



# Transportation Policy



## **Policy:**

The Therapeutic Recreation Center offers transportation to and from select classes, outings, workshops, and special events. Transportation is not offered for all events and activities. The center asks that you remain aware that this is a specialty service. The responsibilities below are not flexible. If you are not able to follow these guidelines, then you will not be able to participate in this service. If you sign up for the service and miss 2 pick up/drop off times, are unable to follow policies, or you encounter medical issues that will prohibit you from remaining in the van for 2 hours at a time, you can be removed from the transportation list for that class so that other participants may use the service. You will be notified of the change (see procedure below). The staff of the TRC understands that there may be safety and health issues that might prohibit you from using our transportation system, yet still encourage you to find alternative transportation to remain active in the center's activities. Transportation will be selected on a first come, first serve basis. Staff can use discretion when setting up transportation based on client needs, ability to follow the required guidelines, and staff to participant ratio.

## **Procedure:**

- ❖ Participant/parent/guardian will be notified when 1 unexcused absence occurs by phone and written notification.
- ❖ Written notification must be signed and returned prior to participant utilizing the transportation service for that class.
- ❖ Upon 2<sup>nd</sup> unexcused absent participant/parent/guardian will be notified with a letter of termination for the transportation service for that class (see following forms).

## **Participant Responsibilities:**

- ❖ Complete transportation request form for each session.
- ❖ Pick up location must be the same for entire session (unless you relocate).
- ❖ Drop off location must be the same for entire session (unless you relocate).
- ❖ Must adhere to assigned pick up time given by staff.
- ❖ Must notify TRC 2 hours before his/her pick up time by phone.
- ❖ Must be ready and waiting at door **15 minutes** before pick-up time (if you are not ready, the driver will leave without you).
- ❖ Must give driver **15 minutes leeway** (15 minutes early/late).
- ❖ Pick up times subject to change due to cancellations.

*(continued on back)*



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## **Participant Responsibilities (cont):**

- ❖ Upon arriving for pick up, the driver will honk horn to notify participant to come out.
- ❖ Must come out of house within 3 minutes after van arrival before van will leave.
- ❖ Seat belt must be worn.
- ❖ Must have appropriate behavior.
- ❖ Do not bring unnecessary baggage (limited space on van).
- ❖ Do not get out of seat while van is moving.
- ❖ No food or drink unless medically necessary.
- ❖ Must be able to endure 2-hour trip to and from TRC without using restroom.
- ❖ **No Extra Stops** (i.e. food, bathroom).

## **Staff Responsibilities:**

- ❖ Call participants with assigned pick-up times 2 business days before the class starts.
- ❖ Can not pick up/drop off participant at another location.
- ❖ Must arrive between the **15 minutes** before or after pick-up time.
- ❖ Will call participant if late.
- ❖ Will call participant if pick-up times are changed due to cancellations.
- ❖ Will make no **extra** stops.

## **Volunteers/Caregivers/Aides on the van:**

- ❖ Volunteers/Caregivers/Aides may utilize the TRC vans for transportation on a space available basis.
- ❖ Transportation of the volunteers/caregivers/aides will only be provided to/from the location of their specific client or the TRC to the location of the activity.