RSVP Volunteer Transportation Program Rider Information/Policies

General Client Eligibility and Trip Request Policies

- Riders must be a resident of Story County.
- Riders must fill out and sign a client application/waiver of liability for RSVP to keep on file.
- Our focus is on providing rides for older adults (60+) and/or disabled (but ambulatory) individuals who can no longer drive. (Exceptions may be made for those needing temporary transportation due to a medical need - i.e. physical therapy).
- This service is for essential trips only, with medical appointments taking priority.
- Riders must be mentally alert (unless accompanied) and ambulatory (able to get to and from a vehicle with little or no assistance). RSVP CAN accommodate clients with collapsible walkers, canes, and/or portable oxygen tanks. RSVP CANNOT accommodate large, seated walkers or wheelchairs.
- **Riders must be willing to have an in-home assessment conducted by a trained RSVP Volunteer Outreach Specialist to determine eligibility for the program.**
- **For out-of-county trips, requests will be accepted for medical and medical-related appointments only with priority given to medical specialist appointments that are only available out-of-county.**
- Clients may request transportation TO an appointment for a procedure requiring sedation but RSVP will NOT provide transportation FROM any medical procedure that requires sedation.
- **Riders must not ask drivers to make any additional stops that were not part of the original trip request.** All scheduled stops must be approved/scheduled through the RSVP office. An exception can be made for stops to pick up a prescription after an appointment. Our staff and volunteer drivers need to be aware of all the details of a trip beforehand, so they know how much time they are committing.
- Riders should not request future trips from a driver or contact an RSVP driver directly to request a ride. **ALL trip requests must go through the RSVP office.**
- Rides must be for 2 or fewer passengers. (Exceptions may be made at the discretion of RSVP staff.)
- For grocery trips, plan to shop at the nearest grocery store or a store in your community. If you have a grocery store in your community, trips out of town for groceries are cost-prohibitive for RSVP unless it is combined with a medical appointment. (If interested, ask about RSVP's grocery delivery service).
- We cannot accept requests for medical transportation from residents who are Iowa Medicaid members approved for non-emergency medical transportation. All such requests will be referred to their respective MCO. RSVP can accommodate these members for rides to essential non-medical trips.

Days and Times of Service

- **RSVP Office hours are 9am–4:30pm, Monday–Friday. (We are not available to take calls on weekends).** Offices are closed all federal holidays, the day after Thanksgiving and Christmas Eve. Due to meetings and events, RSVP staff may not be available to answer the phone. Please leave a message. When out of the office, RSVP staff check messages frequently and will respond to your call as soon as possible.

- To schedule a trip or request information, call: (515) 230-7429
- For in-county trips, rides can be scheduled for appointments that are Monday – Friday between 8am and 4pm. **Appointments should be completed by 5:30pm. For out-of-county trips, requests will be accepted for medical appointments scheduled between 9:00am and 2pm.** Exceptions may be made at the discretion of RSVP staff.
- **Requests for transportation services must be made at least 2 business days in advance for an in-county trip and 3 business days for an out-of-county trip.** However, you are encouraged to request service with as much advance notice as possible. The more notice given, the better the chances are that we will find a driver. RSVP will make every attempt to fill all requests for service but cannot guarantee the availability of a driver. We will notify you within 24 hours of your trip if we are unable to fill your request.

Conditions of Service

- RSVP staff will monitor and assess road and weather conditions at all times. If at any time, the safety of the volunteer or the rider is compromised by these or other conditions, we will cancel the scheduled trip.
- Riders must wear a seat belt while being transported.
- The pick-up and drop-off settings must be such that there is no immediate danger.
- Volunteers will provide transportation only. DO NOT request additional services from the drivers.
- A primary caregiver or significant other will accept full responsibility for the care of the client should he or she need accompanied.
- If RSVP receives information through online criminal record checks, or from a caregiver or a qualified professional (regarding a transportation client's physical and/or mental condition) that could compromise the safety or well-being of a volunteer driver, services may be denied. (Please note that RSVP reserves the right to conduct online criminal record checks as well as a National Sex Offender Registry check on all registered clients). All drivers are screened through an online criminal history check and Department of Motor Vehicle check.
- Verbal abuse or disrespectful language/behavior toward volunteer drivers or RSVP staff members will not be tolerated and will call for immediate termination of service.
- Smoking during any part of the trip is not permitted.
- Central Iowa RSVP will not deny service on the grounds of race, color, national origin, sex, religion, income, disability, marital status, military service, or any other legally protected characteristic.
- Central Iowa RSVP reserves the right to establish a waiting list of riders should driver availability or other factors impact RSVP's ability to provide service. If implemented, those on the wait list will be provided with wait list policies and guidance.
- Abuse of or disregard for the Central Iowa RSVP Transportation Policies will result in termination of service.

Cost: Due to federal regulations, we are not able to charge a fee for this service, nor are the drivers allowed to accept tips. This service is funded by Story County, City of Ames, United Way of Story County, Aging Resources of Central Iowa, and sustained by donations. Donations can be given to your driver or mailed to 503 Elm Avenue, Story City, IA 50248.