

**CANAL WINCHESTER SENIOR TRANSPORTATION OUTREACH
Client Information Form**

Name: _____

Street Address: _____

City/State/ZIP: _____

County: FRANKLIN FAIRFIELD **Township:** _____

Home Phone: _____ **Cell Phone:** _____

Date of Birth: _____ **Current Age** _____

Gender: MALE FEMALE **Race:** BLACK WHITE OTHER **Are you a Vet?** YES NO

Marital Status: MARRIED DIVORCED SINGLE WIDOWED

***We do not discriminate against our clients however this information is required for statistical purposes required by our funders.

IN CASE OF EMERGENCY, NOTIFY: _____

Address: _____ **Relationship:** _____

Phone: (H) _____ (W) _____ (Cell) _____

MEDICAL INFORMATION:

Relevant medical/behavioral information (EX: Seizures/Diabetes/Heart Problems, etc.): _____

Are you able to step up 3 steps into the van? YES NO

Would you be using one or more of the following with our service:

WALKER WHEELCHAIR POWERCHAIR

Please note we will be unable to provide transportation if wheelchairs/powerchairs exceed the following measurements and weights: 30 inches in width and/or 48 inches in length, 500 lbs. (combined weight of client & chair, client, or chair).

Do you need a caregiver to accompany you (see client guidelines for details)? YES NO

-OFFICE USE ONLY-

(STAFF WILL FILL OUT BELOW INFORMATION)

Wheelchair/lift van needed? YES NO **Caregiver needed?** YES NO

Canal Winchester School District Village of Lithopolis/Corp Limits CW City Limits CRC

Approved Daily Transportation Special Trip ONLY

Staff Signature: _____ **Date:** _____

CANAL WINCHESTER HUMAN SERVICES
SENIOR TRANSPORTATION OUTREACH

ACKNOWLEDGMENT OF RISKS, LIABILITY RELEASE AND INDEMNIFICATION AGREEMENT

- I have read and understand all client rules and guidelines for the use of Canal Winchester's Senior Transportation Program.
- I understand my information can be shared with the grantor of Canal Winchester Human Services.
- 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.
- I have read the Release of Information statement and understand that the information is reported to the Administration on Aging.
- My signature on this form acknowledges that I have received a copy of LifeCare Alliance's NOTICE OF USE OF PRIVATE HEALTH INFORMATION. I understand that this document provides an explanation of the ways in which my health information may be used or disclosed by LifeCare Alliance and of my rights with respect to my health information.
- I have been provided with the opportunity to discuss concerns I may have regarding the privacy of my health information.

Client's Signature

Date

Caregiver Signature (if warranted)

Date

CW Human Services Staff

Date



Canal Winchester Human Services

Senior Transportation Outreach

Location: Canal Winchester Human Services

80 Covenant Way Canal Winchester, OH 43147

Contacts: Anna Ross, Operations Manager (anna.ross@cwhumanservices.org)

Scheduling Number (614-834-4700)

Website (www.cwhumanservices.org)

Key Points:

Age & Location Eligibility:	Daily Transportation: 60+ and please see page 2 for location eligibility Fun Trips: 50+ and a resident of Fairfield or Franklin County
Distance Limits:	Medical: Within Franklin County or ≤ 20 miles into Fairfield County Personal: ≤ 10 miles from CW Human Services
Scheduling Deadlines:	Transportation must be requested two business days in advance by 4:00 p.m.
Appointment Types:	Medical (priority), personal (beauty, errands), group grocery trips, fun/social trips
Appointment Hours:	Medical: Scheduled between 9:00 a.m. – 2:00 p.m. and completed by 3:00 p.m. Non-medical: Completed by 2:00 p.m.

Client Guidelines

The Canal Winchester Human Senior Transportation Outreach has two distinct programs: Daily Transportation and Fun Trips. This outreach is possible because of grant funding provided by the City of Canal Winchester, Fairfield, and Franklin County Offices on Aging, Clintonville-Beechwood (CRC), Madison Township, The Village of Lithopolis, LifeCare Alliance, 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 services provided are **curb-to-curb** and at no cost to the client. When possible, clients should try to select physicians, therapy services, etc. in or near Canal Winchester.

