

Mobility On-Request Paratransit **Eligibility Appeal Process**



If your application for Mobility On-Request Paratransit service has been denied based on eligibility, the Mobility On-Request Eligibility Appeal Process offers you the opportunity to appeal the decision. You may appeal a decision regarding eligibility, level of eligibility or type of assistance required.

The Eligibility Appeal Process includes:

1. Filing a Notice of Appeal form with Mobility On-Request Paratransit
2. Meeting with the Mobility On-Request Eligibility Appeal Panel

The appeal process is intended to ensure that applications are dealt with in a fair and transparent manner, and decisions are made in accordance with established criteria.

There are two ways to file an appeal:

1. Call 1-877-464-9675. Press #1 for Community Support Services, including Financial Assistance, Children Services and Housing. Then press #7 for Mobility On-Request Eligibility Appeal Hearing.
2. OR, submit a completed **Notice of Appeal** form to The Regional Municipality of York, Access York. The form is available at yrt.ca/MOR for download

Your submission must meet the following conditions in order to be accepted:

1. The form must be filed by the applicant or a representative of the applicant
2. The form must be fully completed

If you have documentation related to your disability and/or why you are unable to use conventional transit, you can bring it to the hearing. An example of the documentation is a physician's note.

Please send your Notice of Appeal form to:

**The Regional Municipality of York, Access York
17150 Yonge St, Newmarket, ON L3Y 8V3**

Upon receipt of your completed Notice of Appeal form, your original Mobility On-Request Application and Notice of Appeal form will be sent to the Appeal Panel. You will then be advised of your hearing date.

If you cannot attend your hearing date, please contact Access York at 1-877-464-9675 (contact information above).

If you do not attend your meeting without contacting Access York, you will not have another opportunity to meet with the Panel for a hearing. You would then need to reapply to Mobility On-Request to start the process again.

The Eligibility Appeal Panel hears appeals from applicants who have been deemed ineligible to receive Mobility On-Request Paratransit service. The Panel will consider any new information pertaining to eligibility provided the information was filed with the appeal.

York Region contracts with **Lifemark Health Group** to provide the appeal hearing. The Appeal Panel consists of:

1. One Occupational Therapist/Physiotherapist
2. One Administrator/Transcriber
3. One person with accessible transportation experience.

Each Panel member will have:

- a) An understanding of the different types of disabilities and the functional characteristics of each
- b) An understanding of the eligibility criteria for Mobility On-Request Paratransit
- c) An awareness and understanding of the principles supporting the development and delivery of accessible conventional public transit and specialized public transit
- d) An understanding of the Mobility On-Request Eligibility Appeal process

You are welcome to bring people with you to the hearing for support. You may also bring updated medical documentation and other resources to support your appeal.

Location

Your meeting with the Appeal Panel will take place in a York Region Transit Training Centre located at **55 Orlando Ave, Richmond Hill, L4B 0B4.**

Appeal decisions

The decision(s) of the Mobility On-Request Eligibility Appeal Panel will be final. The Panel will aim to attain decisions by consensus; however, if consensus cannot be reached, a decision will be determined by majority vote.

Decisions will be made within 30 days of receiving the appeal request. The decision will be without further appeal for one year unless the Mobility On-Request Eligibility Appeal Panel receives additional information affecting the person's ability to access conventional transit (e.g. accident, surgery, dialysis, etc.) or there is a change in medical status that may affect the person's eligibility.

A record shall be maintained of all Eligibility Appeal Panel meetings and decisions taken.

Questions?

Please call Access York at 1-877-464-9675. Press #1 for Community Support Services, including Financial Assistance, Children Services and Housing. Then press #7 for Mobility On-Request Eligibility Appeal Hearing.