


JOHNSON COUNTY
KANSAS
Aging & Human Services

Dear Catch-a-Ride Applicant~

Welcome to Johnson County Catch-a-Ride (CaR)! CaR is a transportation resource offered through Johnson County Human Services for *Johnson County residents* who are:

- 60 years and older
- have a disability or
- who are in a major life transition with no means of transportation (i.e. residing in Safe Home or another abuse shelter, financial change, change in medical condition that prevents an individual from driving, etc.)

Enclosed you will find:

- CaR Handbook
- Application Form
- Rider Code of Conduct
- Release and Waiver of Liability
- Authorization to Release Confidential Information
- Media Release Form

Once your application is approved, you will receive an acceptance letter; which at that time you may request future rides. We will not be able to provide transportation until we have received and processed your completed application and all required forms. Please allow two weeks for reviewing and processing applications.

The application process will help us to further meet the needs of those utilizing CaR. If you have any questions about the application process, please feel free to contact Anna Collins, CaR Coordinator, at (913) 715-8900 or at catcharide@jocogov.org.

Mail the Application to:

Catch-a-Ride
Attn: Anna Collins
11811 South Sunset Drive
Suite 1300
Olathe, KS 66061

Thanks~

Anna Collins
CaR Coordinator

Brandy Hodge
CaR Manager

JOHNSON COUNTY KANSAS

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Catch a Ride (CaR) Handbook

***PLEASE REVIEW TEMPORARY GUIDELINES**

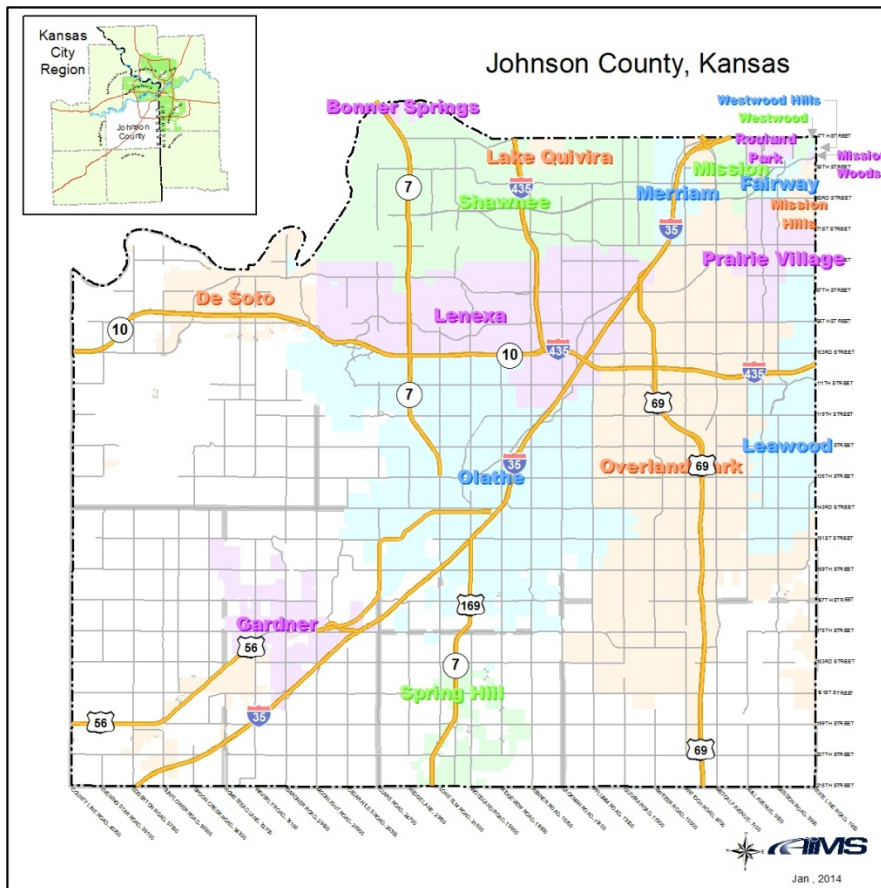
Basic CaR Information

The following are acceptable destinations for transporting clients:

