

**BASHAW
& DISTRICT
SUPPORT
SERVICES**



Bashaw & District
SUPPORT SERVICES

Client/ Rider Policy & Procedure



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Client Policy and Procedure

Bashaw Regional Transportation Program strives to provide reliable and safe transportation. Our volunteer drivers offer door-to-door service when requested, to ensure our client's safety. Please read the following information carefully. It will help clients make the best use of our service, and help us better serve you.

Client Eligibility

Transportation is provided for clients 50 and up in Bashaw and surrounding area. Eligible riders are folks who do not drive and do not have any other alternative drivers.

Days and Hours of Operation

Monday through Friday. 9:00 am to 4:00 pm. Rides must be booked at least 36 hours in advance. Scheduling drivers and accepting clients will depend on the number of available drivers. To schedule transport call **780-372-4074**, Monday through Friday, 9:00 am to 4:00 pm. After this time, please leave a message and the staff will return your call the following business day.

Making a Reservation

Bashaw Regional Transportation Program requires scheduling in advance to find the appropriate volunteer driver. This service is not a last minute or emergency transportation service. We do not transport to the emergency room. If needed, please call **911**. All rides need to be scheduled at least 36 hours (three days) in advance of the ride. The phone number is **780-372-4074**. You will have a better chance to schedule a ride by calling at least one week in advance. Appointments should be scheduled with your provider no earlier than 8:30 am, and no later than 3:30 pm. Transportation for Monday must be scheduled on Thursday. Trips are scheduled on a "first-come, first-serve" basis and strictly for medical appointments only. Next-day and same-day rides are not

available. By reserving trips early, you will have the best chance of scheduling a ride at your preferred time.

Scheduling Your Trip

Please be prepared to give the transport coordinator the following Information:

- Your name, pick up address, and phone number.
- The date of your requested ride and the time you want to arrive.
- The complete address of your destination and your doctor's name and phone number. This will help us estimate how long you will be at your appointment.
- Your approximate return pick-up time and your return address.
- Is a personal care attendant or companion accompanying you?
- Will you be using a walker, cane or crutches?

Confirming Your Reservation

When calling and requesting a driver, the coordinator will confirm your trip with you. Before ending the call, make sure that all personal information, including addresses and telephone numbers, are correct. Review the times and addresses of your trips with the coordinator to ensure all information is properly recorded.

Cost and Payment

Effective May 1, 2024 Drivers will be collecting an authorized allotted fuel cost-recovery fee from Riders. (Note: Amount charged is subject to change).

***Find the attached new cost and payment guidelines.**

Volunteer Drivers are not authorized to accept payment, gifts, tips or personal items from riders, family members, or individuals accompanying clients. Additionally, riders, family members, and

our volunteers are not permitted to engage in business dealings or any interactions that may result in personal, professional, or financial benefit.

****Clients are not eligible to claim mileage with Seniors Special Needs, if transportation had been provided for free by the Bashaw Regional Transportation Program.***

Parking

Passengers are responsible to cover the cost of parking at their appointments. Clients are welcome to bring their own disabled-parking placards for their convenience.

Mobility Devices

When calling to book a ride, tell the Transport Coordinator if you have a walker, crutches, or cane. Unfortunately, we cannot accommodate riders with manual or motorized wheelchairs or scooters. In such cases, contact the Bashaw Bus Society to arrange transport—**780-372-3631**.

Legal

Our volunteers will not provide, offer, or to agree to any legal representation for any individual involved in the program. Additionally, the volunteer cannot serve as a witness or sign as a witness on any legal documents on behalf of the rider, a family member, or any accompanying individual.

How to Ride

The driver will arrive at your specified pick-up location at the agreed time, and take you to your destination. Please be ready to go 15 minutes prior to your scheduled pick up time. If the client is not ready within five minutes of a driver's arrival, he/she will depart to serve other clients, and you will be recorded as a **No Show**.

You must be able to get in and out of a vehicle on your own. Once you are ready to return home, you will call the Transport Coordinator **780-372-4074** or the driver (the driver may provide the number, if willing) and notify the Coordinator that you are ready to go home. The driver will return as quickly as able, usually within 30 minutes.