Daily Transportation Eligibility – To participate in daily services which are provided Monday thru Friday and by appointment only, clients must be at least 60 years of age and a **permanent resident** within the city limits of Canal Winchester and/or the Canal Winchester School District or a **permanent resident** in the Village of Lithopolis.

- **Daily Medical Appointments:** Transportation for medical appointments must be within Franklin County or no more than twenty (20) miles from Canal Winchester Human Services if the destination is in Fairfield County.
- **Daily Personal Appointments:** Transportation for personal appointments must be no more than ten (10) miles from Canal Winchester Human Services. Transportation to personal beauty appointments (such as hair or nail appointments) located inside a store must be for that specific purpose **only**. Riders will not be permitted to combine errands, such as shopping during the beauty appointment stop.
- **Grocery Trips:** Trips are provided to the grocery stores (rotating between Walmart, Kroger, Meijer, and Aldi), and the Community Food Pantry for Market Day. Please contact the office to find out the schedule and sign up to participate. **Please use reusable bags to put your groceries in for these trips.**

Fun Trips Eligibility - To participate in these outings, clients must live in Fairfield or Franklin County. Clients must also be 50 years of age or older. These trips are posted on our website (www.cwhumanservices.org) or listed at the Canal Winchester Community Center.

The guidelines are applicable 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 Client Information Form is kept secure and only made available to staff as needed to ensure 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 will make every effort to resolve the complaint to the satisfaction of all parties.
4. Medical 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 we can accommodate, please make your transportation reservation as far in advance as possible to help ensure we can accommodate your request.
5. Personal trips (volunteering, entertainment, church, beauty, etc.) will only be accommodated if the schedule permits.
6. **Medical appointments must be scheduled between 9:00 a.m. and 2:00 p.m., 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.**
7. **All non-medical appointments must be completed no later than 2:00pm.**
8. When scheduling transportation, **please provide your full name, date, appointment time, as well as the entire address of your destination.** If you do not have **ALL** the above information, you will be asked to call back with the said information before we schedule the appointment.

9. If you know how long your appointment will take (ex: therapy is always an hour), please let us know. This information helps us know how to schedule our drivers for the return trip.

10. **Requests for transportation MUST be made no later than two business days in advance and by 4:00 p.m. Calls made to Canal Winchester Human Services after 4:00 p.m. are considered next business day. There are no exceptions.**

Example 1: If you call on Monday before 4:00 p.m., the first day you would be able to make an appointment would be for Wednesday.

Example 2: If you call on Friday before 4:00 p.m., the first day you would be able to make an appointment would be for the following Tuesday.

11. Should any changes or cancellations to your appointment arise, please notify the office as soon as possible. **Leave a message if no one is available to take your call.**
12. To accommodate multiple clients, traffic, weather, and construction delays, please be prepared to be picked up, up to one hour before your appointment time, regardless of the destination. Clients must be ready at least 30 minutes before their scheduled pick-up time. Drivers are only able to wait **5 minutes** after the scheduled pick-up time. **If the client is not ready within that window, transportation services will be forfeited for the day.**
13. Clients are asked to contact the driver once their appointment is finished to arrange their ride home. The driver will return to the original drop-off location as soon as their schedule allows. Please understand that there may be a short wait, especially on busy days. To make your wait more comfortable, we recommend bringing along something to read, a light snack, or anything else you might enjoy while you wait.
14. **Drivers are only allowed to stop at the locations listed on their schedule. For that reason, we kindly ask that you do not request any additional stops. To ensure fairness for all riders and to avoid any appearances of favoritism, our drivers MUST follow the planned route exactly.**

