

Maple Knoll Outreach Services for Seniors

TRANSPORTATION SERVICES GUIDELINES & POLICIES

Rates:

- Medical Appointments: Maple Knoll Outreach Services for Seniors (MKOSS) is a **Council on Aging (C.O.A.)** provider. You may qualify for one of the C.O.A. programs, **ESP (Elderly Services Program) or PASSPORT**. Please call 513-721-1025 Ext. 3 to see if you qualify.
- MKOSS can still transport you to medical appts. As a private payee. You must call the coordinator with the necessary appt information and he will determine your rate.
- **Clients MUST pay at time of service.** Failure to pay at time of service will suspend future service(s) until payment is received.

To request a ride to a medical appointment:

- Call James Funk at **513.686.1002** with your information ready. Date, time, address, Doctor's name and phone number for the appointment are required to schedule an appointment.
- If prompted to, please leave a voice message including your name and phone number and you will receive a return call within one business day (Unusual circumstance pending). Appointments must be booked up in advance.
- **Medical Appointments** have to be on a Monday - Friday. All appts must be between 8:30am – 2pm. Drivers will wait after 2pm to take home.

Availability:

- Rides are available on a **first come, first serve basis** for any appointment between 8:30 am and 2:00 pm. Drivers will wait after 2pm to take you home.
- **IMPORTANT: Schedule appointments 3-4 weeks out!** You can schedule those months away if you want. We are **not** an emergency transportation company. Call 911 if it's an emergency.

Cancellations:

- If for any reason you need to **cancel your appointment** within three days of your scheduled appt., you should call James at **513.686.1002** as soon as you can so that your time can be available for another client and our drivers' schedules can be updated.
- Snow Days: We utilize the Princeton City School District. If they are closed, we are closed, NO Transportation. Delays do NOT close our business. We will call you to let you know the day before or the day of the transportation depending on the weather. You can follow Channel 12 (they guarantee to display our company when closed).

To get back home from your appointment:

- When you're ready to be taken home from your appointment, call your driver with the number provided on his card. If you cannot reach your driver, please call James at **513.686.1002**.

It is a pleasure to serve you. We hope you find the service both helpful and enjoyable. Please remember each situation will be assessed on an individual basis. If you have questions regarding these guidelines, please ask your driver.

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For your protection and that of your driver, we must institute the following guidelines:

- MKOSS's transportation service is "door-to-door." Riders must be able to get from their house to the vehicle safely with minimal assistance from the driver. **If additional assistance is needed inside the medical office, grocery store, etc., a caregiver must accompany you.**
- Riders must be ready 15 minutes **prior** to their scheduled pick-up time. The driver will wait 5 minutes after the scheduled pick up time or time of arrival if driver arrives after scheduled pickup time. If the rider is not on their way and the rider is holding up other riders and their appointment times, the rider will have to forfeit their ride and re-schedule another day. Driver maybe running late due to traffic, and/or other unforeseen circumstances. Driver will contact you to inform you about a more precise pickup time, if needed.
- All wheelchairs, power chairs and scooters will be transported, as long as the transporting chair meets the requirements for the vehicle's lift. All power chair and scooter riders must tell the transportation coordinator prior that the rider will be transporting in a power chair/scooter. For safety reasons, a driver may ask the passenger to sit in a bus seat if the driver feels that the power chair/scooter is unsafe for a passenger to ride in during transport. All powered chairs/ scooters **MUST** be powered down before entry on the lift. The driver will disengage the power drive to have 100% control over the powered chair/scooter. Failure to power down the chair and allow the driver to disengage the power drive will, automatically, forfeit the current transportation and all future transportation.
- The ability to provide service will be re-evaluated if unsafe conditions arise for the passenger or driver.
- You **MUST** wear a seat belt at ALL times. Failure to wear a seatbelt or releasing your seatbelt prior to the vehicle coming to a complete stop will result in no future transportation services. This is for YOUR safety.
- **NO** eating or drinking on our vehicles.
- If you have a fever, inform the driver, before you enter the vehicle. Allow the driver the chance to protect himself and other passengers. Driver can supply you a mask to help control infectious pathogens from spreading to other passengers and themselves. Thank you.

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