

Frequently Asked Questions (FAQ)

Transportation Program Changes and Okotoks CARE (Community Access Rides to Essential Healthcare)

What transportation programs are changing?

The Community Access Program (CAP) will end on December 31, 2026.

The Volunteer Driver Program (VDP) will transition to Okotoks CARE (Community Access Rides to Essential Healthcare) beginning January 1, 2027.

Why are these changes being made?

Following a review of the Town's transportation programs, Town Council approved changes to transportation services. Transportation within Okotoks will continue through Okotoks Transit, while Okotoks CARE will focus on helping eligible residents access approved out-of-town medical appointments.

When do the changes take effect?

- CAP will continue until December 31, 2026.
- Okotoks CARE will begin January 1, 2027.
- Applications for Okotoks CARE open November 1, 2026.

What transportation options will be available after CAP ends?

Transportation within Okotoks will continue to be available through Okotoks Transit's fixed-route and on-demand services. Residents travelling to approved medical appointments outside of Okotoks may be eligible for Okotoks CARE. Town staff are also available to help residents explore other transportation options and community support resources that may meet their needs.

What is Okotoks CARE?

Okotoks CARE (Community Access Rides to Essential Healthcare) provides eligible Okotoks residents with transportation to approved medical appointments outside of Okotoks when the required healthcare service is not available locally.

What types of appointments are eligible?

Eligible appointments must:

- Be medically necessary for diagnosis, treatment, or ongoing care.
- Not be available in Okotoks.

- Be located in Calgary, High River, or Diamond Valley.

Examples may include specialist appointments, cancer treatment, dialysis, diagnostic imaging, hospital-based services, and specialized mental health services.

Can I use Okotoks CARE for appointments within Okotoks?

No. Transportation within Okotoks is available through Okotoks Transit. Okotoks CARE is only available for approved out-of-town medical appointments.

Can I use Okotoks CARE for shopping, banking, recreation, or social visits?

No. Okotoks CARE is intended only for approved out-of-town medical appointments.

Who is eligible for Okotoks CARE?

Applicants must:

- Be a resident of Okotoks.
- Meet income and/or disability eligibility requirements.
- Provide supporting documentation.
- Have an approved medical appointment that is not available in Okotoks.

Do current Volunteer Driver Program clients need to apply?

Yes. All participants, including current Volunteer Driver Program clients, must complete a new application and provide supporting documentation.

When and where can I apply?

Applications will be accepted beginning November 1, 2026.

Applications can be completed online at okotoks.ca/care. If you need assistance, contact the Okotoks Family Resource Centre at 403-995-2626.

What documentation will I need?

Applicants will be asked to provide documentation confirming eligibility.

Examples may include:

- Notice of Assessment or other proof of income.
- Documentation from a regulated health professional.
- Disability Tax Credit documentation.
- AISH or other recognized disability support documentation.

What if I do not qualify for Okotoks CARE?

Staff are available to discuss your circumstances and help identify other transportation options, community resources, and supports that may be available.

I currently use CAP. What transportation options will be available after December 31, 2026?

Transportation within Okotoks will continue through Okotoks Transit's fixed-route and on-demand services.

Residents travelling to approved out-of-town medical appointments may be eligible for Okotoks CARE.

I have never used transit before. How will I learn?

The Town's Transit Buddy Program offers free one-on-one support to help residents learn how to use Okotoks Transit, including route planning, fare payment, and practice rides.

Information sessions and transit training opportunities will also be available during the transition period.

Who should I contact if I have questions?

Okotoks Family Resource Centre (OFRC)

Phone: 403-995-2626

Email: care@okotoks.ca

Website: okotoks.ca/care

Additional Information

Current CAP and Volunteer Driver Program participants will receive direct communication about the changes, available supports, and upcoming information sessions. Information will also be available through the Town website, Okotoks Family Resource Centre, community presentations, and printed materials.