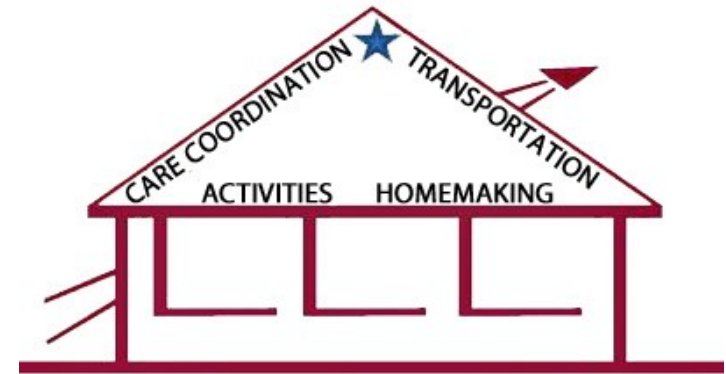


FAIRBORN SENIOR CENTER TRANSPORTATION



David Matteson & Marlene Colinot

Transportation Coordinators

Fairborn Senior Center

325 N Third St.

Fairborn OH, 45324

Phone: 937-878-4141 ext. 216

Fax: 937-878-4775

E-mail: davidmatteson@fairbornseniors.org

<u>Page</u>	<u>Content</u>
1.	Scope of Service
2.	Fee Schedule
3.	Client Bill of Rights
4.	Client Responsibilities
5.	Worker Code of Ethics
6.	Client Complaint & Suggestion Policy
Encl.	Client Registration & Participation Agreement Form with Client Signature Authorization Form

325 N. Third Street

Fairborn, Ohio 45324

(937) 878-4141 Ext. 216

**A Service of the
Fairborn Senior Center**

What does the service provide?

Transportation to and from medical facilities, social service agencies, local merchants, and other required designations. Trained volunteers serve as drivers for this service which operates Monday—Friday, except holidays, from 8:30 a.m. to 4:30 p.m. A wheelchair accessible van is available for those clients needing such assistance.

Who may participate?

Any senior citizen, except those permanently living in care facilities, age 60 or older who live in Fairborn or Bath Township or any Fairborn Senior Citizen Association member age 50—59 who live in Fairborn, Bath Township or Enon.

(If you live in Enon, you must be a member of the Fairborn Senior Center and you can only be transported to F.S.C. or to Wright Patterson Medical Center.)

Where can I be transported?

Rides are normally available from a client's residence to and from appointments anywhere in Greene County or the Dayton and Springfield areas. All stops must be scheduled in advance. Exceptions to the daily schedules cannot be accommodated.

Transportation Service

Client Complaint & Suggestion Policy

In order to provide you with the best service possible, we need to hear from you when you have a complaint or a suggestion. Please talk with the escort, driver, or transportation coordinator directly involved first. If the problem still cannot be resolved, then feel free to contact his / her immediate supervisor. If the problem still can not be resolved, then you may contact the Senior Center Director, 878-4141, Ext. 212. The director will investigate the problem, determine the appropriate action needed to correct the problem, and inform the client of his / her decision. A brief report of the complaint or suggestion and it's outcome will be placed in the client's file.

As well, we want to take this opportunity to let you know that the Home Care Ombudsman is also available to hear any complaints, concerns, or questions you have about your services. They will keep all information about you private and confidential. They are there for your benefit. Their number is (937) 223-4613 or 1-800-282-1206.

Thank your for your participation and cooperation in our efforts to offer you quality Transportation service.

Transportation Service

Worker Code of Ethics

The driver, escort or coordinator will not:

- Use the client's car.
- Consume the client's food or drink without client's permission.
- Use the client's telephone for personal or official calls without the client's permission.
- Discuss his/her personal problems, religious or political beliefs with client.
- Accept personal gifts or tips from the client or solicit money or goods from the client. **However, donations to the Senior Center are requested and welcomed. Please ask the driver for a donation envelope.**
- Bring friends or relatives to the clients home.
- Consume alcoholic beverages or use medicine or drugs for any purpose, other than medical while in client's home or prior to the delivery of service.
- Smoke in the client's home or in the vehicle while transporting clients to and from their destination.
- Breach client's private or confidential records.
- Use the client's bathroom facilities without the client's consent.

How can I get on the schedule?

Contact the Fairborn Senior Center transportation coordinator (937-878-4141 ext. 216) up to 30 days prior to your appointment to reserve a ride. Next day rides are given on a space available basis. Call Monday—Friday from 8:30 a.m. to 4:30 p.m. to reserve a ride. Calls for next day rides must be received by 12:30 the day before the needed ride. No more than 3 rides per week. First time riders will need to fill out a Client Registration & Participation Agreement Form and should allow two additional work days to be processed.

Is there a fee? Yes. Partial funding is provided by the City of Fairborn, Greene County Council on Aging and the Senior Citizens Association. Clients are not expected to pay the full cost of this service, but they are asked to pay a portion of the cost. low income clients would be eligible for reduced, or exempt from fees.

Fees

- | | |
|-------------------------------------|--------------|
| • Fairborn Senior Center | \$1 each way |
| • Fairborn, Enon area | \$2 each way |
| • Beavercreek, Xenia, Huber Heights | \$4 each way |
| • Dayton, Springfield Kett. areas | \$6 each way |

Any amount paid above the fee is considered a donation. We **DO NOT** apply credit.

We are glad you have called on our organization for transportation service. We will do everything within our ability to give you the best service possible. If you have any questions about this service, feel free to contact one of our Transportation Coordinators.

Transportation service

Client Bill of Rights

As a client receiving transportation service, you have a right:

- To receive a full explanation of your rights and responsibilities as a client receiving service.
- To receive services without discrimination as of age, race, creed, religion, sex, or national origin.
- To receive a full explanation in understandable terms about the service(s) you are receiving.
- To know the name and manner in which the agency providing the service can be contacted.
- To expect considerate and respectful treatment from all service provider staff and volunteer drivers while you are being transported to and from your destination.
- To know the names and duties of the service provider staff who have contact with you.
- To privacy. All communications and records about you and the services provided to you are confidential unless you authorize their release in writing.
- To a full explanation about the content and purpose before you are asked to sign any forms.
- To voice grievances or suggest changes without fear of discrimination, restraint, or reprisal.

Transportation service

Client Responsibilities

As a client you have the responsibility:

- To call the transportation coordinator to request transportation **up to 30 days prior to your desired appointment date** and provide them with the appointment date, time, location (name, address, phone number) and estimated length of the appointment.
- To **notify immediately**, the transportation coordinator if you appointment times or dates are changed or canceled, you will not be home on days when services are scheduled, you become ill and can not keep your appointment, if you are admitted to a hospital or a nursing home, or if your address or phone number is changed.
- To be ready thirty **(30) minutes prior** to your scheduled initial pick-up time.
- To provide a clear and safe path from the primary entrance of your residence to the Senior Center vehicle.
- To be able to get yourself to and from the Senior Center vehicle without driver assistance.
- To cooperate, to the fullest extent possible, with the Senior Center Transportation Staff in the delivery of your service.
- To treat the Senior Center Transportation Staff and drivers in a respectful manner.