15. Client and driver safety are top priorities for our organization. Therefore, drivers will not be able to transport clients when inclement weather conditions make driving dangerous. **Our services will be cancelled when the Canal Winchester School District closes school due to weather-related issues. Please check the news or school website for closures as we will not call you to inform you of this closure. Also, the Director of CW Human Services has the right to cancel transportation services at their discretion. If this happens, we will give a call to clients to inform them of the cancelation.**
16. Clients have the responsibility to maintain their driveway and loading areas. The drivers have the right to deny curb to curb service if our vehicles cannot safely enter or exit the client's driveway. Services can be denied as well if there is any other risk to the driver or client.
17. **Our transportation service is 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 of age 18 or older to accompany the client. The caregiver will assume responsibility for assisting the client to and from the vehicle, up and down steps, opening doors, etc. Caregivers will be required to sign the caregiver form. **Drivers are not permitted to leave their vehicles and must always remain in their vehicles for safety and liability reasons.**
18. **At all times clients and caregivers must be safely secured by seatbelts or floor-mounted wheelchair straps.** This is a law and there are no exceptions. If a client and/or their wheelchair cannot be properly secured, transportation is unable to occur at that time.
19. **Oxygen cylinders or carrying cases must be properly secured during transit.** If they are unable to be secured properly, transportation is unable to occur at that time.
20. The Senior Transportation Program has been developed to help with scheduled trips and is not equipped to handle emergency calls. In an emergency, call 911 or a private ambulance firm for emergency transportation.
21. Any relevant medical condition must be communicated to the drivers and/or schedulers (ex. anxiety, seizures, pain, mental confusion, etc.).

22. **Wheelchair/Powerchair Eligibility**

To ensure the safety of all clients and the proper operation of our equipment, the following wheelchair/powerchair requirements must be met (a staff visit may be required to verify this information):

- **Maximum Combined Weight:** If a client remains in their wheelchair/powerchair the total weight of the client and wheelchair must not exceed 500 pounds.
- **Maximum Chair Dimensions:**
 - Width: No more than 30 inches
 - Length: No more than 48 inches
- **Oversized Wheelchairs/Powerchairs:** Chairs that exceed weight or size limits cannot be transported.

23. **Transportation Limitations**

- We are unable to provide transportation for clients being discharged from:
 - An overnight hospital stay
 - A convalescent stay (ex. rehabilitation facility, respite, etc.)
- We **can** provide transportation **to** a medical facility for a procedure involving anesthesia or a “twilight” state
 - However, **we are unable to provide transportation home following such procedures.**
- If the medical office is requiring a responsible party to stay during a procedure or requiring that the client does not drive after the procedure, **then a caregiver MUST accompany the client for this appointment.** Examples: nerve injections, ablations, nerve burning, etc.

24. The Ohio Department of Aging monitors the effectiveness of programs offered to Ohio senior citizens. The data collected (age, sex, race, low-income status, Activities & Instrumental Activities of daily living) is forwarded to the Area Agency on Aging and the Ohio Department of Aging. The 1992 Older Americans' Act reauthorization requires this information to be summarized and reported to the Administration on Aging to keep state and federal legislators informed on the effectiveness of senior programs. All information will be kept confidential and no personal identifying information will be released to the public without written consent, unless required under federal law. Although all persons receiving services under the Older Americans' Act are asked to provide this information, no person may be denied services for refusing to provide any of the requested information.

Should conditions which negatively impact client(s) or driver's safety, Canal Winchester Human Services reserves the right to deny/suspend service at any time. Examples would be disruptive behavior, drinking on the bus, refusal to follow the programs guidelines, inappropriate conversation, etc.

Older Americans Act (OAA) Participant Rights

Filing a Grievance

Each Area Agency on Aging (AAA) and provider recognizes and acknowledges the rights of older individuals. These rights include the following:

1. The right to contact the Office of the State-Long-Term Care Ombudsman to seek assistance in resolving grievances against the AAA or a provider.
2. The right to be fully informed, in advance, about each service that AAA or its providers offer to the individual, and about any change in the services being received by the individual that may affect the individual's well-being.
3. The right to participate in planning and changing services provided under the OAA by the AAA or its providers, unless the individual has been judicially adjudicated incompetent.
4. The right to voice grievances with respect to any service that AAA provides or fails to provide, to the individual without discrimination or reprisal as a result of having voiced the grievance.
5. The right to confidentiality of records relating to the individual.
6. The right of the individual to have the individual's property treated with respect.
7. The right to be fully informed (orally and in-writing), in advance of receiving a service of such persons' rights under the OAA.
8. The right to receive a written response from the AAA or its providers to every grievance voiced by the individual.

****THIS ONLY APPLIES TO TRIPS BEING BILLED TO LIFECARE ALLIANCE. ****

