

January 1st, 2026

MEMO:

Regarding: EXTERNAL RESIDENT APPOINTMENTS

Distribution: FAITH AND GRACE MANOR RESIDENTS AND FAMILIES

From: DIRECTORS OF RESIDENT CARE

Faith and Grace Manor Residents and Families:

Please be informed that the staff at the Manors will no longer be arranging transportation services and providing escort services for external appointments. Please find below the information required to arrange these services.

To book a PSW to escort your loved one, please reach out to an external agency to arrange. They will require some details (date, time of appointment, travel arrangements, location etc). Contact information for some frequently used agencies can be found below:

A) PrimeCare Nursing Agency: 905-796-1041

B) A Supreme Nursing: 905-997-7687

To book transportation services, please see below:

A) Wheelchair accessible taxi: Bram City Taxi: 905-455-1000 (will need to specify request for wheelchair taxi at time of booking). Payment for a taxi is made at the time of delivery of the service.

B) TransHelp: to apply for TransHelp through the Region of Peel, please visit peelregion.ca. Once the application is approved, transportation can be booked online through the weblink or by calling TransHelp at 905-791-1015.

Once the arrangements have been made, please let the nursing staff on the Resident Home Area know so that the team can be sure to have your loved one ready at the time of pickup.

If you have any questions, please do not hesitate to reach out.

Thank you,

Kamal Sekhon, Director of Resident Care, Faith Manor

Priyanka Sharma, Director of Resident Care, Grace Manor