

Frequently Asked Employee Questions

1) Do I have to register with the company rideshare program to use the Guaranteed Ride Home (GRH) Program?

As long as the employee works for a company currently enrolled in the GRH Program, there is no program requirement for the employee to be pre-registered with the GRH Program. However, individual companies may require registration as part of their internal rideshare programs. Please check with your Employer Representative for your specific company requirements.

2) Do I have to pay for the rides?

Either you (the employee) or your employer must pay for the emergency ride up-front. Speak to your Employer Representative to see what your employer's policy is. Valid emergency rides will be reimbursed to the appropriate party.

3) How many times can I use the program?

You can receive up to two (2) emergency rides within a 12 month period, based on your employer's program enrollment or re-enrollment date.

4) How do I transport my bike or wheel chair?

You or your employer will need to make arrangements with the taxi or rental car company. Many public transit providers offer wheelchair lifts and bike racks.

5) Will the taxi or rental car have a car seat for my child to meet legal requirements?

You or your employer will need to make arrangements with the taxi or rental car company.

6) What happens if I am too ill or upset to drive or take public transit?

A taxi ride would probably be the best GRH option under these circumstances.

7) Why do I need a credit card when using a rental car?

Rental car agencies require you to provide a credit card, and you must comply with their rules if you wish to rent a car.

8) If I use a rental car, can I return the car near my home?

Yes, you may. The rental car agency can give you a list of locations near your home. You will only be reimbursed for a one day rental period and must return the vehicle as required within the rental agency's contract.

9) Can I use the rental car for more than one day if I pay the difference?

No. That would be a separate car rental agreement and it would be at your expense. This program reimburses for a one-way trip from work to home, and to the car rental agency to return the car.

10) Can I share the taxi or rental car with a fellow employee also needing a ride?

Yes, as long as the trip is one-way from work to home.

11) Should I tip the taxi driver with my own money?

This decision is up to you based on your level of satisfaction of your service provider. The cost of a one-way taxi ride plus a 15% tip is reimbursable and must be documented on the receipt.

12) Am I supposed to leave any paperwork with the taxi driver?

No.

13) What must I do to ensure that my emergency ride will be reimbursed?

After using the GRH Program for an emergency ride home you must provide your Employer Representative with a valid receipt (taxi, transit or rental car). This receipt, along with a completed GRH Reimbursement Claim Form, will be submitted to the GRH Program office by your company's Employer Representative for reimbursement. Your signature and your Employer Representative or direct supervisor's signature is required on the GRH Reimbursement Claim Form.

14) Can I use the program for another member of my family?

Example: If I have to work unexpected overtime and need my child to be picked up from school?

No. You may work with your company's Employer Representative to see if there are any options available through your company's employee transportation program.

15) What happens if a taxi, car rental or public transit is not available?

Work with your company's Employer Representative to see if there are any options available through your company's employee transportation program, i.e. arranging a ride home with a co-worker, or using a company fleet vehicle.

16) Will I be reimbursed for a ride home if I am sent home early because there is no work for me to do?

No, the GRH program may not be used if management sends you home for any reason other than what is specified in the rules as a valid GRH emergency. For example, the program can't be used for those that have been terminated, or laid-off, sent home early because of scheduling issues by management or because of loss of power, lighting or network access at the worksite.