



Harrison County Senior Citizens Center, Inc.

500 West Main Street, Clarksburg, WV 26301

Main: (304)623-6795 Fax: (304) 623-6798 TTY (800) 982-8771

Website: <http://hcscwv.org>

HCSC TRANSPORTATION SERVICES INFORMATION & POLICY

Service Limitations and Service Times

- **HCSC Transportation is a "curb to curb" service primarily for the elderly and disabled of all ages.**
- Due to insurance, van drivers may only assist riders on and off the lift and with securement of a mobility device. Since **HCSC is not an assisted transportation service**, van drivers cannot assist riders to and from the door of a location or destination due to insurance limitations. If you need assistance, you must take a family member, friend, or other caregiver with you. Please let the transportation manager know when you schedule your appointment who will be riding with you. If you ride our van for shopping, our drivers may help you take shopping bags to your porch or entrance area but they cannot leave sight of the van or enter your residence.
- HCSC Transportation Services operate M-F 8:00am – 3:30pm. Drivers must return to the center after their final drop-off, secure the van, and complete daily paperwork by 4pm. Transportation does not operate on major holidays (See list of holidays on Suggested Donation and Out of County Fees and Holiday Schedule Page).
- **Weather** – HCSC **does not** follow the school closing schedule. While some rides may need to be cancelled due to accessibility (flooding, snow, etc.), we will notify riders if the vans cannot run. Information is also posted to news agencies and on our website and facebook.

Service Fees

- HCSC Transportation is a **donation based service for local destinations** (In County). Out of county transportation is fee based and has limited availability. See the Suggested Donation and Out of County Fees and Holiday schedule for more information. Drivers collect donations throughout the day and bring them to the front desk register at the end of the day. If you ride frequently, you may want to consider making a monthly donation. Donations for transportation may be made at the front desk or you may mail in your transportation donation to the address in the letterhead.

Donations for transportation help pay for van cleaning, tires, transmission and engine replacements, routine maintenance, fuel, and holiday transport not covered by grant funds. Please be considerate in your donations to help us maintain this level of service. You may want to call or write a letter to our legislators to express how appreciative you are of this vital service for seniors and encourage them to maintain and increase funding for transportation services under the Older American's Act.

- Since HCSC Transportation is partially funded by state and federal grants, all riders (including caregivers/family riding with you) must complete information for a S.A.E.F.

HCSC TRANSPORTATION SERVICES INFORMATION & POLICY

(Service Assessment Evaluation Form) to be entered into the system that provides rider counts for the grant programs. This form must be updated yearly either by a new form, or by a staff member who will call you to confirm/update your stated information. For Transportation Services, we require name, physical address, mailing address (if different), phone number(s) (home, cell, etc.), emergency contact, date of birth and any mobility limitations/devices.

Scheduling a Ride

- Requests for senior and disabled transportation have doubled during the last year. We strongly suggest that transportation requests be called in as soon as possible. We suggest a minimum three weeks' advance notice for appointments since available slots fill up quickly. If HCSC transportation cannot fit you into the schedule, CENTRA paratransit 304.623.6002, or Central WV Community Action 304.622.4977, may have availability.
- Remember that calling in to request transportation **does not** guarantee availability unless you have been confirmed by the transportation manager. Please make sure that you give your name, current address, phone number, destination/doctor's name, and appointment time requested. If you have a definite pickup time, please provide that also. "Will call" pickups are completed as quickly as feasible depending on driver schedule. (See "Will Call" information section.)
- Remember that your appointment time and return trip time must fit within the service time frame. Drivers do not start transporting before 8 am. If you schedule an appointment at 3pm, you may need to secure other means of transportation home (taxi, CENTRA, etc.) if you will not be ready for pickup by 3:30 pm. We suggest advising your doctor's office that you are using senior transportation services and ask them to make sure you will be ready for pickup no later than 3:30pm. Extenuating circumstances requiring an earlier or later pickup time **must be preapproved** by the director or transportation manager and will depend on driver availability. (Examples would be an early pickup for same-day surgery or an emergency appointment that is medically necessary for a test or treatment that could not be scheduled during the regular time frame.)
- Due to tight scheduling to accommodate as many riders as possible, **please be ready at least 10 minutes before your scheduled pickup time** in case the van driver is running ahead of schedule. Remember, drivers are only allowed to wait for you no more than 10 minutes after your scheduled pickup time. **A driver cannot come back and get you at a later time.** Remember that others are also depending on that driver to get them to their appointments on time. Quite often, unexpected traffic conditions and accidents will affect the schedule. If the van driver has not shown up by 10 minutes **past** your scheduled pickup time, please alert the transportation office.
- If a van is out of service unexpectedly and we cannot rearrange everyone, medical appointments will always take precedence over shopping and recreation. Please understand that every effort is made to rearrange riders to accommodate everyone but occasionally the unexpected occurs.