Companions and Helper

Passengers may be required to bring a helper or companion to their appointments. If the additional passenger is in need of assistance, the companion does not pay an additional fee.

Cancellation/No Shows

Please contact the Transport Coordinator **780-372-4074**, if you need to cancel your ride with 48 hours' notice. Please be aware that excessive cancellations or no shows will result in discontinuing transportation services. Please make every effort to be ready for your scheduled rides. This applies to return trips as well. If you intend to take an alternative ride home, please notify the Transportation Coordinator upon booking.

No shows are defined as a trip where the driver arrives at a client's requested location and time, and the client is not present, is not ready, or refuses the ride. Cancellations require 48 hour notice.

Client Self-Sufficiency

A client may be refused or suspended if the client:

- does not follow these guidelines or vehicle/traffic safety rules.
- is aggressive, hostile, or abusive to the driver, or causes property damage to a vehicle.
- requires direct medical attention to prevent the spread of a communicable disease.
- requires direct medical attention for open wounds or unsupported injuries.

- cannot be left alone at the drop-off location.
- has a procedure that requires another person to sign a release form (driver cannot sign release or take responsibility after surgical/invasive procedures).

Oxygen Tanks

A client travelling with a portable oxygen supply shall be transported with no special consideration, so long as the oxygen is self-administered. Portable oxygen supplies should be held by the client. Please let the Transport Coordinator know when you schedule your ride if you will be bringing portable oxygen.

Food and Drink

Eating in the vehicle is not allowed. Beverages must be in a sealed container. Please take all trash with you when getting out of the vehicle.

Illness

Our program requires that the following symptoms constitute justifiable reasons for our clients to remain home:

- Temperature over 100°, taken by thermometer
- A new or unexplained rash or cough
- Conjunctivitis; an eye infection commonly referred to as pink eye; observations will include a glassy pink eye, potentially with crust or mucus type appearance
- Bronchitis; hoarse cough and slight elevation in temperature
- Rashes that you cannot identify or have not been diagnosed by a doctor
- Impetigo: shows up as red pimples on the skin
- Diarrhea which is watery or greenish bowel movement that looks different. (Gastrointestinal illness is a term used to refer to any illness that affects the organs of the digestive system. Some, but not all, gastrointestinal illnesses can be caused by infectious

organisms such as bacteria, viruses, or parasites. Some infections include salmonella, campylobacter, E. coli, giardia lamblia, etc.)

- Vomiting
- Severe cold with fever, sneezing.

Smoking/Vaping, Alcohol & Drugs

Smoking and or Vaping (of any kind) is not permitted in any vehicle, at any time. Our riders or any individual accompanying them are not permitted to use or be under the influence of alcohol or narcotics.

Personal Hygiene

All riders must be clean and presentable in appearance. Regular bath/showers, use of deodorant, appropriate clothing and oral hygiene are required.

Seat Belts

It is the policy of Bashaw Regional Transport and the Province of Alberta, that all clients are required to wear a seat belt while riding in vehicles.

Service Animal Policy

Service animals are permitted to accompany individuals with disabilities in vehicles. Pets must be transported in a kennel-type pet carrier, whenever possible. Riders must notify the Transport Coordinator at the time of request that a service animal or pet will accompany the rider.

Safety, Respect, Abuse, and Harassment

All individuals within the program have a right to be treated with respect. Abuse or harassment will not be tolerated, and will likely

result in termination from the program. The safety of Bashaw Regional Transportation Program's Volunteers is paramount (e.g. threatening behaviour, environmental hazards, etc). Bashaw Regional Transportation Program will work with clients to address unsafe conditions, should there be any, and when the resumption of services is workable.

Weather

Passenger and Driver safety are our primary concerns. During adverse weather conditions, every effort will be made to maintain operations, however, any necessary cancellations will be made at the discretion of the BDSS staff in consultation with Bashaw Police Services and Alberta Transportation. Safety is always a priority. If a trip needs to be cancelled, clients are asked to notify the BDSS staff as soon as possible.

If the weather reaches -30 Celsius with the wind chill, all trips will be cancelled. If the weather is 30 Celsius and the drivers vehicle has no air conditioning, trips will be cancelled.