to taking a trip, and it is determined at the time of pick-up that the chair cannot be accommodated.

Patients who use wheelchairs will be given the option of transferring to a regular coach seat while their wheelchair is secured in a tie-down position or remaining in their chair for the duration of the trip. Patients should indicate their desire at the time of registration, so that all possible seats are made available.

Trip Delays and Cancellations (NHC 250)

Policy

Northern Health will make every effort possible to avoid trip delays or cancellations. However, it may be necessary to delay or cancel a trip due to inclement weather, vehicle failure, driver illness, or other factors. In the event that a trip must be delayed or cancelled, Northern Health and the bus service operator will keep patients and escorts informed as to the nature of the delay and any other relevant information, as it becomes available.

Procedure

In the event of a trip delay or cancellation, the bus service operator will immediately notify all patients who are scheduled to be on a trip using the contact information provided at the time of registration. Notification will be conducted in a manner appropriate to the situation (i.e. in person if the bus breaks down during a trip, by telephone if the delay or cancellation occurs prior to a trip, etc.) The dispatcher for the bus service will have access to all registration information and will be responsible for coordinating notification efforts with the driver.

Patients will be provided with updated information on a regular basis as to the cause of the delay or cancellation, and the steps that are being taken to resolve the issue. Drivers are encouraged to share as much information as possible about the delay with patients.

In the event of a bus being stranded, drivers are authorized to take all reasonable actions to secure the safety, health, and well-being of patients on their bus.

Escorts (NHC 255)

Policy

Patients who wish an escort to travel with them during their trip for health care services are permitted, provided they meet certain requirements. Patients will be given priority access to the service, such that if there are more patients than escorts, Northern Health reserves the right to bump escorts from the bus, unless they are medically required as determined by a physician. Bumping of escorts will only take place if sufficient notice can be provided to the patient and their escorts. If a physician determines that an escort is medically indicated, patients should communicate this to the bus service agent at the time of registration.

Escorts must be at least eighteen (18) years of age, and be physically and mentally capable of meeting the needs of the patient they are escorting throughout the trip. One (1) Escort is permitted per patient.

Patients who have any physical or mental disabilities are encouraged to travel with an escort.

Patients under the age of eighteen (18) will not be permitted to travel on Northern Health Connections bus services alone. These patients must be accompanied by a parent or guardian who is at least eighteen years of age or older. Patients who are under the age of eighteen who are escorted by persons who are not their legal parent or guardian will need to produce paperwork authorizing them to accompany the child on the trip.

Escorts will be required to produce identification prior to boarding the bus, which will be matched against the registration information provided to the booking agent.

Procedure

Patients who wish to bring an escort with them when they travel on Northern Health Connections bus services are required to indicate so when they register for their trip. The patient will need to provide the booking agent with the name of the escort, their age, and their telephone number, if different from that of the patients.

If the patient is a child under the age of eighteen (18), the child's parent or legal guardian is responsible for providing information regarding the child's escort, including the escort's name, address, phone number, and the relationship of the escort to the child (i.e. Grandparent, Aunt, Uncle, etc.).

Pets, Certified Assistance and Emotional Support Animals (NHC 260)

Policy

Pets are not permitted on Northern Health Connections bus services.

Certified Assistance Animals or Emotional Support Animals, that are assisting a passenger on a Northern Health Connections bus service, are permitted onboard, providing that there is sufficient space for the animal at the patient's feet.

Procedure

Patients wanting to travel with a certified assistance animal should indicate this is the case during the registration process. Patients will be required to present documentation via fax or email that confirms their assistance animal is professionally trained, certified and/or required.

Patients who are travelling with a emotional assistance animal will be required to provide a signed letter from their licensed mental health professional (Psychiatrist, psychologist, licensed clinical social worker).

Certified Assistance Animals and Emotional Support Animals may be required to sit at their owner's feet, depending on available space.

