

## Corporate Policy and Procedure Manual

**Policy:** Transportation

**Effective Date:** 2/20/19

**Regulatory Reference:**

**Accountable:** Adult Day Health Care Program

**Divisions/Programs:** System, Manhattan, Westchester, Community Services, Kittay Senior Apartments, TNJH Housing, Assisted Living Program

### **POLICY:**

It is the goal to provide safe, door-to-door transportation, to the program site for all registrants who require such service. Transportation is arranged to and from the program by the program, Social Worker in conjunction with the MLTC and/or Medicaid contracted transportation service. Registrants have access to public transportation and choices for public transportation are provided to registrants upon request.

1. Transportation via contracted service is usually will be limited to one hour or less; if the trip exceeds on hour, notification and rationale will be addressed for each individual registrant.
2. Any transport difficulties will be reported immediately to the transportation manager/supervisor so corrective action may be taken in a timely fashion.
3. Evaluation will be ongoing to identify changes in registrant transportation needs and/or transportation problems.

### **PROCEDURE:**

#### **Responsibility**

Clerical Staff/SW

#### **Action**

1. Will be advised of registrant's transportation needs and choices which are determined during initial interview.
2. Informs transportation supervisor/driver of new registrant's location, special transportation needs, days of attendance, name, address and telephone DOA, Medicaid if indicated, SSN.
3. Reports any problems immediately to Director via e-mail for corrective action.
4. Maintains posting of transportation information including subway, bus routes and livery service at front entry.

C.N.A./Escorts

1. Shall assist in transferring registrants to/from vehicle and into program area.

Program Director/Designee	<ol style="list-style-type: none"> <li>1.Reviews transportation concerns with transportation manager/supervisor. Reports chronic issues to VP of Day Care Services</li> <li>2. Maintains log of all transportation concerns/complaints.</li> </ol>
Performance Improvement Committee	<ol style="list-style-type: none"> <li>1. Reviews complaints and corrective actions at monthly Leadership meetings.</li> </ol>