

Tuesday, May 08, 2007

Don Gordon
General Manager of Operations
C/O York Region Mobility Transit Services
50 High Tech Rd.
Richmond Hill, Ontario
L4B 4N7

Dear Mr. Gordon,

As a follow-up to our conversation today and also your conversation with our Manager, Sheila Simmons, we would like to formally apply for York Mobility Services to serve our clients coming to the Senior's Health Centre location of #2 Buchan Court, North York.

The Geriatric Day Hospital, located at the Senior's Health Centre is an outpatient rehabilitation program for seniors. This specialized program aims to improve the well being of seniors living in the community. As part of **North York General Hospital, Ambulatory Geriatric Services (AGS)**, the Day Hospital serves a wide spectrum of clients who are quite frail

The Day Hospital program includes walking, exercise and balance classes, medication counseling, assessment of daily living activities, leisure education, nutrition counseling, social work counseling, home assessments as needed, health education, counseling and management along with linking to community resources. Clients attend the Day Hospital for 2-3 months, twice weekly and work towards mutually agreed upon goals.

The majority of these clients are unable to walk or balance safely and cannot negotiate the regular transportation system. As our program is offered in the North York area, clients living in York Region cannot attend without adequate and/or cost-effective transportation. The option of being lifted to a Steeles location and then picked up by Wheeltrans is not realistic due to our client's limited mobility, frailty and multiple medical problems.

Our clients require services like yours to enable them to receive the medical attention deemed necessary by their physicians. We realize there is a nearby drop-off at 1333 Sheppard Avenue already approved by York Transit, however this is too far a walking distance and on too high an incline, for our clients to navigate. In reality, this extra step that is so difficult for our seniors would involve an extra 30- 60 seconds for your drivers. Currently we have three clients coming from York Region; two are awaiting your decision before they can come to our program.

Our clients would very much appreciate York Transit the Seniors Health Centre to your list of drop off sites in North York. We try very hard to serve our clients with kindness

and respect and advocate on their behalf wherever possible. We do hope that you will take our seniors clients into consideration during this session of Council.

Sincerely,

A handwritten signature in cursive script, appearing to read "Sheila Simmons".

Sheila Simmons-Interim Manager
Ambulatory Care Services

MaryEllen McGeachie
Recreation Therapist
Ambulatory Care Services