



Emergency Ride Home (ERH) - Terms & Conditions

1. Any commuter employed by a participating Commute Ontario workplace/campus is eligible for Emergency Ride Home (ERH) if they used a sustainable mode to commute to work/campus on the day they require a ride home. Sustainable modes of commuting include transit, carpooling, vanpooling, cycling, walking, or any other alternative to single-occupant vehicle travel. Please note that only staff and faculty of post secondary institutions enrolled in the Commute Ontario program are eligible to submit an ERH claim.
2. Pre-registration is not required for commuters at Commute Ontario workplaces/campuses to be eligible.
3. Individual commuters may use ERH for any distance, routing and stops they prefer, but will only be reimbursed to a maximum of \$75 per ride, which may include a tip of up to 20 per cent. Commuters are responsible for initial payment of all costs and are responsible for costs exceeding the maximum.
4. Commuters may use ERH for unplanned reasons. Commute Ontario reserves the right to track individual usage and verify the reason for rides. A ride home will qualify for ERH coverage in the following situations:
 - Personal or family illness, accident, injury or emergency situation.
 - Unscheduled overtime approved by a supervisor.
 - Unplanned absence of a carpooling partner due to their having to leave early or stay late unexpectedly.
5. ERH does not cover rides to work/campus.
6. Situations where travel could have been arranged in advance do not qualify for ERH coverage. Other situations that do NOT qualify for ERH include, but are not limited to:
 - Pre-planned overtime known to commuters.
 - Overtime performed without a manager request.
 - Pre-planned medical or personal appointments.
 - Pre-planned or known absence of a carpool partner.
 - Business travel.
 - Personal errands.
 - Missed transit connections.
 - Transit delays or cancellations.
 - Weather-related emergencies.
 - Natural disasters.
 - Building closures.



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- Power outages.
7. There are no limits on the number of rides commuters can claim per year, but Commute Ontario reserves the right to track individual usage and verify multiple rides for individual commuters within a single year.
 8. ERH claims must be submitted no more than 2 months after the day of the ride.
 9. There are no limits on the type of transportation commuters can choose for an emergency ride. Commuters may use multiple methods during the ride home (such as a taxi trip, then a transit trip).
 10. When requesting reimbursement, commuters must submit a complete ERH claim form. Incomplete or missing information can result in a delay in payment, or a denial of the claim.
 11. Commuters may submit claims online or via regular mail. Both online and downloadable forms provide instructions for submission. Claims can be submitted online via the Commute Ontario workplace/campus portal. To download the Emergency Ride Home reimbursement form, visit commuteontario.ca/ERHCLAIMFORM.