



Länsi-Uudenmaan hyvinvointialue
Västra Nylands välfärdsområde

County Board
10/06/2024, Section 90
Effective from September 1, 2024

Instructions for mobility support services

Contents

1	PART A: Common principles for transport services	1
1.1	Objectives and clients of the services	1
1.1.1	Mobility support service pursuant to the Social Welfare Act.....	1
1.1.2	Mobility support service pursuant to the Act on Disability Services and Assistance	2
1.1.3	Responsibility for organisation	2
2	PART B: Mobility support service pursuant to the Social Welfare Act.....	3
2.1	Numbers of trips	3
2.2	Applying for services and decision-making	4
2.2.1	Applying for a transport service.....	4
2.2.2	Assessment of service needs	4
2.2.3	Income statement	4
2.2.4	Decision pursuant to the Social Welfare Act	5
2.2.5	Appeal	6
2.2.6	Termination of the mobility support service pursuant to the Social Welfare Act	6
2.3	Ways of implementing mobility support services.....	6
2.3.1	Group transport	7
2.3.2	Errands, leisure and recreation trips	7
2.3.3	Travel area	7
3	PART C: Mobility support service pursuant to the Act on Disability Services and Assistance.....	8
3.1	Criteria for the provision of mobility support services pursuant to the Act on Disability Services and Assistance.....	8
3.2	Impact of personal car	8
3.3	Applying for services and decision-making	9
3.3.1	How to apply for services	9
3.3.2	Assessment of service needs pursuant to the Act on Disability Services and Assistance	9
3.3.3	Decision pursuant to the Act on Disability Services and Assistance	10

3.3.4	Appeal	10
3.3.5	Termination of the mobility support service pursuant to the Act on Disability Services and Assistance	11
3.4	Ways of implementing mobility support services.....	11
3.4.1	Instruction and guided training in the use of public transport	11
3.4.2	Group transport	12
3.4.3	Study and business trips	12
3.4.4	Errands and recreation trips.....	12
3.4.5	Kilometre and euro allowance	13
3.4.6	Travel area for a transport service granted pursuant to the Act on Disability Services and Assistance	14
4	PART D: Use of transport services	15
4.1	One-way trip.....	15
4.2	Transfer of unused trips	15
4.3	Assistance	15
4.4	Escort, assistant and accompanying persons.....	15
4.4.1	Right to travel alone	16
4.4.2	Right to a familiar taxi driver	16
4.4.3	Additional services.....	16
4.5	Ordering.....	17
4.5.1	Combining trips.....	17
4.6	Cancellation of a transport order	18
4.7	Stopping during a trip	18
4.8	Deductible	19
4.9	Non-compliant use of the service in services pursuant to the Social Welfare Act or Act on Disability Services and Assistance	19
4.10	Disturbances.....	19

1 PART A: Common principles for transport services

1.1 Objectives and clients of the services

Mobility support services can be organised pursuant to the Social Welfare Act or the Act on Disability Services and Assistance. These instructions define the conditions and contents of transport services under both Acts, as well as the principles of kilometre and euro allowance. These instructions will be followed where possible for regional procurement contracts.

1.1.1 Mobility support service pursuant to the Social Welfare Act

The transport service pursuant to the Social Welfare Act is a discretionary activity in the wellbeing services county and granted within the limits of the available appropriations. Transport service trips are granted for errands, leisure and recreation trips with the aim of fulfilling the purpose of the Social Welfare Act to promote and maintain well-being and to prevent and reduce inequality and exclusion. The service contributes in particular to supporting elderly people's performance, independence and social participation and enables them to live at home.

Mobility support services pursuant to the Social Welfare Act (1301/2014) are provided to persons who are unable to use public transport, demand responsive public transport or service lines on their own due to reduced functional capacity, illness, disability or other such reasons. Mobility support pursuant to the Social Welfare Act is primarily intended for people over the age of 65 to manage their everyday affairs, but also for other people who need mobility support but are not entitled to transport services pursuant to the Act on Disability Services and Assistance. The service may be provided to people with long-term mobility problems, particularly those who are economically disadvantaged.

