


JOHNSON COUNTY
KANSAS
Aging & Human Services

Dear Catch-a-Ride Applicant~

Thank you for your interest in joining Johnson County Catch-a-Ride (CaR). CaR is a transportation resource offered through Johnson County Aging & Human Services for *Johnson County residents* who are:

- 60 years and older or
- have a disability or
- 18 years and older in a major life transition with no means of transportation (i.e., residing in Safehome or other domestic violence shelters, have a 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 processed you will receive notification by postal mail if you have been accepted into the program. CaR 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.

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

JOHNSON COUNTY KANSAS

Aging & Human Services

Catch a Ride (CaR) Handbook

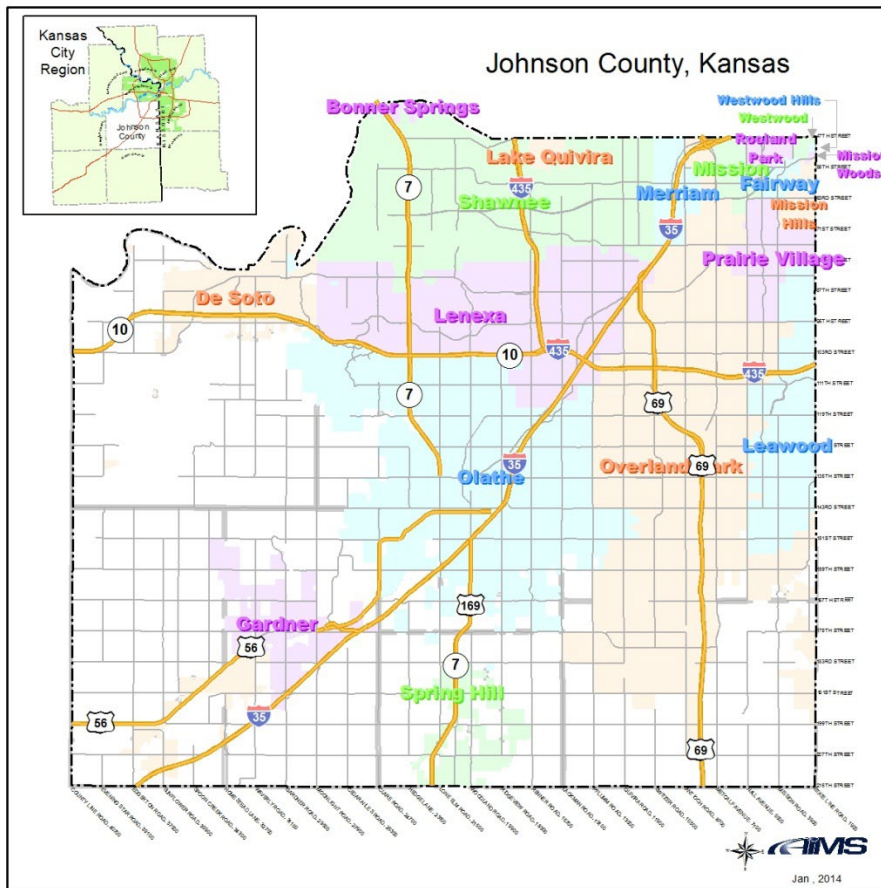
Basic CaR Information

Catch-a-Ride will provide transportation to destinations for the following services:

- Medical Appointments (non-emergency)
- Social Service Agencies (i.e., Social Security office, DCF, housing authority, etc.)
- Food Pantry
- Pharmacy/Bank (*in conjunction with a medical appointment or social services/food pantry request*)

Special Request (once a year):

- Tax preparation
- Johnson County Christmas Bureau



Catch-a-Ride provides transportation within Johnson County. All destinations must be in Johnson County with the exception of:

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

*Rides may be limited and are based on volunteer availability


JOHNSON COUNTY
KANSAS
Aging & Human Services

CaR drivers provide roundtrip transportation to essential appointments. CaR volunteer drivers remain with riders in the medical office waiting rooms or at the food pantry to provide additional social support.

CaR drivers can NOT sign a rider out for outpatient surgical procedures or any procedure that alters one's state of mind through medication or drugs. In this instance, CaR can provide a one-way ride to the destination and the rider is responsible for finding alternate transportation home. If a rider needs roundtrip transportation, the rider can arrange to bring an adult (18+) as an additional passenger. The passenger must complete CaR paperwork and be accepted as an additional passenger prior to the ride request.

We recognize some riders have special needs such as visual impairment, 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. If at any time a volunteer driver believes additional physical assistance is needed, the CaR Coordinator will reassess whether Catch a Ride is an appropriate transportation resource for the rider.