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Riding the Van Guidelines

- Cell Phones/Audio Devices - Remember to put your cell phone on vibrate/silent or off when riding the van. **Ringling phones and loud conversations are a distraction to the driver and annoying to other passengers.** Audio devices are only allowed when the passenger utilizes an earphone system.
- Hygiene & Dress – Remember that other passengers ride the van during the day and may be riding with you. Excessive perfume, cologne, or body odor is disrespectful to other passengers and the driver and may cause breathing problems for those with allergies. We understand that “accidents” may happen but we ask that you wear protective undergarments if needed. We often receive donations of unopened packages at the center so please check with the clinic aide or nurse if you need some supplies. Proper clothing, including shirt and shoes, are required aboard all HCSC transportation vans.
- Weapons of any type are not permitted on the bus.
- Riders requiring oxygen are allowed a small portable tank or oxygen concentrator.
- Service animals are permitted but must be kept on a leash and cannot block the aisle. Service animals are not to be touched or talked to by other passengers. Such animals must be well-behaved and not inconvenient to other passengers. Please advise the office if you have a service animal.
- Be respectful of other passengers. Disorderly or inappropriate conduct is prohibited on the van.
- Drivers and riders are required to wear seatbelts. Riders may refuse to wear a seatbelt, but do so at their own risk. Mobility devices must be properly secured.
- Transportation vans cannot travel certain roads due to size or road conditions. Please do not request your driver to travel a different route to your destination or to take you to another destination not on the schedule.
- If you make an appointment for one location, please do not call in the day of your scheduled transportation to change your location. Schedules are prepared and assigned to drivers based on trip/fuel efficiency. If you know you will probably need to stop at the pharmacy/store after your appointment, you **must** schedule that at the same time you schedule your appointment. Drivers must follow the schedule without deviation unless otherwise instructed by the Transportation Manager or Director. If you want to be dropped off at the pharmacy or store unscheduled (on your route home), you will need to provide your own transportation home. The driver cannot come back and get you at a later time.

HCSC TRANSPORTATION SERVICES INFORMATION & POLICY

Will Call Return Trips

- If your return trip home time is uncertain, it is considered to be a "Will Call." When you are done with your appointment, we expect that you WILL CALL when you are ready for pickup. Most doctor office visits are scheduled as a "Will Call" return trip since it is often uncertain how long your wait and visit will take. While we allow for "Will Call" pick up times in the schedule, they do not always occur at our estimated time. Occasionally, all of the "Will Call" riders call at the same time for pick up. When that happens, we work diligently in the office to get you picked up and home as quickly as possible but please understand that you may have a longer wait than normal. If you know you are only going to be in the office for 5-10 minutes, please let the transportation manager know that when you make your appointment and we will try and schedule your driver to have time to stay and take you home. Drivers cannot wait longer than 10 minutes due to scheduling constraints.
- If you are going to be at a different door for pickup than you were for your drop off, please advise the office as soon as possible. This can happen at places with multiple entrances such as Wal-Mart and UHC/Physician's Office Building. Sometimes the doctor will send you for a test in the main building after your visit. Remember that the driver will only wait 10 minutes after arriving at your scheduled pick up location. If you are not at your scheduled pick up location and have not advised the office of your change of pick up location, this is considered a "no show/no call."