1.1.2 Mobility support service pursuant to the Act on Disability Services and Assistance

The aim of the transport service pursuant to the Act on Disability Services and Assistance is to promote equality, functional opportunities, independent performance and the ability of persons with disabilities to live and function as equal members of society.

According to Section 8 of the Act on Disability Services and Assistance, the wellbeing services county must provide persons with a severe disability with reasonable transport and related escort services if the persons, because of their disability or illness, require the service in order to carry out normal life activities. The wellbeing services county must provide transport services with related escort services for persons with disabilities in accordance with the Act on Disability Services and Assistance, irrespective of the appropriations.

The transport service enables persons with a disability to move around at a reasonable personal cost. The service is intended for clients who are unable to use public transport because of their functional limitations.

Services and support measures under the Act on Disability Services and Assistance are provided when a disabled person does not receive adequate and appropriate services or benefits under other legislation (Section 4 of the Act on Disability Services and Assistance). The services are primarily provided as part of the general service system. These transport services and benefits under primary legislation include reimbursements by Kela of travel costs for treatment, examinations and rehabilitation, school transport as well as mobility support services provided pursuant to the Social Welfare Act.

1.1.3 Responsibility for organisation

Mobility support services include transport services pursuant to the Social Welfare Act and the Act on Disability Services and Assistance, as well as the kilometre and euro allowance. The services are provided to persons whose municipality of residence is Espoo, Hanko, Inkoo, Karkkila, Kauniainen, Kirkkonummi, Lohja, Raasepori, Siuntio or Vihti.

2 PART B: Mobility support service pursuant to the Social Welfare Act

The service is subject to discretion and is granted on the basis of a service needs assessment and an income statement. The applicant must have a municipality of residence in accordance with the Municipality of Residence Act in the Western Uusimaa Wellbeing Services County. The client's situation is assessed comprehensively, taking into account their life situation and financial situation. The purpose of the transport service is to support independent living at home, the management of affairs and social participation.

The mobility support service pursuant to the Social Welfare Act can be granted if:

- the client does not receive transport assistance under other legislation.
- the client has a long-term reduced functional capacity due to illness and/or ageing.
- the client is unable to use the family car on their own or with a person living in the same household. The transport service cannot be granted if the client has access to a car and is able to use it.
- the reduced functional capacity causes unreasonable difficulties in using public transport.
- the client falls below the specified income limit, or the overall assessment so requires.

2.1 Numbers of trips

The mobility support service pursuant to the Social Welfare Act may be granted as follows:

- Up to ten (10) one-way trips per calendar month.
- Four (4) one-way trips per calendar month may be granted to clients residing in long-term, round-the-clock service housing. For a justified reason, more trips than the above may be granted on an individual discretionary basis.

2.2 Applying for services and decision-making

2.2.1 Applying for a transport service

The service is applied for either verbally by contacting Senior Info or in writing. The need for service may also be identified in the context of another assessment of support needs or the preparation of a client/service plan, in which case the matter can be initiated without a separate application, by agreement with the client.

2.2.2 Assessment of service needs

The need for a transport service is assessed on an individual basis. Based on the client's contact, a home visit is made to assess the client's service needs. The assessment of service needs is carried out together with the client and is initiated without delay, no later than seven working days after the case is opened. The assessment is based on information about the applicant's illness or disability, mobility limitations, reduced functional capacity, living situation and living environment. Where necessary, the ability to use public transport may be assessed in cooperation with a physiotherapist or occupational therapist, and test trips may also be carried out. The impact of the seasons and times of day will be taken into account when assessing the need for transport services. The transport service will be included in the service plan.

2.2.3 Income statement

The transport service pursuant to the Social Welfare Act is intended for the economically disadvantaged, so the applicant is also asked for an income statement when the service needs are assessed. The income statement must indicate the income of the applicant and that of a person living in the same household. As with other services, the client will be asked for their consent to the income statement. Alternatively, the applicant or their representative may submit documents containing their income information as an attachment to the application.

The following are counted as income (gross):

- taxable and tax-free income before deduction of tax of the service user and the person living with them in a shared household (marriage or cohabitation).
- earned and capital income
- forest income.

