**PROGRAM POLICIES AND GUIDELINES**

Transportation

The following policies and guidelines have been established to permit Council on Aging to provide quality, reliable and affordable service to all its clients.

* Transportation services are available to all individuals age 55 and older
* All vehicles are wheelchair accessible
* Door-to-door services are provided to private residents and residents of skilled nursing and independent living communities
* Service hours are 7 am to 6 pm on Monday through Friday, with additional services available on Saturdays
* Precedence of services are provided in the following order:

1. Medical (doctor offices, dental offices, medical facilities, therapists, mental health facilities and pharmacy)

2. Nutritional (grocery)

3. Business (banking)

4. Benefit Programs (Division of Family Resources and Social Security, Housing Authority)

5. Visitation of spouses or other significant relationships whom reside outside client’s home)

* All clients are required to complete and sign a *Client Intake Form* prior to receipt of services, along with the appropriate documentation if financial assistance is requested
* Drivers are ***NOT*** permitted to enter homes, lift clients, bring wheelchairs down stairs or perform any other task that driver views as unsafe for client
* Requests for services can be considered only if submitted no less than 48 hours in advance of an appointment
* Cancellations must be received by 12 noon the day before service or 24 hours in advance of all appointments, whichever is greater, to avoid penalty as outlined in the Cancellation Policy
* Drivers are permitted to only wait 5 minutes after arriving at the pickup location
* Clients are picked up at their scheduled time following appointments. Due to commitments to other clients, COA cannot guarantee alternative pickup times if one’s appointment is completed early.
* Passenger must be ready upon driver arrival with coat, purse, meals, keys, etc. positioned for departure
* Residents of skilled nursing facilities must be ready to depart at the scheduled pickup time. Resident must be waiting at the nurse’s station or other designated area, as drivers are not permitted to escort client from their room.
* Seat belts must be worn at all times in which the vehicle is moving
* Smoking, alcohol and weapons (or other material deemed harmful) are not permitted in any Council on Aging vehicle
* Passengers with known contagious conditions are asked not to schedule transportation services until the illness is resolved
* Disruptive or abusive behavior is not tolerated under any circumstances, including physical altercations, threatening and intimidating language, excessive profanity, destruction of Council on Aging property and shouting at Council on Aging staff. This behavior can and will constitute the following resolve:

1. 1st Offense: written warning

2. 2nd Offense: two week suspension of services

3. 3rd Offense: one month suspension of services

4. 4th Offense: ninety days suspension of services

5. 5th Offense: permanent revocation

Council on aging reserves the right to expedite penalties if extraordinary circumstances exist. Where conflicts between Real Services A2AA and COA regulations and COA policies conflict, a remedial penalty will be implemented.

* Passengers are expected to contact the Council on Aging main office at 574-295-1820 to report any misconduct or dissent from protocol by any staff or representatives of Council on Aging
* All drivers are required to maintain CPR certification
* Passengers with extensive medical or physical needs may schedule an attendant transport to assist them during their trip. Council on Aging reserves the right to require an attendant be available if the situation requires.
* See Fee Schedule for pricing and cancellation policies
* Title IIIB recipients are expected, under terms of fund acceptance, to offer a donation. All funding sources are insufficient in their coverage all costs associated with transportation services. Approximately $10 of the per trip cost is not compensated by funding sources. Although all donations are voluntary, they assist Council on Aging in continuing to provide services at no-fee and reduced rates.