



## **Severe Weather Assistance Transportation (SWAT) Program Frequently asked questions**

### **When is this transportation assistance service available?**

This largely depends on a combination of severe weather and availability of JEEP Club members. During times of severe weather (i.e. winter blizzards, excessive snow falls over 24 hr. period (25cm +), the club volunteers to provide assistance.

### **How do I get in touch with the service?**

The activation of the service is announced on the employee/physician emergency phone line (473-5999 or 1-877-473-5999). In advance of severe weather, information is provided on the employee emergency number alerting of the potential to activate SWAT. The contact information will be provided when the severe weather centre has been activated. These are the only numbers that will accept calls. Do not call the JEEP Club directly.

### **Is this a Capital Health service?**

No, the JEEP Club volunteers time and resources to assist. They determine the limitations of service (i.e. areas serviced, etc). Capital Health simply prioritizes the calls to ensure that staff shortages directly related to patient care are addressed.

### **If I suffer an injury during travel who is responsible?**

This is a service offered to employees as an alternative means of transportation and it is up to the employee to decide if they take advantage of the service.

### **How quickly will the JEEP Club respond to pick me up?**

This depends on the requests and your job function. The assistance is open to those who are required to report for work; however, requests will be prioritized to address areas of greatest need, which may delay the assistance from reaching you quickly. Certain areas may not qualify for assistance; this information will be relayed during the event. As a rule, locations that are on private roads off the main road will not be serviced. The same is true for places that are a significant distance away, tying up resources that can be better used within the core area.

### **Does the JEEP club drive employees home?**

While this is not the primary purpose of the service, where opportunity exists to transport staff home, it will be considered. This can only be determined at the time and extent of the severe weather.