The following benefits and allowances are not counted as income:

- housing allowance, informal care support, care allowance for pensioners, disability allowance, conscript's allowance, front-veterans' supplement, medical and examination expenses under accident insurance, study grant, adult education grant, student housing allowance, activity allowance and travel allowance paid as income support, maintenance allowance under the Rehabilitation Allowance Act, study grants and similar allowances, reimbursement of the costs of family care, child home care allowance, child benefit, child care allowance, child increase, child maintenance allowance, dependent increases in pensions and similar income, traditional life-annuity.

Income limits

The gross income limit for a one-person household is €1,470 per month and for a two-person household €2,168 per month.

2.2.4 Decision pursuant to the Social Welfare Act

The basis for the decision is always the overall situation of the client. The decision is not taken solely on the basis of the client's income. The decision on the transport service is taken by the wellbeing services county officeholder. The client will receive a written decision with justifications and instructions on how to appeal. As a rule, transport services are granted for an indefinite period and, under specific conditions, for a fixed period.

The transport service decision will be valid as of the date of the decision. The first month's trips will be available to the client in full, irrespective of the date of the decision. For example, if the client receives the decision on 15 February, they will be entitled to a full calendar month's trips for February.

The decision will be reviewed whenever the client's circumstances change. The client or their representative is obliged to inform the wellbeing services county immediately if the client's transport needs change.

2.2.5 Appeal

The client can apply for a review of the decision by submitting an appeal to the Section for Individual Matters of the Western Uusimaa Wellbeing Services County within 30 days. The appeal period starts from when the client is notified of the decision, excluding the day on which the decision is served. The decision shall be deemed to have been served on the seventh day following the day on which the decision is posted. If the decision of the officeholder is upheld by the Section for Individual Matters, the client may appeal against the decision to the Administrative Court within 30 days of notification of the decision. The decision of the Administrative Court may be appealed to the Supreme Administrative Court within 30 days of notification of the decision, subject to certain restrictions.

2.2.6 Termination of the mobility support service pursuant to the Social Welfare Act

The right to transport services ends if the client moves out of the Western Uusimaa Wellbeing Services County or if the decision expires. If the client moves within the Western Uusimaa Wellbeing Services County, they must contact the service provider to assess their transport needs and determine a possible new travel area. The client's transport service decision will be reassessed, for example, if there is a substantial change in the client's functional capacity or circumstances, or if the client's income changes. If, after the review, there are no grounds for granting the service, the decision may be amended or terminated.

2.3 Ways of implementing mobility support services

Mobility support can be organised in one or a combination of the following ways. The most appropriate and economical way of implementation is planned on a case-by-case basis.

2.3.1 Group transport

Mobility support may be provided in the form of group transport if this is feasible in terms of implementing the trips and taking into account the individual needs of the client.

2.3.2 Errands, leisure and recreation trips

Transport service trips are granted for errands, leisure and recreation trips, and they are intended to help people to manage their daily affairs independently and to maintain a social life. The number of trips can be up to ten (10) one-way trips per month. Four (4) one-way trips per calendar month may be granted to clients residing in long-term, round-the-clock service housing.

2.3.3 Travel area

- Transport services are granted within the area defined by law and the wellbeing services county.
- The transport service may be used in the municipality of residence of the transport service user. When it comes to Kauniainen, transport services can be used in Kauniainen and Espoo.
- For justified reasons, a non-standard travel area may be defined at the officeholder's individual discretion. The need to organise the client's service entity in the most appropriate and cost-effective way may also be a reason for defining a non-standard travel area.

3 PART C: Mobility support service pursuant to the Act on Disability Services and Assistance

3.1 Criteria for the provision of mobility support services pursuant to the Act on Disability Services and Assistance

According to Section 8 of the Act on Disability Services and Assistance, the wellbeing services county must provide persons with a severe disability with reasonable transport and related escort services if the persons, because of their disability or illness, require the service in order to carry out normal life activities.

The escort service is intended to assist with mobility directly related to transport services. The escort service cannot be charged. The extent of the escort service depends on the way in which the escort service can support the independent performance or coping of the person with a severe disability.