Due to the variability in animals and patients, each situation will be handled on a case-by-case basis.

Northern Health will make all reasonable efforts to accommodate patients travelling with certified assistance animals.

Illness During Transportation (NHC 265)

Policy

Patients who fall ill during transportation on any Northern Health Connections bus service should ensure the driver is notified immediately so that appropriate action may be taken to ensure the patient is properly cared for.

Procedure

In the event that a patient falls ill during transportation, the patient or their escort should immediately notify the bus driver. The bus driver should stop the bus and make a determination of the seriousness of the illness and what actions may be taken next. If there is doubt to the nature of the condition of the patient, bus drivers are to immediately contact the BC Ambulance Service using whatever local emergency number is in place (i.e. 9-1-1). An Emergency Medical Dispatcher will determine an appropriate response to the situation. Bus drivers are authorized to continue driving in the direction of the nearest ambulance to shorten the response time of the ambulance to the patient.

Use of Electronic Devices (NHC 270)

Policy

Passengers onboard Northern Health Connections buses are permitted to use electronic devices, providing that they do not disturb other passengers.

Procedure

Passengers may use electronic devices, including laptop computers, portable DVD players, portable CD players, portable radios, cellular phones or other devices at their own discretion, provided that such use does not disturb other passengers. As such, passengers who wish to use these devices must use headphones.

Northern Health reserves the right of the bus driver to prohibit the use of any electronic device at any time, should such use present a threat to passenger safety.

Food and Beverages Onboard Buses (NHC 275)

Policy

Passengers using a Northern Health Connections bus service are permitted to bring aboard food and beverages for their personal consumption.

Procedure

Passengers may bring food and beverages for their personal consumption onboard Northern Health Connections buses. There are no restrictions placed on the nature of the food or drink passengers may bring aboard. However, passengers are encouraged to consider their fellow passengers when selecting particularly pungent foods. Additionally, passengers are encouraged to use plastic drink containers with screw-top caps so as to minimize the possibility of spills.

Passengers are responsible for cleaning up any mess that they have made as a result of spilled food or beverages. If there is additional cleaning required from the mess of a client, the client may be billed back.

Passengers may bring a small cooler onboard, provided that it meets the baggage allowance and can be safely stowed beneath the seat in front of the passenger, or in the overhead compartment.

Use of Drugs and Alcohol (NHC 280)

Policy

Northern Health and the Contractor have a zero-tolerance policy for passengers who's behaviour is impacted by alcohol or drugs. Illegal substances and/or alcohol are not permitted onboard Northern Health Connections buses under any circumstances.

Procedure

Passengers found in possession of, or using, illegal substances and/or alcohol while on the bus may be asked to immediately depart the bus at the next safest location. The police may then be notified of the passenger's location and asked to pick up the passenger and take whatever actions they deem necessary.

If illegal substance or alcohol is detected on the client and has an impact on the safety of the passengers and driver and deems to disruptive, they may not be allowed on the bus or removed at the next safest location.

Minors (NHC 285)

Policy

Children under the age of eighteen (18) are only permitted to travel on Northern Health Connections bus services if they are accompanied by their parent or guardian.

Procedure

The parent or guardian of the minor child is required to register them for the service using the procedure laid out in policy. The minor child must be accompanied by the parent during the trip as the child's registered escort. The child is the responsibility of their parent or guardian during the trip.

Passengers from the ages of 16-17 are permitted to travel on our short haul runs or on our long-haul routes, for no more than 4 hours, unaccompanied by an adult. To qualify to travel alone, the parent or legal guardian is required to provide us with a letter stating the authorized adult dropping of the minor and the authorized adult picking up the minor at the bus, with their phone numbers, prior to travel. A copy of this letter is sent with the driver and it is mandatory to check the ID's of the pick-up and drop off for parent/ legal guardian to verify their identity.

