



# RideLink

Accessible, Simple Community Rides



A simpler way to book your ride  
by *Helping Hands, Orillia*

RideLinkHB.V1.05.2026.AC

# WELCOME TO RIDELINK



## RideLink: Our Transportation Brand

RideLink is the transportation brand of Helping Hands, Orillia (HHO), designed to make rides easier to use, clearer to understand, and more accessible.





Powered by **Via** and supported by HHO's community-based team, RideLink represents more than transportation—it's a connection to appointments, services, community, and everyday life.

All transportation services are brought together under one trusted, recognizable name rooted in care and reliability.

POWERED BY VIA



RideLink was created to make accessing rides simpler, communication clearer, and support more inclusive. With coordinated booking, flexible ways to connect, and real human support, RideLink helps people get where they need to go confidently and with dignity.



**Simpler ride  
access**



**Clearer  
communication**



**Inclusive  
support**



**Part of a wider  
network**



# WHY



RideLink is the transportation service by HHO, not a separate organization. All transportation services are delivered by HHO, keeping riders connected to its broader network of care:

Meals on  
Wheels



Personal Support  
& Homemaking



Transitional  
Beds



Telephone  
Reassurance



Food  
Security



High-Risk  
Seniors Support



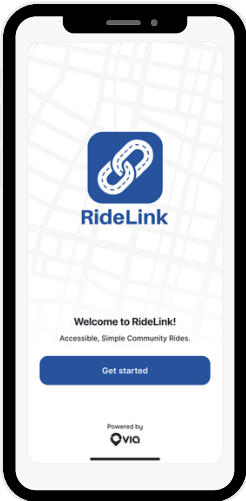
# RIDELINK EXIST?



# WE HEARD YOU

Booking rides can feel complicated.

**RideLink** is designed to provide a simpler, clearer ride experience, helping you plan and manage your trips with confidence.



With **RideLink** you can:

- ✓ Book and manage rides with clear confirmations.
- ✓ Book your way using the RideLink app, website, or phone.
- ✓ Get reminders and real-time ride updates.

Need help or prefer to book by phone? We're here to help.



# 3 EASY WAYS TO BOOK

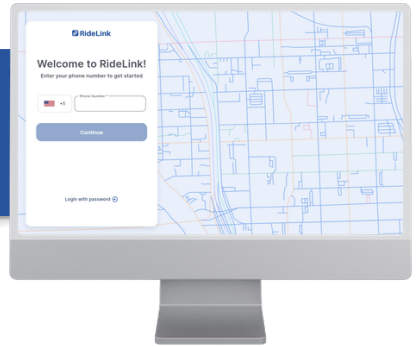


01

App

Website

02



03

Phone

**IMPORTANT:** A payment method is required to book a ride.

# SERVICE ZONES



## ZONE 1: Orillia (Core)

**Geographic Area:**

**Core Orillia Zone**

**Booking Method:**

**In-app,  
website, phone**

**Fee:**

**\$9.09**

**per ride/  
one-way**

**IMPORTANT:** Rides can only be booked within service zone boundaries.

# & FEES



## ZONE 2: Couchiching

**Geographic Area:**

**Extended Couchiching**

**Booking Method:**

**Phone only**

**Fee:**

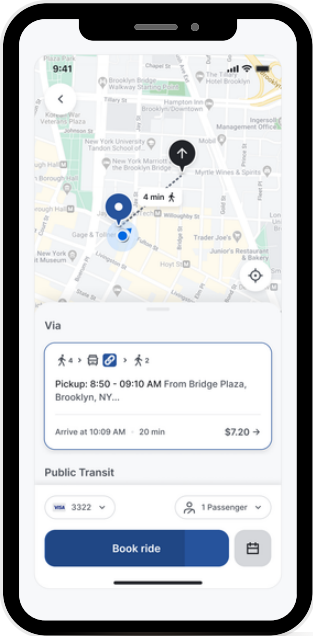
**\$28.16**  
per ride/  
one-way

**Funder-approved services billed to third parties require prior authorization for eligibility in Zone 1 and Zone 2, based on funding.**

# BOOK YOUR WAY: APP, WEBSITE, OR PHONE

## OPTION A

### Use the RideLink App



#### 1 Download RideLink App



Google Play  
Store

[qr.codes/ZfXdYw](https://qr.codes/ZfXdYw)



Apple App  
Store

[qr.codes/YLVaSE](https://qr.codes/YLVaSE)

#### 2 Sign in

#### 3 Book your ride

RideLink uses pickup windows to allow for safe, flexible scheduling.