Based on a service needs assessment, the wellbeing services county grants a transport service to persons with a disability or a long-term illness

- who do not receive support for mobility under other legislation
- who have specific difficulties with mobility and who, because of their disability or illness, cannot use public transport without undue difficulty (Section 5 of the Act on Disability Services and Assistance).

The need for transport must be due to the disability or illness. The impairment must be permanent or long-term.

3.2 Impact of personal car

The possibility of using a personal car does not exclude a disabled person from the transport service. If the person has received financial support from society for the car they use (Section 5(2) of the Act on Disability Services and Assistance, car tax refund, car subsidy, etc.), the use of the car may reduce the amount of the transport service provided. The applicant must provide a written explanation of the use of their car when applying for the transport service.

3.3 Applying for services and decision-making

3.3.1 How to apply for services

In the first place, the service should be applied for in writing. The application can also be made verbally. The need for service may also be identified in the context of another assessment of support needs or the preparation of a client/service plan, in which case the matter can be initiated without a separate application, by agreement with the client. The application must be accompanied by a medical document stating the mobility and/or functional capacity of the applicant, its reduction and the permanence of the condition. Attachments are not required if this information is already available to the decision-maker, and there have been no changes. If the application is incomplete, the processor will ask the applicant for further clarification and will allow a reasonable time for the applicant to provide it. The processor will explain why the additional information is being requested. If the application has not been completed by the deadline, a decision will be taken on the basis of the information available. If the applicant needs more time to complete the application, this may be granted for a justified reason, e.g. delay in obtaining a document or opinion needed for the application. A new deadline will be set for completing the application.

3.3.2 Assessment of service needs pursuant to the Act on Disability Services and Assistance

The need for a transport service is assessed on an individual basis. The assessment is based on information about the applicant's illness or disability, mobility limitations, reduced functional capacity, living situation and living environment.

Where necessary, the ability to use public transport may be assessed in cooperation with, for example, a physiotherapist or occupational therapist, and test trips may also be carried out. The service needs assessment is carried out together with the client. The test trips must correspond to the normal situation in order to get a true picture of the user's functional capacity.

The needs assessment should also take into account the impairment caused by the disability or illness in relation to the seasons (e.g. winter transport service) and times of day (e.g. visually impaired people).

The assessment of service needs is initiated without delay, no later than seven working days after the case is opened. The applicant's ability and willingness to use the kilometre and euro allowance as a mobility support service will also be determined as part of the assessment.

3.3.3 Decision pursuant to the Act on Disability Services and Assistance

The decision on the service is taken by the officeholder designated in the wellbeing service county's operating rules. The officeholder may use a multidisciplinary working group as a support in the decision-making process. The client will receive a written decision with instructions on how to appeal.

The transport service decision will be valid as of the date of the decision. The first month's trips will be available to the client in full, irrespective of the date of the decision. For example, if the client receives the decision on 15 February, they will be entitled to a full calendar month's trips for February.

The maximum decision time is three months from the date on which the client or their representative submits an application for the service. Exceptions to this deadline may be made if, for a special reason, a longer period is needed to resolve the matter.

As a rule, decisions on transport services are taken for an indefinite period and, under specific conditions, for a fixed period. The decision will be reviewed if the client's functional capacity or other circumstances affecting the transport service change.

3.3.4 Appeal

The client can apply for a review of the decision by submitting an appeal to the Section for Individual Matters of the Western Uusimaa Wellbeing Services County within 30 days. The appeal period starts from when the client is notified of the decision, excluding the day on which the decision

is served. The decision shall be deemed to have been served on the seventh day following the day on which the decision is posted. If the decision of the officeholder is upheld by the Section for Individual Matters, the client may appeal against the decision to the Administrative Court within 30 days of notification of the decision. The decision of the Administrative Court may be appealed to the Supreme Administrative Court within 30 days of notification of the decision, subject to certain restrictions.

3.3.5 Termination of the mobility support service pursuant to the Act on Disability Services and Assistance

The right to transport services ends if the client moves out of the Western Uusimaa Wellbeing Services County or if the decision expires. If the client moves within the wellbeing services county, they must contact the service provider to assess their transport needs and determine a possible new travel area or the right to use the kilometre and euro allowance. The wellbeing services county will review the client's transport service decision, for example, if there is a substantial change in the client's functional capacity or circumstances. If, after the review, there are no grounds for granting the service, the decision may be amended or terminated.

