



## Service Description & Details

### COVID-19 update services

Boys & Girls Club of London is providing transportation to medical and other appointments, transportation to and from stores for grocery shopping and essential needs (multiple stops available within a time frame of 2 hours) and distribution of COVID-19 emergency kits. Our vehicles are wheelchair accessible and the drivers provide door to door service but cannot accompany a client to an appointment.

**This service will only be available during the COVID shutdown of Adult Day Programs in the City of London.**

## Next Steps/What to Expect

Once a referral is sent from London Middlesex Community Support Service Network, Boys & Girls Club of London – Transit will contact you to confirm the referral and book service. 3 days' notice is preferred to schedule a trip.

## Your Rights and Responsibilities about this Specific Service

Clients that utilize this service will be asked to supply and wear a mask (can be homemade) while on a Boys & Girls Club vehicle. If an escort is accompanying the client they must supply and wear a mask also.

## Billing

There is no fee for the services.

## Questions or Concerns – Contact Information

If you have any questions regarding this service please call and leave a message and staff will return your call:

Boys & Girls Club of London -Transit: 519-434-9119

Email: [transit@bgclondon.ca](mailto:transit@bgclondon.ca)

Hours of service: 9:00am-4:30pm Monday to Friday (after hours transportation might be able to be arranged upon driver availability.)