

CANAL WINCHESTER SENIOR TRANSPORTATION
A PROGRAM OF CANAL WINCHESTER HUMAN SERVICES
PO Box 155, 80 Covenant Way, Canal Winchester, OH 43110
Senior Transportation Scheduling – 614-834-4700
Program Coordinator Email: malinda.cwhs@gmail.com

Client Guidelines

The Canal Winchester Senior Transportation Program is possible because of grant funding provided by the City of Canal Winchester, Fairfield and Franklin County Offices of Aging, Clintonville-Beechwood (CRC), Osteopathic Heritage Association, Madison Township and MORPC. Per the mandates and requirements of our funders, the following guidelines and rules must be followed by all clients using the services provided. The Program has two distinct services that include:

Daily Transportation – Daily Transportation – To participate in daily services which are provided Monday thru Friday and by appointment only, clients must be at least 60 years old and a **PERMANENT RESIDENT** of the Canal Winchester School District.

Group Transportation – To participate in group activities such as Senior Citizen Club activities, and social outings, clients must be a member in good standing of the Canal Winchester Senior Citizen Club, following the eligibility rules as set by the Club. For more information on club activities or to join, please call the Canal Winchester Community Center (614.837.8276).

Service Area: Transportation is provided curb-to-curb at no cost to the client. When possible, clients should select physicians or therapy services in or near Canal Winchester.

Daily Medical Appointments: Transportation for medical appointments must be within Franklin County or no more than twenty (20) miles from Canal Winchester Human Services, 80 Covenant Way, if located in Fairfield County. Recurring appointments such as dialysis will be accommodated at the closest location possible to Canal Winchester when there is a choice of location.

Daily Personal Appointments: Transportation for personal appointments must be no more than ten (10) miles from Canal Winchester Human Services. Transportation requests for trips such as hair and beauty appointments must be within Canal Winchester or locales in close proximity (Lithopolis, old town Groveport, etc.) in an effort to operate as efficiently as possible while also supporting our local businesses. Beauty appointments made at Walmart, Kroger or Meijer will only be accommodated during our designated group grocery trip days.

Grocery Trips: Trips are provided to the grocery (rotating between Walmart, Kroger, Meier and Aldi), and the Community Food Pantry. Please Contact the office to find out the schedule and sign up to participate.

The following rules and guidelines apply to all clients:

1. Anyone who wishes to use Canal Winchester's Senior Transportation Program must first complete and return a signed "Client Information Form" which acts as acknowledgement that the client has read and understands the transportation guidelines as provided to them. Clients

will not be allowed to schedule appointments until this information has been received and approved.

2. Clients may be assured that the information provided on the Information Form is kept secured and only made available to staff as needed to insure quality service to the client.
3. Should an issue or incident occur, clients have the right to file a complaint. The client will be required to complete an incident report which is available upon request. Upon receipt of the signed grievance, the director and/or administrator will make every effort to resolve the complaint to the satisfaction of all parties.
4. Medically necessary appointments will be given priority based on the order in which the client's request for transportation is made. As the senior transportation office sometimes receives more appointment requests than can be accommodated, please make your transportation reservation as far in advance as possible to help insure we can accommodate your request.
5. Personal trips (volunteering, entertainment, church, beauty, etc.) will only be accommodated if the schedule permits and only for locations within the general service area as stated above.
6. Repetitive appointments can be made no more than one month in advance.
7. Medical **appointments must be scheduled between 9:00 a.m. and 2:00 pm.**, Monday – Friday. If return transportation is needed, please schedule your appointment early enough in the day so that its estimated completion time is no later than 3:00pm.
8. **All transportation for non-medical and medical appointments must be completed no later than 3:00.**
9. When scheduling transportation, please provide your name, address and telephone number as well as the name and address of where you would like to go and be prepared to provide directions if necessary.
10. If you have an idea how long your appointment will take, please let us know when scheduling your appointment. This will help staff to more efficiently schedule return trips.
11. **The senior transportation office will only accept transportation appointments with a minimum of two full business days' notice. There are no exceptions.**
12. Should there be any changes or cancellation to transportation appointments please notify the office as soon as possible and leave a message, if no one is available to take your call.
13. In order to accommodate multiple clients with appointments at similar times and/or locations, please be prepared to be picked up as much as one hour before your appointment time, regardless of the destination. Clients must be ready when the driver arrives.
14. Clients agree to notify the driver at the conclusion of his/her appointment to arrange for return transportation. A driver will return to the drop-off location to pick up the client for the trip home as soon as the schedule permits. As the transportation schedule is often very full,