3.4 Ways of implementing mobility support services

3.4.1 Instruction and guided training in the use of public transport

The purpose of mobility instruction is for the person with a visual impairment to master the techniques or means of moving safely and the skills needed for travelling on familiar paths. A person with a visual impairment can receive mobility instruction from the HUS Outpatient Clinic for Eye Disease and a person with other disabilities through adaptation training courses arranged by Kela. In addition to these, the service can be granted by the Disability Services, if adequate support for the client's situation has not been achieved through rehabilitation.

Disability Services can grant mobility instruction for things such as learning the services and routes in the client's close environment,

expanding the area in which the client moves and when the client's eyesight deteriorates or when they start using a new mobility aid.

3.4.2 Group transport

Mobility support may be provided in the form of group transport if this is feasible in terms of implementing the trips and taking into account the individual needs of the client.

3.4.3 Study and business trips

The transport service is granted for essential business and study trips according to individual needs. Essential business or study-related trips mean trips between the home and the place of work or study. Where it is possible and appropriate, trips made by clients attending the same educational institution may be combined as shared transport. If necessary, the applicant must provide proof of employment or a study certificate. Trips related to studies leading to a qualification or profession, or which improve a person's chances of finding employment, or strengthen a person's professional skills and thereby increase their chances of finding employment, are reimbursed as study trips. Such studies also include preparatory and rehabilitative education and guidance for students with disabilities in special education schools. Learning for leisure purposes does not qualify for transport services related to studying. If the client so wishes, they may use the recreation trips granted for them for the purpose of learning for leisure.

3.4.4 Errands and recreation trips

In addition to business and study trips, the wellbeing services county must provide persons with disabilities with at least 18 one-way trips per month for transport necessary for errands, social participation and recreation or other purposes of daily living. The person with a severe disability is free to decide on the purpose and destination of the trips related to errands and recreation. Trips for errands and recreation are granted according to the needs of the applicant. If the client applies for more than 18 one-way trips per month, they must provide an account of their need. The number of trips granted and the justifications for them are recorded in the decision on the transport service.

In the case of transport services pursuant to the Act on Disability Services and Assistance, it is possible to agree with the client on a longer levelling-off period than one month. The client may use the number of trips of their choice during the agreed levelling-off period, but not exceeding the total number of trips per month.

3.4.5 Kilometre and euro allowance

The mobility support service can be implemented in full or in part by means of the kilometre and euro allowance. The kilometre and euro allowance provides the client with a number of kilometres and euros for transport services corresponding to the estimated service needs and the travel area.

The number of kilometres and euros of the kilometre and euro allowance, valid for an indefinite period, will be assessed during a trial period of three months. An officeholder will take a decision on whether to increase the number of kilometres and euros.

The kilometre and euro allowance will be offered to the client at the time of the assessment of service needs. The client or their family member must be able to manage the sufficiency of the kilometres and euros for the period specified. They must be able to use the technical solution provided by the wellbeing services county when using the service. The use of the kilometre and euro allowance is optional for the client, and the officeholder cannot take a decision against the client's wishes.

The kilometre and euro allowance does not have any restrictions in terms of the travel area or the number of trips.

The client may choose from among the transport companies using the payment system in the model. The client will be provided with a payment instrument which will allow them to keep track of the kilometres and euros used without delay after a trip has been completed.

The client may opt out of the kilometre and euro allowance by contacting the unit which granted the service.

The client may choose the kilometre and euro allowance model when the technical solution is available in the wellbeing services county.

3.4.6 Travel area for a transport service granted pursuant to the Act on Disability Services and Assistance

Transport services are granted within the area defined by law and the wellbeing services county. The transport service user may use the transport service in their municipality of residence and in the municipalities immediately adjacent to it. When it comes to Kauniainen, transport services can be used in Kauniainen and Espoo as well as municipalities adjacent to the City of Espoo. For using mobility support services elsewhere in Finland than in the municipality of residence or in an operational neighbouring municipality, the kilometre and euro allowance is primarily used.