- Medical Appointments (non-emergency)
- Social Service Agencies (i.e. Social Security office, DFS, Food pantry)
- Grocery shopping (farmers market included)
- Pharmacy/Bank (in conjunction with a medical appointment or grocery store request)

Special Request (once a year):

- Tax preparation
- Johnson County Christmas Bureau



Destination may only be in the Johnson County area except for the following:

- St. Joseph Medical Center
- St. Luke's Medical Center/Plaza
- UMKC Dental School

*rides are limited based on volunteer availability

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CaR drivers provide transportation assistance to appointments and they also will stay with a rider in the waiting room or at the grocery store to provide additional social support. However, CaR drivers will NOT sign a rider out for an outpatient surgical procedure. Riders must arrange to have a family member accompany them to such appointments to sign them out.

We recognize that some riders have special needs such as visually impaired, mobility, etc. Riders may use a cane, service dog and/or walker to assist them with their appointment. CaR drivers may *only* provide hand to elbow assistance during the appointment. If at any time a volunteer driver believes that additional physical assistance is needed, the CaR Coordinator will reassess whether Catch a Ride is an appropriate transportation resource for the client.

Additionally, CaR drivers may help in providing assistance with carrying packages (i.e. grocery bags) to a client's front door. CaR drivers are NOT allowed to enter a client's home.

Making a Request

Rides are provided during regular office hours (8:00-5:00 pm). When calling to set up a ride request, please have the following information:

- Date and time of appointment
- Address (street and city) of appointment
- Special needs (i.e. if you use a cane, need assistance with walking, unable to get into SUV, etc.)
- Length of appointment
- How many stops (drivers may only provide transportation to the designated destination on the rider request form)
- Additional passengers (children under the age of 18 are NOT allowed in volunteer cars) such as family members or caretakers

Please leave only one voice mail when requesting a ride. Voice mail messages will be returned within 24 business hours.

Ride requests may be taken in advance to the scheduled appointment but no later than **5 *business days*** (this begins the day after the call has been placed) before the scheduled appointment. CaR is *not* an emergency assistance transportation resource to destinations such as Urgent Care or the hospital.

**Please do not use Catch-a-Ride while you are sick. We want our volunteers to stay healthy to help provide transportation to all of our clients!*



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Driver Information

All CaR drivers are adult (over the age of 25) volunteers who have gone through an application process, volunteer orientation/training, background and motor vehicle check, have active car insurance and have an updated driver's license on file. Drivers are responsible for the following when providing assistance:

- Contact the client either the day before or the day of the scheduled appointment
- Only provide hand to elbow assistance
- Only provide transportation to designated area(s) listed on the rider request form
- May not schedule future appointments with a rider. All appointments must be scheduled through the CaR Coordinator.
- May not accept tips/money or gifts from riders
- May not enter a client's home

Other Transportation Resources

Rides are based on driver volunteer availability. We *cannot* guarantee that a ride request will be filled. We encourage riders to access other community transportation resources in addition to CaR. The CaR Coordinator or office volunteers can provide you with additional transportation resources.

CaR Donations

Since CaR is a volunteer service, donation letters are sent every other month to those who utilize CaR every other month. Your ability to use CaR is *not* affected by whether you can provide a donation.

Number of Rides

The number of rides a person is able to request is determined by the availability of volunteers. It is recommended that no more than 2 rides/week are requested (except for dialysis riders). The CaR Coordinator may provide additional community transportation resources if CaR is unavailable.

Cancellations

Due to a high volume of ride requests, riders will be provided with 2 cancellations in a 30 day period. After 2 cancellations, no further ride requests will be accepted for 30 days. Cancellations include illness, rescheduling of appointment either by the medical doctor or rider, no show. Cancellations do not include driver illness or schedule change and weather.