CaR drivers can provide assistance by carrying packages (i.e., food pantry bags) to a rider's front door. CaR drivers are NOT allowed to enter a rider's home.

Making a Ride Request

Rides are provided during regular office hours (8:00 a.m. -5:00 p.m., Monday-Friday). When calling to request a ride, please have the following information:

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

Catch-a-Ride requires a minimum of **5 business days** for all ride requests. Ride requests may be taken in advance to the scheduled appointment. Ride requests received on the weekend will be processed the following business day. It is highly recommended to request rides with two weeks' notice. CaR is *not* an emergency assistance transportation resource to destinations such as urgent care or the hospital. Do not use Catch-a-Ride when you are sick or experiencing symptoms.

*REMINDER: Please leave only one voicemail when requesting a ride.
Voicemail messages will be returned within 24 business hours.*



JOHNSON COUNTY
KANSAS
Aging & Human Services

Other Transportation Resources

Rides are based on driver volunteer availability. We *cannot* guarantee 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 riders with additional transportation resources.

Number of Rides

Riders may request up to **1 ride/week** to a medical appointment or social service (food pantry or housing authority) appointment (with the exception of dialysis rides).

Mask Wearing

CaR follows Johnson County Department of Health & Environment's recommendations in regard to Covid protocols. At this time, wearing a face mask is **highly recommended** for both riders and drivers, however a volunteer driver may ask the rider to wear a face mask. All riders should bring a face mask in the event the volunteer driver requests a face mask be worn during transportation.

Driver Information

All CaR volunteer drivers are adults (over the age of 25) who have completed an application process, volunteer orientation/training, criminal background, and motor vehicle checks, and have active car insurance and updated driver's licenses on file.

Volunteer drivers are responsible for the following:

- Contact the rider either the day 'before' or the day 'of' the scheduled ride.
- When asked, can provide hand to elbow assistance.
- Provide transportation to destinations listed on the rider request form.
- Cannot schedule future appointments with a rider. *All appointments must be scheduled through the CaR Coordinator.*
- Cannot accept tips/money or gifts from riders. Donation letters are mailed to riders.
- Cannot enter a rider's home.

CaR Donations

CaR is a volunteer social service program. Donation letters are mailed every other month to riders who utilize CaR during that time period. The ability to use CaR is *not* affected by whether donations are provided.

Cancellations

Due to a high volume of ride requests, CaR has a cancellation guideline. Riders will be provided with 2 cancellations within 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 and no-show. Cancellations do not include driver illness/schedule change and weather.

Please provide at least 24-hour notice if the ride request is canceled. It is recommended to notify medical professionals that volunteer transportation is relied upon for

Aging & Human Services

transportation to appointments and 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. If Aging & Human Services cancels Home Delivered Meals (Meals on Wheels), we will also cancel Catch-a-Ride services. Inclement weather updates are posted on our website (www.jocogov.org) and 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 before the scheduled ride.

Parking Fees

There may be offices or hospitals that have parking fees (ex. valet). *CaR riders* are responsible for paying for all parking fees. When making a medical appointment, ask the medical professional if there are fees for parking.

Other Passengers

Another passenger (18 years and older) such as a family member or care attendant may accompany riders to appointments. Please provide notification of the additional passenger when making the ride request. Any additional passengers must also complete and return the release of liability and code of conduct forms prior to the approval of the ride request. The passenger must adhere to the CaR policies, guidelines, and Code of Conduct. Drivers are *not* allowed to transport 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 with persistent calling, numerous ride cancellations, etc.

CaR has the right to discontinue services if a rider's or passenger's (physical or mental) health or conduct becomes a concern. 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 other county employees access to information to better coordinate and improve the delivery of services to you by the sharing of such information. These agencies and departments will only use and disclose this information in accordance with federal and state confidentiality laws.

JOHNSON COUNTY
KANSAS
Aging & Human Services

Holiday Schedule

Johnson County observes the following ten holidays. County offices are closed and 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


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

Catch-a-Ride riders and passengers are expected to exhibit appropriate conduct toward Johnson County Aging & Human Services staff, office volunteers and CaR volunteer drivers at all times. 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 volunteer drivers.
- Refrain from verbal and physical harassment toward program staff, office volunteers and CaR volunteer 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 rider base, it is easy to offend someone unintentionally.
- Refrain from causing bodily harm to program staff, office volunteers and CaR volunteer 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 volunteer 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. Two (2) cancellations within 30 days will result in discontinuance from the service.