- Disabled persons living outside their home municipality for the purpose of full-time study have the right to use the transport service for errands and recreation in the place of study.
- Disabled persons living outside their home municipality are granted transport in the municipality of residence and in the neighbouring municipalities and, on the basis of individual consideration, for transport in their home municipality, if necessary.
- Transport services may be granted on the basis of individual needs to persons in long-term institutional care.
- The client's own trips to day care centres and comprehensive schools are not covered by the transport services.
- For occasional trips made elsewhere in Finland than in the municipality of residence or in an operational neighbouring municipality, a maximum of €41 per one-way trip may be reimbursed retrospectively against receipts. In this case, the trips will consume the right to travel on the same principles as trips made from the municipality of residence. The reimbursement of travel costs will be subject to a deductible.
- Trips may be applied for for non-standard trips, such as visits to relatives or to a holiday home location.

4 PART D: Use of transport services

4.1 One-way trip

The trips granted to the client are one-way trips. One-way trips are trips that end at a different address from the one from which they started. A trip back home or a continuation of a trip from one point to another is another one-way trip. The time spent on errands is not included in either the trip out or the trip back.

4.2 Transfer of unused trips

If the client has unused trips, up to two unused one-way trips will automatically be transferred to the following month.

4.3 Assistance

The transport service provider must immediately assist the client in matters related to transport, such as getting in and out of a car, lifting goods and aids and fastening seat belts.

4.4 Escort, assistant and accompanying persons

One person may accompany the client free of charge as an escort or assistant. Escorting means assistance immediately before, during and immediately after a trip. The presence of an escort or assistant must be indicated when booking the trip.

- As a general rule, an escort or assistant shall not be picked up at a different address but shall get on and off the vehicle at the same address as the transport service client. Picking up an assistant may extend the journey by a maximum of two (2) kilometres in total. The stopover must be indicated at the time of ordering the trip.

In addition to the escort or assistant, the client may be accompanied by family members or other close relatives:

- With the exception of the escort or assistant, the other accompanying persons shall pay the public transport fare directly to the driver.
- The maximum number of persons in the same vehicle, in addition to the driver, is four (4).
- The presence of other persons must be indicated when ordering the transport.

4.4.1 Right to travel alone

The officeholder may, for justified reasons, take a decision on the right to travel alone. The client may be granted the right to travel alone on special grounds. The right to travel alone means that the client's trips will not be combined with those of other clients. The right to travel alone must be based on a need caused by illness or disability. The right to travel alone will be recorded in the client profile.

4.4.2 Right to a familiar taxi driver

On special grounds, the client may be granted the right to travel with the same driver ("right to a familiar taxi driver") if a change of drivers prevents the use of the transport service because of the client's disability or illness. In special cases, the right to a familiar taxi may also be granted if the client's disability or illness requires the use of special transport equipment. The officeholder will record the right to a familiar taxi in the client's transport service decision and client profile.

4.4.3 Additional services

The client has the right to use an accessible vehicle if they are unable to use a normal vehicle because of their disability. The need for an accessible vehicle will be identified in the assessment of service needs and recorded in the transport service decision and the client profile. The driver will assist the client and the client's assistive device into and out of the car.

An assistance allowance may be granted to persons who require more assistance than usual in getting into and out of a vehicle. The assistance allowance may also be granted to persons who are not entitled to use an accessible vehicle.

If the client lives in a house without a lift, where there are stairs and where a ramp cannot be installed, the driver may pull the wheelchair in the stairs or use a stair climber, if necessary. This must be safe for the client. The need will be recorded in the transport service decision and entered in the client profile.

- Stair pull: The driver manually pulls the wheelchair user in the stairs.
- Stair climber: The vehicle is equipped with a stair climber to help lift a wheelchair user in the stairs.

4.5 Ordering

Transport can be ordered by calling, texting, emailing or using the app. When ordering, the client must provide the pick-up and destination addresses, pick-up or arrival time, possible stopovers, number of passengers and other special needs, such as accompanying aids or assistance. The client may order a one-way or return trip. If necessary, the client can also order a return trip directly from the driver, provided that the client is picked up at the destination of the outward trip.

