



Emergency Ride Home

www.regionofwaterloo.ca/travelwise

What is it?

TravelWise has created an Emergency Ride Home (ERH) program that provides employees with a guaranteed ride home if they have taken sustainable transportation to work. It is meant to act as an insurance policy in case of a family emergency, cancelled carpool, or other unforeseen circumstances.

How do I use it?

We have tried to make the Emergency Ride Home as convenient as possible. Simply follow these three steps:

1 Go where you need!

You don't need to do anything ahead of time. Get where you need to go, whether that is home, school, or the doctor. Just make sure you get a receipt!

2 Submit ERH Form

Once everything has settled down, complete the Emergency Ride Home form that is available, with instructions, on: regionofwaterloo.ca/travelwise

3 Wait for Payment

Once TravelWise has received your form, we will mail a cheque to the address specified, to a maximum of \$75. Please note that we may verify your identity and the nature of the emergency with your employer.

Am I eligible?

To use the Emergency Ride Home form, you must have taken a sustainable commuting method to work. If you have bussed, biked, carpooled, or walked to work, you can use the ERH in the event of an emergency that requires you to leave work early. This includes:

1. Personal or family illness, accident, injury or emergency situation
2. Unscheduled overtime, approved by a supervisor
3. Unplanned absence of a carpooling partner due to his or her having to leave early or stay late unexpectedly

How long does it take?

Filling out the form takes less than 10 minutes. Just be sure to include a copy of the receipt. Please allow 6-8 weeks for your cheque to arrive.

