

HOW TO REGISTER FOR WHEEL-TRANS

INFORMATION FOR OLDER ADULTS, FAMILIES,
AND CAREGIVERS



READ THIS PAMPHLET TO LEARN:

- What is Wheel-Trans.
- Who Qualifies to Use Wheel-Trans.
- How to Apply to Wheel-Trans.



**Sinai
Health**

Healthy Ageing
and Geriatrics



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WHAT IS WHEEL-TRANS?

Wheel-Trans provides transportation services for people with physical, sensory, cognitive and mental health challenges that prevent them from using public transit.

The Toronto Transit Commission (TTC) runs this service. It uses accessible buses and contracted mini vans and sedans. You may benefit from using this service if you have challenges getting around.

You must be a resident of Toronto to register. Wheel-Trans operates within Toronto and up to 1 kilometer into York, Peel and Durham regions.

WHO CAN USE WHEEL-TRANS?

Anyone who submits an application and qualifies for the service can use Wheel-Trans. Applicants may be eligible if they have a disability that prevents them from using the TTC's conventional transit for all or part of a trip. Wheel-Trans considers how much you can get around to determine if you qualify. They will also consider:

- How well you move around your home and community.
- If your condition is permanent or temporary.
- How you manage and navigate stairs.
- If you need a wheelchair, walker or cane to get around.
- If you are able to travel alone, without a caregiver or support person.

HOW DO I APPLY TO WHEEL-TRANS?

The application form is available online, or by calling Wheel-Trans at **416-393-4111** or emailing **WTeligibility@ttc.ca**.

To access the online application form, go to **<https://portal.ttc.ca/>**

The application has five sections (A, B, C, D, and E). Section C must be completed by your health care provider. As part of your application, you may be required to have a functional assessment by an Occupational Therapist that will evaluate your physical, cognitive, sensory or mental health disability.

Section E of the application should be completed if you would like to apply for the TTC Support Person Assistance Card. A support person is someone who supports the card holder with communication, mobility, personal care or medication needs and access to services, appointments, or facilities.

After the Wheel-Trans card holder pays their fare, the Support Person Assistance Card allows for one support person to travel on the TTC on a single fare. A Wheel-Trans card holder can travel with different support persons at different times.

WHEN WILL I FIND OUT IF I AM APPROVED?

If you do not require a functional assessment, a decision will be made 14 days after you submit your application. If you are approved, you will get a registration card and Wheel-Trans number. You need to use this number every time you book a ride.

Wheel-Trans books one week in advance. You cannot book a ride unless you are a registered customer. If you have an urgent transportation need, please speak with your health care team, as they might be able to fax a letter to Wheel-Trans Service during the time you are waiting for approval.

If you are told you do not qualify, you can appeal this decision. The letter will explain how to do this. Your doctor or social worker might be able to help with this.

HOW TO APPEAL A DECISION?

If you receive an eligibility decision that you disagree with, you may request an independent appeal to have the decision reviewed. To appeal the decision, you will need to submit an appeal form within 30 days of receiving the eligibility decision letter. The form can be accessed by emailing WTeligibility@ttc.ca.

You can also access the form online by going to [**https://www.ttc.ca/wheel-trans/how-to-appeal-a-decision**](https://www.ttc.ca/wheel-trans/how-to-appeal-a-decision)

HOW MUCH DOES WHEEL-TRANS COST?

The cost of a Wheel-Trans ride is the same as a regular TTC fare. You need to pay the driver using PRESTO, tokens, tickets or cash. If you pay cash, please have the exact fare.

WHERE CAN I FIND MORE INFORMATION?

TTC WHEEL-TRANS WEBSITE

For more information about registering or eligibility requirements with Wheel-Trans, please call or visit their website.



416-393-4111



<https://www.ttc.ca/wheel-trans/how-to-apply>

EDUCATION TO SUPPORT HEALTHY AGEING

For more information on other transportation services, read our pamphlet:



["Community Transportation Options"](#)

NOTES



RELEVANT RESOURCES IN OUR SERIES

- Community Transportation Options
- Driving Assessment Services

ADDITIONAL HEALTH RESOURCES IN OUR SERIES:

- Advance Care Planning: How to Start the Conversation
- Alcohol and Your Health
- Calcium, Vitamin D and Bone Health
- General Tips for Managing Memory Problems
- Improving Nutrition as You Age
- Improving Urinary Incontinence
- Living Longer, Living Well – Your Guide to Healthy Ageing
- Managing Caregiver Stress
- Managing Chronic Pain
- Managing Common Mental Health Conditions in Older Adults
- Managing Constipation
- Managing Mild Cognitive Impairment, Alzheimer’s Disease & Other Dementias
- Managing Multiple Chronic Health Conditions
- Managing Sedative-Hypnotic Use Among Older Adults
- Managing Sleep in Older Adults
- Managing Substance Use and Addictive Disorders As You Age
- Preventing and Managing Diabetes in Older Persons
- Preventing Falls at Home
- Recognizing and Managing Anxiety
- Recognizing and Managing Delirium
- Recognizing and Managing Depression
- Recognizing and Managing Hearing Loss
- Safe Medication Use for Older Adults
- Staying Active As You Age
- Substitute Decision Makers and Powers of Attorney

ADDITIONAL COMMUNITY RESOURCES IN OUR SERIES:

- Elder Abuse
- Funding for Mobility and Other Aids from the Assistive Devices Program
- Housing Options for Older Adults
- Meals on Wheels

Visit www.sinaigeriatrics.ca/healtheducation for additional resources for older adults, families and caregivers.

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We would like to thank the following for their support of our Education Resources to Support Healthy Ageing Initiative:



**The Ben and
Hilda Katz
Foundation**



Mon Sheong Foundation and the Ben and Hilda Katz Foundation have generously provided funding to support printing and translation of our Education Resources to Support Healthy Ageing.

The Ministry for Seniors and Accessibility supported this initiative with funding through its Seniors Community Grant Program.