No Show/No Call Policy

- If you schedule a ride and cannot keep your appointment or decide not to keep your appointment, please call the office at least 24 hours in advance or as soon as possible to cancel (example: you wake up ill that morning, etc.). If you wait to cancel after the van has already arrived at your location, that is considered a "no show/no call." After two "no show/no call" incidents, you will be called by the director and advised that a third no show/no call may result in a Denial of Service letter by certified mail from the director. This letter will outline the reason for your denial of future service and will provide you with the instructions and paperwork for you to file a request for a grievance hearing before the HCSC Board of Directors. If the Board of Directors upholds the director's decision, you may appeal to the WV Bureau of Senior Services. The WV Bureau of Senior Services has the final decision on the denial of service appeal.

HCSC Yearly Membership

- We encourage you to join and support the senior center, however, a transportation rider is not required to be a member of HCSC unless he or she is at least 50 years of age or older and participates in center or satellite activities or classes. HCSC Membership is currently \$8 per year.



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SUGGESTED TRIP DONATION FOR HARRISON COUNTY LOCATIONS

- \$1.00 for One Way Trip
- \$2.00 for Round Trip

Transportation donations help pay for van maintenance, fuel, and other costs of service that exceeds grant funding allocations.

OUT OF COUNTY FEES – MUST BE PAID BY CHECK OR CASH PRIOR TO TRIP OR AT TIME OF PICK UP

- Fairmont \$20
- Morgantown \$40
- Weston \$30
- Buckhannon \$40

Please contact the Transportation Manager or Director for fees for other areas. Out of county transportation is a limited service and depends on van availability. Appointment and return trip must fit within service hours. Please contact the director if you need to make payment arrangements.

HCSC IS CLOSED ON THESE HOLIDAYS

- New Year's Day – January 1*
- Martin Luther King Jr. Day – Third Monday in January
- President's Day – Third Monday in February
- Memorial Day – Last Monday in May
- Independence Day – July 4*
- Labor Day – First Monday in September
- Veteran's Day – November 11*
- Thanksgiving Day – Fourth Thursday in November
- Friday following Thanksgiving Day
- Christmas Eve – December 24*
- Christmas Day – December 25*

* When a holiday falls on a Saturday, it is observed on the preceding Friday. When the holiday falls on a Sunday, it is observed on the following Monday.

Transportation for medically necessary services such as dialysis, infusion, etc. may be provided on certain holidays (depending on driver availability) for those riders who have no other transportation options available. Funding to provide a driver for this holiday service is made possible by transportation donations. Please inquire with transportation to check on availability for a specific holiday.

Harrison County Senior Citizen's Center, Inc.
RIDER AGREEMENT AND S.A.E.F. INFORMATION
Complete Front Page Only and Return to Driver or Center

RIDER AGREEMENT

I have read the **HCSC TRANSPORTATION SERVICES INFORMATION & POLICY** handout and agree to abide by HCSC transportation policy. I understand that failure to abide by the transportation policy may result in a suspension of future transportation services for a period of time or permanently.

Signature of Rider

Date

REQUIRED RIDER INFORMATION (S.A.E.F.) PLEASE PRINT

First Name & Middle Initial _____

Last Name _____

Nickname/AKA _____

Physical Street Address _____

City, State & Zip Code _____

Mailing Address (if different) _____

HOME Phone Number _____

CELL Phone Number _____

Emergency Contact Name &
Phone Number _____

Date of Birth _____

Mobility Devices ___ cane ___ walker ___ rollator
 ___ wheelchair- ___ regular ___ wide
 ___ powerchair (advise if reclining or large)
 ___ scooter- # of wheels _____

Description of Residence
(white house, apt. building, green
duplex, etc.) _____

Directions (if needed) &
preferred Pick Up Door _____

Additional Information/Misc _____

COMPLETE FRONT PAGE ONLY & RETURN TO DRIVER OR CENTER