



CONSUMER PICK-UP AND DROP OFF POLICY For Responsible Person(s)

At Careloft we firmly believe the two most important times of the day are when we pick-up our members and when we drop them off at the end of the day. In order to do this safely and effectively we have written this policy which has proven to be very successful. We have also found that the responsible person or family becomes an important part of this process. We are providing a written copy of our policy so that you are aware of these procedures and the role we both play in making everything happen smoothly and safely. Our two most important goals during this time are:

1. the safety and security of our members, and
2. the peace of mind of families

1. **Getting On and Off the Vehicle**

- a) Member is required to be ready and waiting 10 minutes before the scheduled pick up time. If the member does not come out when transportation arrives, the aide will go to the front door and knock. The driver will wait **5-minutes** before continuing to the next scheduled stop. Transportation will not return to pick up a member that was not ready on time. It will be the responsible person's responsibility to bring the member to the program for the day.
- b) Frequent stops, prolonged stops, and increased traffic congestion cause delays in the schedules which can delay the arrival of members to and from the program. If transportation is running more than 10 minutes late, the aide will call the contact number you have provided to let you know the approximate arrival time.
- c) In extreme cases, members residing in housing developments with a single access road may be asked to walk to the designated pick-up area, usually the intersecting street.
- d) After the vehicle stops, the member should wait until assistance is offered from the vehicle aide before getting on or off the vehicle.
- e) A Careloft employee must assist members while boarding or exiting the vehicle.
- f) The member should walk quickly, but safely to the pick-up area so the van will not delay traffic.

- g) Use caution after getting off the vehicle, as drivers of other vehicles may not observe the rule requiring them to stop for a stationary vehicle. The vehicle aide will be available to assist the member.
- h) Responsible Person(s) are accountable for the conduct of members while going to or from pick-up points, and for members meeting the vehicle on schedule. Careloft furnishes transportation in compliance with Arizona law. This fact does not relieve the responsible person(s) of the member from the responsibility of supervision until the member boards the vehicle and after the consumer leaves the vehicle at the end of the day.

2. Riding the Vehicle

- a) Only members eligible for transportation are permitted to board any Careloft vehicles.
- b) All passengers in a Careloft vehicle are required to wear a seatbelt at all times.
- c) Members should take their seats as soon as they board the vehicle. No standing will be permitted.
- d) No member shall be out of his/her seat while the van is in motion.
- e) All items must remain in the vehicle at all times while the vehicle is in motion.
- f) Do not throw anything in the vehicle or out an open window.
- g) No objects should interfere with the clearance of an aisle or be held out of the window.
- h) The responsible person(s) shall be financially responsible for any damage to the interior or exterior of the vehicle done by the member.
- i) No eating or drinking is permitted on the vehicle at any time (except bottled water).
- j) No yelling is permitted for safety reasons. The driver must be able to hear.
- k) Illegal drugs of any type are not permitted in the vehicle at any time.
- l) No smoking or use of tobacco products are allowed in the vehicle at any time.
- m) Absolutely no alcohol is allowed in the vehicle at any time.
- n) Live animals (caged or otherwise), explosives or other dangerous materials and objects that may interfere with the safe operation of the vehicle will not be transported in the vehicle.
- o) Large objects are not to be transported in the vehicle unless items are small enough to be held in the member's lap. Folding wheelchairs are the only exception.

- p) Members should become skilled at getting off the vehicle in case of an emergency. The driver will conduct practice drills periodically.
- q) Members must ride in their assigned vehicle to and from the program. Only in the case of an emergency can changes in vehicle assignments and/or stops be made.
- r) **Requests for any change in transportation must be requested by the responsible person(s) in writing, one (1) week in advance, and approved by the Director of Programs. Change request forms are available in the office.**

3. **Obeying the Passenger Rules**

- a) While on the vehicle, the member is under the authority of, and directly responsible to the driver or aide.
- b) The driver has the authority to enforce the established procedures for vehicle conduct. If any member willfully refuses to obey the driver or the posted safety rules, an incident report will be completed and turned in to the Director of Programs. A copy will be forwarded to the member's Support Coordinator. The Director of Programs will handle all issues and advise the responsible person(s) of any consequential procedures, interventions or action taken.
- c) The Director of Programs has the authority to suspend a member from transportation privileges. The suspension will last until an emergency PCSP meeting can be held to discuss a behavior plan or other options. This is only done after required interventions have been exhausted and the safety of the vehicle and all passengers are still in question or danger.
- d) In the event Careloft must suspend a member from transportation due to a safety issue, the Director of Programs will make the decision and notify the responsible person in writing of such an intervention with an explanation for this action. The driver will not permit the consumer to board the vehicle until the intervention is completed or the Director of Programs stipulates otherwise.
- e) It should be clear that all interventions or matters needing the Director of Programs attention will be handled and directed through the PCSP team.

4. **Transportation To/From Other**

- a) All transportation is based on the member's home address unless a "Change in Transportation Form" is completed. These forms are available in the office and must be completed for transportation requests to any location other than the home address.
- b) All members must be picked up and dropped off at the same location. Daily changes cannot be accommodated. The responsible person(s) must arrange for transportation to

and from any unauthorized address. Emergency situations arising require authorization from the Director of Programs.

- c) Transportation is only provided within the program transportation area. See the Site Manager for more information.
- d) When drop-offs are made, a responsible person is required to be there to receive the member. If an authorized person is not there, the driver will wait **5 minutes** and then continue on. The member will be taken back to the program at the end of the scheduled route. During this time, emergency contacts will be contacted and arrangements will be made for the member to be picked up at the program. If contact is not made, the Division of Developmental Disabilities requires us to provide respite services at the responsible person(s) expense, and contact the Division of Developmental Disabilities, Child/Adult Protective Services and Law Enforcement agencies.
- e) If a member is allowed to be left at home alone, a request in writing must be submitted to Careloft indicating that no one needs to be present to receive the member.
- f) Requests received for transportation changes may require up to five (5) days to implement and cannot be guaranteed.

I have read the above Careloft transportation policy and agree to abide by the policies and procedures outlined.

Consumer Name: _____
(Print)

Responsible Person(s): _____
(Print)

Signature: _____ Date: _____