The transport must be ordered at least 60 minutes before the desired pick-up time. In addition, the client will have the right to two non-combined trips per month, if the client's trips would otherwise be combined. The non-combined trip will be made as soon as possible, at the latest 60 minutes after the order is placed.

The driver will verify the client's identity by means of photo identification, e.g. disability card with photo.

The wellbeing services county does not reimburse trips made using other service providers' vehicles. Separate instructions on what to do in the event of a disturbance are given in the client guidelines.

4.5.1 Combining trips

Trips are combined where possible and reasonable in terms of journey time and cost. When a client has the right to travel alone, the client's trips will not be combined. The client can apply for the right to travel alone from Disability Services for transport services pursuant to the Act on Disability Services and Assistance or from Senior Info for transport services pursuant to the Social Welfare Act.

All available modes of transport for the transport service may be used for combining trips. A combined trip must not increase the travel time of the client by more than 30 minutes compared to a non-combined trip. The

time of arrival given at the time of ordering will not be affected by the combination of transport. All passengers will use up the trip. The client pays a deductible for all trips.

Business and study trips will only be combined if it is possible to get to the place of work or study in time for the start of the work or study.

The option to combine trips for work and studies will only become available once the budget-based mobility support model has been implemented.

4.6 Cancellation of a transport order

The client must cancel the ordered transport at least 60 minutes before the agreed pick-up time.

If the client does not cancel on time, they will forfeit one trip. For a justified reason (e.g. illness), a trip can be cancelled later than 60 minutes before the trip without forfeiting the trip in question.

If the transport is more than 30 minutes late from the scheduled pick-up time or if the transport cannot be arranged, the trip may be cancelled without forfeiture. The rules for transport service providers are defined in the procurement contract.

4.7 Stopping during a trip

The client has the right to make a reasonable stopover or diversion during a one-way trip for the purpose of running an errand. A necessary, quick stop of up to 10 minutes along the route is possible if necessary. The trip may not extend more than two (2) kilometres. Such a stopover could be, for example, a visit to an ATM or dropping a letter in the outgoing mail box. The stopover must be indicated in advance when ordering the transport. If the stop exceeds 10 minutes, the client will forfeit a second trip.

The 10-minute time limit does not apply to dropping off and picking up children at a day care centre. The right to a stopover will be recorded in the transport service decision. The stopover must be indicated at the

time of ordering the trip, together with the address of the day care centre.

4.8 Deductible

The client will pay a deductible for their trip, unless they have a waiver of the deductible. Deductibles are invoiced retrospectively on a monthly basis.

The client will be charged a fee approved by the council of the wellbeing services county as the deductible.

The transport service provided pursuant to the Social Welfare Act is free of charge for front-line veterans and disabled veterans.

Section 11 of the Act on Client Charges in Healthcare and Social Welfare stipulates that the fee for social welfare services must be reduced or waived if it endangers the conditions for the client's or their family's livelihood or the fulfilment of the client's legal maintenance obligation.

The client may apply retrospectively for a reduction or waiver of the deductibles for transport services

4.9 Non-compliant use of the service in services pursuant to the Social Welfare Act or Act on Disability Services and Assistance

The right to transport services is personal and may not be transferred to another person. The service may not be used for health care trips reimbursable by Kela. The wellbeing services county monitors the use of the service. If the client uses the service fraudulently or in violation of the instructions, the costs will be recovered from the client. In addition, the client will thereafter have to pay for their trips themselves and claim reimbursement of the costs afterwards against receipts.

4.9.1 Disturbances

The Western Uusimaa Wellbeing Services County will report any disturbances primarily on the website luvn.fi. If the client cannot contact the customer service by telephone within 15 minutes, they may order transport from elsewhere and apply for reimbursement against a receipt.

If the transport does not arrive within 15 minutes of the pick-up time indicated by the call centre, the client must contact the customer service. The customer service will clarify the situation, order a new car if necessary or give the client other instructions, such as a one-off instruction for ordering a taxi from a taxi rank.

Further instructions on what to do in the event of a disturbance are given in the client guidelines.