**OPTION  
B**

**Book by Website**

**1**

**Go to  
RideLink  
Web App**



Use the link or  
scan the QR code  
[qr.link/g4KEPI](https://qr.link/g4KEPI)

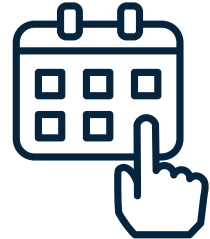
**2**

**Sign in**



**3**

**Book your  
ride**



**OPTION  
C**

**Book by Phone**

RideLink Direct Booking Number

**705-242-8884**



# EASY WAYS TO MAKE PAYMENTS

## ONLINE PAYMENTS



Credit, debit, and  
prepaid debit  
accepted

If you're unable to pay using the  
methods above, contact our office for  
other options.



**705-325-7861**  
**EXT 3**



# How to add / update your payment

Option  
**A**



In the RideLink App:

Open the  
menu



Payment  
Methods



Add your  
card



Call to receive instructions for adding  
a credit card via a secure phone line.

Option  
**B**



**705-325-7861**  
**EXT 3**

- Note:**
- Payment is charged at ride time.
  - No-shows are charged the full fare.
  - Failed payments may result in service suspension.



# WHAT'S IMPROVED

Peace of mind, clear communication,  
and better updates.

## Key Benefits for Clients:



Multiple booking  
options



One escort  
allowed  
(no charge)

Appointment-  
friendly booking



Helpful  
Reminders



Curb-to-curb  
service



Ride rating and feedback to  
help us improve RideLink





# WE'RE HERE TO HELP

**For booking and changing your ride**



**705-242-8884**

Call centre is available every day from 5:00 AM to midnight.

**For questions about your account, eligibility, payment, or overall service**



**705-325-7861 EXT 3**



**[ridelink@hhorillia.ca](mailto:ridelink@hhorillia.ca)**



# TELL US HOW WE DID!

Your feedback helps improve RideLink. Let us know what worked or didn't—we're listening.



Scan to access NPS - Visit Satisfaction Survey Form or visit [qr.codes/9fWOzE](https://qr.codes/9fWOzE)

Want to give us more details?

Helping Hands Direct Feedback Hotline:



705-325-7861  
EXT 365#

**Note:** All reports are confidential. Information is only disclosed if law requires.

# FREQUENTLY ASKED QUESTIONS

## Who can use RideLink?

HHO supports older adults in our region needing accessible transportation. This service is available to anyone requiring mobility support.

## What areas can I book?

We serve the Orillia and Couchiching area. Please refer to pages 6–7 or our website for the full service map.

## How do I book rides?

Schedule accessible transportation with RideLink:  
**Zone 1** – App, website, or phone  
**Zone 2 & Third-party funded** – Phone only

## Will I get an exact pickup time?

Pickups are scheduled as close as possible to your requested time. You will receive notifications 15 minutes before arrival and upon arrival.

# FREQUENTLY ASKED QUESTIONS

## How far in advance can I book?



**Zone 1** – Book 2 days to 2 weeks in advance (subject to availability)

**Zone 2** – Book 2 days in advance; cutoff 6 PM

**Third-party funded** – Book 2 days in advance; cutoff 6 PM

## Can I bring an escort?



Yes — riders may have one escort (no charge).

## What if I need help adding my card?



Add a card via the app under Payment Methods or call 705-325-7861 EXT 3 for assisted setup.

## How do I pay for rides?



RideLink accepts credit, debit, and prepaid debit cards. Third-party funded rides are billed directly to the funder.



## What are the service hours?



### Zone 1:

Mon–Fri 7:00 AM–5:30 PM

Sat 9:00 AM–5:00 PM

### Zone 2:

Monday to Saturday, by scheduled demand

## Can I set up recurring rides?



Recurring appointments can be arranged by calling our booking team.

## What happens if I miss my ride?



A no-show is billed at the cost of the ride (marked at pickup time).

## How do I contact support?




For Booking: Call **705-242-8884**.

General support: Call **705-325-7861** or email [ridelink@hhorillia.ca](mailto:ridelink@hhorillia.ca)



 705 325 7861

 ridelink@hhorillia.ca

 575 West St. S., Unit 13A,  
Orillia, ON, L3V 7N6



Same caring service — now with improved booking experience and updates.

Follow us on:



FUNDED BY



**Ontario  
Health**