

# Mobility Plus Eligibility Appeal Process



If your application for Mobility Plus service has been denied based on eligibility, the Mobility Plus 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.

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The Eligibility Appeal Process includes:

1. Filing a Notice of Appeal form with Mobility Plus
2. Meeting with the Mobility Plus 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.

## **Filing an appeal with Mobility Plus**

To file an appeal, please call 1-877-464-9675, press #1 for Community Support Services, including Financial Assistance, Children Services and Housing and choose Mobility Plus Eligibility Appeal Hearing or submit a completed Notice of Appeal form to The Regional Municipality of York, Access York. Your submission must meet the following conditions in order to be accepted:

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

The Notice of Appeal form is available for download on the Mobility Plus website ([mobilityplus.yrt.ca](http://mobilityplus.yrt.ca)). 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  
17250 Yonge St, Newmarket, ON L3Y 6Z1**

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

If you cannot attend on your hearing date, please contact The Regional Municipality of York, Access York (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 Plus to start the process again.

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

The Regional Municipality of York 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 Mobility Plus 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 York Region Transit Mobility Plus
- 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 Plus Eligibility Appeal process

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

## **Location**

Your meeting with the Mobility Plus Eligibility 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 Plus Eligibility Appeal Panel will be final. The Mobility Plus 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 Plus 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 Mobility Plus Eligibility Appeal Panel meetings and decisions taken.

## **Questions?**

Please call Access York at 1-877-464-9675 and then press #1 for Community Support Services, including Financial Assistance, Children Services and Housing and choose Mobility Plus Eligibility Appeal Hearing.