you may need to wait for the driver to return to pick you up. Therefore, you are encouraged to take items such as reading materials or a snack.

15. Drivers are unable to make stops beyond what you have scheduled as their schedules are often full and extra stops may make another client late for their appointment.
16. Client and driver safety is a top priority for our drivers. Therefore, drivers will not be able to transport clients when inclement weather conditions make driving dangerous. **Our transportation program will close and not be available when the Canal Winchester School District has cancelled school for weather-related issues such as snow, ice or excessive fog.** Weather delays will be handled at the discretion of our staff.
17. Clients have the responsibility to maintain their driveway and loading areas. The drivers have the right to deny curb to curb service if the vehicles cannot safely make passage into driveways or there is risk to the client or driver because the pathway from the home to the loading area is not manageable or safe.
18. Our transportation is provided curb to curb which means clients must be able to walk/wheel to and from the vehicle and not require the assistance of the driver. If assistance *of any kind* is required, the client must arrange for a caregiver age 18 or over to accompany the client. The caregiver will assume responsibility for assisting the client to and from the van, up and down steps, opening doors, etc. Caregivers will be required to sign this form. **Drivers must stay with their vehicles at all times.**
19. **All clients must be safely secured at all times with seat belts while transported and if necessary, floor-mounted wheelchair straps.** This is a law and there are no exceptions. If a client and/or their wheelchair cannot be properly strapped, transportation will be denied.
20. The Senior Transportation Program has been developed to provide assistance for scheduled trips and is not equipped to handle emergency calls. In an emergency situation, call 911 or a private ambulance firm for emergency transportation. Combative or seriously ill residents cannot be safely transported and will be required to make alternate arrangements.
21. Any relevant medical condition must be communicated to the drivers or schedulers (e.g. anxiety, seizures, pain, mental confusion, etc.).
22. **Wheelchairs must be of standard size.** Oversized wheelchairs **DO NOT** safely fit onto the wheelchair lift and cannot be transported. Motorized and/or 3-wheel chairs may be permitted as long as the combined weight of the client and the chair do not exceed 600 pounds and the chair measures no more than 30 inches in width. There are no exceptions as our equipment cannot accommodate anything bigger or heavier.
23. Our drivers are unable to pick up clients who are being released from an overnight hospital or convalescent stay such as rehabilitation, respite, etc., or same-day surgical procedure which requires anesthesia and /or a “twilight” state.

Should conditions exist which negatively impact client or driver safety, the Canal Winchester Senior Transportation Program reserves the right to deny service at any time.

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**ACKNOWLEDGMENT OF RISKS, LIABILITY RELEASE
AND INDEMNIFICATION AGREEMENT**

- I have read and understand all client rules and guidelines for use of Canal Winchester’s Senior Transportation Program.
- I agree to assume any risks inherent in participating in Canal Winchester Human Services and/or City of Canal Winchester sponsored activities and programs.
- I agree to follow all facility, activity or program rules and regulations, and realize that my right to participate may be terminated for not adhering to said rules and regulations.
- I agree to hold harmless and release Canal Winchester Human Services from all claims for liability or legal responsibility for any damage or loss of any kind, including personal property or death, property damage, and economic loss, arising from my participation in the Canal Winchester Senior Transportation Program.

_____ *Client's Signature*
_____ *Date*

_____ *Caregiver Signature (when applicable)* _____ *Date*

_____ *Senior Transportation Staff Member* _____ *Date*