Children under the age of seventeen (17) who need to travel on our long haul runs for health care services may use the Northern Health Connections bus service provided that they are accompanied by a parent or guardian.

Passengers aged eighteen (18) years or older are permitted to travel unescorted on Northern Health Connections bus services.

Out-of-region Passengers (NHC 290)

Policy

Northern Health Connections buses are for the use of patients who reside within the geographic boundaries of Northern Health. As there are no designated pick-up locations for patients who reside in other health regions, it is not possible to pick-up patients at locations outside of Northern Health.

Procedure

Patients who reside within the geographic boundaries of Northern Health, and who wish to use Northern Health Connections bus services should register using the standard procedures for reservations.

Patients who reside outside of Northern Health should contact their respective Health Authorities to determine if there are transportation services that will be able to help them reach their medical appointments.

NH Staff (NHC 295)

Policy

Passengers travelling for health care services are to be given first priority for seating onboard Northern Health Connections Bus Services. However, NH staff, who are travelling for business purposes are eligible to use the bus service at no cost, if space is available.

Procedure

NH staff who are travelling for business purposes are eligible to use Northern Health Connections bus services, provided space is available. Staff will register through the standard reservation and must provide the following information:

- Name
- Position and Department
- Dates of Travel
- Purpose of Travel

If space is available, staff will be booked onboard the bus and will not be subject to the normal fare.

Staff will not be bumped from the bus if they have made a reservation. However, no more than ten percent (10%) of the seats on the bus may be occupied by staff at any time.

Code of Conduct Infractions and Penalties (NHC 297)

Policy

Passengers who use the services provided by the Northern Health Connections program are responsible for using them as they are intended; to access health care services. Patients who use the service are required to adhere to a code of conduct. Patients found to be in violation of the Code of Conduct may be prohibited from using the service on either a temporary or permanent basis. Such determinations are made at the sole discretion of Northern Health

Procedure

The contractor providing service for the Northern Health Connections Program is responsible for maintaining a database of all patients and their companions who use the service. Patients and companions who do not adhere to the Code of Conduct will be subject to disciplinary action. Such action consists of progressive discipline that can be summarized as a “Three Strikes” policy.

1. Incident One – Written Warning of Unacceptable Behaviour
2. Incident Two – Must travel with a companion
3. Incident Three – Suspension from Use of Service. Suspension time to be determined. Client will go back to Step 2 if suspension is removed.
4. Incident Four – Permanent Prohibition from Use of Service. Client can apply to use program after two years of being prohibited from bus. Client will go back to Step 2 if Permanent Prohibition is lifted.

Drivers are required to submit a written report outlining the nature of the behaviour and the names of the individuals involved. Drivers will also be encouraged to provide names of witnesses to any events they are reporting on.

Reports will be received and investigated by the Contractor, who will also notify Northern Health of any current investigation. At the completion of an investigation, the Contractor and Northern Health will jointly make a determination of whether or not a penalty is warranted, and if so, what form that penalty will take.

Northern Health reserves the right to immediately prohibit any individual from using Northern Health Connections services if their actions present a threat to the safety of others.

Security Cameras (NHC 298)

Policy

The Contractor will install video and audio recording equipment on all existing fleet. There will be a security camera installed at the front and back of the buses. The cameras will cover every part of the interior. The data will be kept for thirty (30) days. Only Northern Health Connections and the Contractor personnel will be able to view the recordings.

Procedure

The contractor providing service for the Northern Health Connections Program is responsible for installing and maintaining the cameras.

Safety of our clients and drivers is our number one priority. The cameras provide a positive benefit to enhance security and safety including evidence to ensure successful conclusions for security investigations.

Accommodation (NHC 300)

Policy

Passengers who use the services provided by the Northern Health Connections program are responsible for their own accommodation.

Procedure

Northern Health Connections will continue to work with local hotels in each community to ensure the best price possible. The updated accommodation will be updated annually on the Northern Health Connections under the Accommodation tab.