

Emergency Ride Home (ERH) – FAQ

What is Emergency Ride Home (ERH)?

The Emergency Ride Home program provides **employees at workplaces with a GoManitoba subsite** with reimbursement for transportation used during unplanned events and emergencies. ERH is like an insurance policy for sustainable commuting; it gives employees peace of mind when they choose carpooling, public transit, cycling and walking. Employees who use a sustainable mode of travel to commute to work are eligible to have their emergency travel costs reimbursed.

Employees arrange the transportation that is most convenient during the emergency, such as taxis, on-demand rides, or rental cars. Employees may use more than one type of transportation during an emergency. Employees may travel to more than one location, and final destinations other than a home is allowed. Green Action Centre administers GoManitoba and reimburses employees to a maximum of \$35.00 per Emergency Ride Home.

Employees are responsible for all costs incurred above this limit. Employees cover all costs up-front when transportation is required and Green Action Centre will reimburse claims, but cannot pay for transportation up-front. Employees can submit claims online via email or via regular mail. The online downloadable claim form provides instructions for submission. To download the ERH reimbursement form, visit GoManitoba.ca/page/ERH. Employees must retain all receipts and are responsible for submitting all information required by Green Action Centre to verify claims. Claims must be submitted within two months of the day of the ride. Claims without receipts will not be reimbursed under any circumstances. Once the claim is reviewed and verified by Green Action Centre, employees will be mailed a cheque to their work address.

Am I covered by Emergency Ride Home?

You are covered by Emergency Ride Home if:

- You are an employee at a workplace with a GoManitoba subsite.
- You are an active user of GoManitoba.
- You regularly commute to work in a sustainable way.
- You used a sustainable commuting mode the day you had an emergency.
 - Sustainable modes of commuting include carpooling, public transit, cycling, walking, or any other non-motorized alternative to single-occupant vehicle travel.

What kinds of situations qualify for Emergency Ride Home reimbursement? Unplanned situations and emergencies are covered by Emergency Ride Home. The following situations qualify for reimbursement:

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

Green Action Centre reserves the right to track individual usage and verify the reason for rides. Green Action Centre reserves the right to deny reimbursement.

What kinds of situations do NOT qualify for Emergency Ride Home reimbursement?

Situations where travel could have been arranged in advance are not covered. Other situations that are not covered include, but are not limited to:

- Pre-planned overtime known to employees.
- 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.
- Power outages.

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Do I need to register for Emergency Ride Home?

Registration is not required, simply verify that your workplace has a GoManitoba subsite and then submit a completed claim form along with original receipts.

What transportation can I use to get home?

Employees may choose any transportation mode that suits their needs during an emergency, including taxis, public transportation, shuttles, on-demand ride services, or rental cars. Employees may use more than one type of transportation during an emergency. Green Action Centre reimburses employees to a maximum of \$35. Employees are responsible for all costs incurred above this limit.

Who do I call to arrange a ride home?

Arrange a ride with the most convenient service provider(s) near the workplace. This could include (but is not limited to) local taxi services, car rental services, local transit agencies, on-demand ride services, or some combination of services. Retain all receipts – including fuel receipts if a rental car is used. Receipts are required for all reimbursements.

Remember that Green Action Centre reimburses employees to a maximum of \$35 and employees are responsible for any costs exceeding this limit.

What destinations can I travel to? Can I make stops along the way?

Employees may travel to any appropriate destination (such as a school, doctor's office, spouse's office, hospital, clinic, or home). Employees may make more than one stop (for example, stopping at a child's school, and traveling to home as the final destination).

Receipts are required for all routes and transportation method(s) used.

How much reimbursement does Emergency Ride Home provide?

Green Action Centre reimburses employees to a maximum of \$35. Employees are responsible for all costs incurred above this limit.

How does Emergency Ride Home provide reimbursement? Once a claim is submitted, Green Action Centre will review the claim and take appropriate steps to verify details of the emergency ride, if necessary. This may include calling the employee or the employee's supervisor to verify claim details.

Once the claim is properly verified, Green Action Centre will issue a cheque and mail it to the workplace address.

What proof do I need to supply to get reimbursement?

Employees must provide all information requested on the reimbursement form. Green Action Centre reserves the right to request further proof if this is deemed necessary. Green Action Centre will contact supervisors to verify emergency details if necessary.

Green Action Centre reserves the right to deny claims for any reason. If Green Action Centre cannot verify the validity of an emergency or the costs incurred, the claim will be denied. Employees are 100% responsible for providing sufficient proof of the emergency and costs incurred.

Can I submit my reimbursement request by regular mail instead of on the internet?

Yes. Download the ERH reimbursement form at: GoManitoba.ca/page/ERH. Include all required details as well as original receipts for transportation services. Green Action Centre recommends photocopying the form and receipts before mailing the request.

Reimbursement requests must be mailed to:

Green Action Centre
GoManitoba ERH Claims
3rd Floor, 303 Portage Avenue
Winnipeg, MB R3B 2B4

Green Action Centre will verify your request and notify you (by phone or email) whether your request is approved or denied. If approved, Green Action Centre will mail a cheque for your eligible emergency transportation to the workplace address within four to six weeks.

How long will it take to receive reimbursement?

If approved, Green Action Centre will mail a cheque for your eligible emergency transportation to the address you have provided within four to six weeks.

Are there any limits on how often I can get Emergency Ride Home reimbursement?

Employees are limited to two claims within a single year.

How are Emergency Ride Home reimbursements verified by Green Action Centre? Will my boss or supervisor be called?

Green Action Centre will contact supervisors if further verification of emergency details is needed; however, this is not required for every claim.

How can my workplace qualify for Emergency Ride Home?

To inquire about Emergency Ride Home availability through a custom GoManitoba subsite, please contact Green Action Centre at GoHappy@greenactioncentre.ca

I still have questions. Who can I contact for more information?

Please contact Green Action Centre at GoHappy@greenactioncentre.ca.