

# Transportation Program *Client/Passenger Policy*

## Ashland County Cancer Association

The Ashland County Cancer Association provides clients of our agency with transportation services to their cancer-related medical appointments.

Clients are transported from their homes to their medical appointments Monday - Thursday between 8 am and 5 pm. All appointments need to be scheduled with us 48 hours in advance. Weekend, early morning, or evening appointments are approved case-by-case by the Director.

These guidelines are all-inclusive but, with the approval of the Director, may be updated or amended.

### ***Rules and conduct:***

- This transportation service is on a first-come, first-served basis. Our goal is to provide a safe traveling experience for cancer clients to and from their cancer-related appointments.
- Drivers do not take verbal changes or notifications of new appointments. *Clients must make all transportation-related changes or requests by reaching out to the ACCA office staff at 419-281-1863 or stopping into the office.*
- The transportation service is a no-cost program for all clients of ACCA. However, donations are graciously accepted. Any check or cash must include the client's name and phone number.
- The Ashland County Cancer Association's transportation program will comply with any active CDC, state, and local health orders or guidelines.
- Clients are permitted a support person to travel with them, space permitting. They must go with the client to their appointment; no person will wait in the vehicle while clients are at their appointment.
- A parent or guardian must accompany child clients on all trips, with no exceptions. No client under the age of 18 is permitted to travel without a parent or guardian.
- If you become ill and are unable to keep your appointment, call us immediately to cancel. Office # 419-281-1863. After hours, call/text the Director, 419-606-0549.
- A client is NEVER permitted to drive the vehicle.
- Clients are not permitted to leave any personal items in the vehicle while in their appointment without approval. Ashland County Cancer Association is not responsible for lost or stolen items.
- Drivers cannot lift or medically attend to a client. They can push their chair to the waiting area of their appointment. Drivers are never permitted to enter a client's home.

- Passengers are not permitted to have any food, drink, or gun in the vehicle other than water.
- No trash is to be left in the van upon departure.
- Passengers cannot smoke, chew tobacco, drink alcohol, use foul language, bring weapons, drugs, or use illegal substances on the van.
- All occupants of the van, including the driver, must wear seat belts. Passengers refusing to do so will be denied transportation on the van.
- The van driver will not provide transportation to anyone who is intoxicated, abusive, poses a threat to the driver or other passengers in the van, or exhibits inappropriate or disruptive behavior.
- All clients will receive a courtesy call between the hours of 9 am - 4 pm, two (2) business days before your appointment. **It is imperative that you answer or return this call to prevent the cancelation of your scheduled trip.**
- If a driver is ill and our staff cannot find a replacement, it is your responsibility to secure other means of transportation. Ask for information about our financial assistance program.
- The van driver is only authorized to stop the van for rest stops, emergencies, and pick up and drop off passengers. No personal side trips are permitted.
- Van drivers are not permitted to transport any medication/prescriptions/specimens without the client present.
- If a client has a trained and registered service animal, that animal may travel to an appointment. Service animals are limited to trained dogs. Clients must notify the staff if a service animal will be accompanying them on their trip. Service animals must be on a leash.

*By signing below, you understand the information as laid out. Violation of any of the listed rules could result in the termination of transportation services performed by our organization.*

Client: \_\_\_\_\_ Date: \_\_\_\_\_

Passenger: \_\_\_\_\_ Date: \_\_\_\_\_



Where there is help, there is HOPE!