

July 17, 2018

Accessible Public Transit Services Advisory Committee

On April 25, 2018 some members of the London Health Sciences Centre Renal Patient and Family Advisory Committee(PFAC) met with the Paratransit Services Manager, Chris Murphy and the Prescription Booking Manager of the LTC. We had met the year previous to discuss dialysis patient concerns with the service and were meeting again to revisit some of the issues discussed previously. It was a helpful meeting for our PFAC to understand some of the issues from their perspective.

One of the concerns discussed was the possibility of changing the service start time on stat holidays to 7 a.m. They explained to us that this issue infringes on the human rights code as the service of both LTC regular service and paratransit service must mirror one another to promote equal and fair service for all. Chris mentioned that there has been an increase in requests from the public to increase regular service on stat holidays.

We would like to request that your committee re-address this issue. Times have changed and people do work on statutory holidays and make use of earlier bus services. For dialysis patients this is a life sustaining treatment which they have to maintain regardless of whether there is a holiday or not. It could be argued that, in light of the human rights code, dialysis patients have the right to sustain their life and need transportation to the treatments.

We would so appreciate your review of the earlier start times of Paratransit service on statutory holidays.

We look forward to your response in this regard.

Sincerely

Bonnie Field  
Renal PFAC chair  
London Health Science Centre