Please provide at least 24 hour notice if you need to cancel your ride. It is recommended to let your medical professional know you rely on volunteer transportation which has a cancellation policy. Continual multiple cancellations on a monthly basis may result in program suspension or termination of services.

Inclement Weather

Catch-a-Ride is occasionally canceled for inclement weather. When the decision to cancel Home Delivered Meals, we will also cancel Catch-a-Ride services. Inclement weather



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updates are posted on social media: Johnson County Aging and Human Services Facebook page and @JoCoAHS Twitter. When the decision to cancel CaR services is made, an inclement weather email will be sent to affected riders who have an email address on file. If the decision is made after 5 pm, affected CaR riders who do not have an email address on file will receive a telephone call the following business day.

Parking Fees

There may be offices or hospitals that require pay for parking (ex. valet). *CaR riders* are responsible for paying for all parking fees. When making an appointment, please ask your doctor if you will need to pay for parking.

Other Passengers

Another passenger (18 years and older) such as a family member or care attendant may ride with you to your appointment. Please provide notification of another passenger when making your ride request. Any additional passengers must also complete and return the release of liability and code of conduct forms prior to the approval of your ride request. The passenger must also adhere to the CaR policies, guidelines and Code of Conduct. Drivers are *not* allowed to take anyone under the age of 18.

Discontinuation or Suspension of Services

CaR has the right to discontinue services if a rider or passenger exhibits inappropriate behavior. Examples of this may include any form of harassment toward the driver, CaR Office Volunteer or CaR Coordinator, persistent calling, numerous ride cancellations, etc.

CaR has the right to discontinue services if a rider's or passenger's health (physical or mental) or conduct becomes a concern for future CaR rides. This may include but is not limited to (falls, poor hygiene, seizures, etc.). A final determination will be made at the discretion of the CaR Manager and CaR Coordinator.

Sharing Information with Johnson County Departments

Through My Resource Connection (MyRC), Catch-a Ride may use your name and date of birth between various Johnson County agencies/departments to provide caseworkers and others access to such information to better coordinate and improve the delivery of services to you by the sharing of such information. These agencies/departments will only use and disclose this information in accordance with federal and state confidentiality laws.

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Holiday Schedule

Johnson County observes the following ten holidays. Catch-a-Ride will not provide service on the holidays listed below or days holiday are observed. If a holiday falls on a Sunday, CaR will be closed the following Monday. If a holiday falls on a Saturday, CaR will be closed on Friday.

New Year's Day
Martin Luther King Jr. Day
Memorial Day
Juneteenth
Independence Day
Labor Day
Veterans' Day
Thanksgiving Day
Day after Thanksgiving Day
Christmas Day

Johnson County *Catch-a-Ride (CaR)*
CODE OF CONDUCT

Catch-a-Ride riders and passengers are expected to exhibit appropriate conduct toward Human Services staff, office volunteers and CaR drivers at all time while using the service. The following expectations are designed to provide a safe, non-threatening situation for riders, staff, and volunteers.

Failure to comply with the code may result in denial of access to the program.

Riders shall:

- Show respect and common courtesy to program staff, office volunteers and CaR drivers.
- Refrain from verbal and physical harassment toward program staff, office volunteers and CaR drivers, including yelling or demanding behavior. This includes behavior on the phone.
- Refrain from using abusive or foul language.
- Refrain from bringing up sensitive topics, including politics and religion. With a diverse volunteer-driver and client base, it is easy to offend someone unintentionally.
- Refrain from causing bodily harm to program staff, office volunteers and CaR drivers.
- Ensure that family members and all others in the household abide by the Code of Conduct.
- Disclose to *Catch-a-Ride* staff and volunteers any physical limitations or health conditions that may affect a driver's ability to provide appropriate service. This could include
 - being unable to ambulate without assistance
 - presence of a communicable illness
- Not engage in repeated last-minute cancellations, or other breaches of the *Catch-a-Ride* Guidelines or *Catch-a-Ride* Coordinator directives. Three (3) cancellations will result in discontinuance from the service.