

**DEVELOPMENTAL DISABILITIES RESOURCE BOARD
OF CLAY COUNTY MISSOURI**

**WORKSHOP / DAY PROGRAM TRANSPORTATION
POLICY MANUAL**

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DEVELOPMENTAL DISABILITIES RESOURCE BOARD

WORKSHOP / DAY PROGRAM TRANSPORTATION POLICY MANUAL

TRANSPORTATION SERVICE RATES

Rates are quoted to DDRB and approved each year during the annual funding period. Current contract rates are available upon request.

SCOPE OF SERVICE

Days of Service:

Monday through Friday

Hours of Service:

6:30 – 9:30 a.m.

2:45 – 5:00 p.m.

Exceptions to hours of service include:

Facility emergencies such as shut downs due to weather, water problems, fire or safety threats.

Workshop / Day Program Providers will communicate with the DDRB on all requests for early dismissals. DDRB will notify the transportation department.

NOTE:

Della Lamb is responsible for daily transportation to and from the workshop and day program facilities at the scheduled times only.

Parents/guardians are responsible for transportation if a consumer must return home before Della Lamb's scheduled transportation time (illness, injury, suspension).

COST OF SERVICE

There is no charge to the rider for transportation to and from:

Vocational Services Workshops: North Kansas City and Liberty

Approved Developmental Disability Day Hab Programs

BOUNDARY LIMITATIONS

The DDRB Workshop and Day Program Transportation Service Area is defined as follows:

<u>Boundary</u>	<u>Description</u>
East	Clay County line
West	Clay-Platte County lines
North	Kearney, Excelsior Springs, Smithville
South	Clay County line at Missouri River (Liberty, Gladstone, North Kansas City, Claycomo, Kansas City North)

SEE MAP - PAGE 3.

NOTE:

Transportation to and from any other county will not be approved.

Any transportation requested outside the established service area will be the responsibility of the consumer. The consumer must contract directly with a private provider and incur the cost.

BOUNDARY LIMITATIONS

MAP

DDRB SERVICE AREA APPROVED 10/31/2000

RIDER RESPONSIBILITIES

Riders must:

1. Be 18 years of age at the start of services.
2. Be a Clay County resident.
3. Have a permanent residential address.
4. Be determined eligible for services through the Kansas City Regional **Office**.
5. Be able to get on and off the van with limited assistance.
 - A. Assistance will be given to consumers in wheelchairs getting on and off the vans at the residence and workshop/day program facilities.
 - B. Ambulatory consumers will be assisted on and off the van.
6. Be ready at the time specified for pick-up and drop-off at residence and workshop/day program facility.

Residential Pick-Up:

Vehicles will pull up in front of the residence. The consumer is expected to meet the van at the street. The transportation department will not call consumers to advise the van has arrived. Vans will wait 3 to 5 minutes before moving to the next scheduled stop.

Facility Pick-up:

Vans will wait 3 to 5 minutes for a consumer at the workshop/day program facility. Delays for any reason are not acceptable since parents/guardians of many other consumers are waiting for members to arrive home at a specified time.

Residential / Facility Drop-Off:

Van driver will make sure the consumer is able to enter the workshop/day program facility or residence. Should the consumer enter the residence, workshop facility or day program facility, it is assumed that there is a responsible party present.

RIDER RESPONSIBILITIES

7. Call Della Lamb to cancel rides in these cases:
- Vacation
 - Illness
 - If any other transportation means is being utilized to and from the facilities
 - Call as soon as possible for any reason transportation services will not be used.

Cancellations may be made at any time by calling 241-8822. If the call is made outside Della Lamb's normal business day (6:00 a.m. – 5:00 p.m.), please leave a message on the answering machine.

8. Call Della Lamb dispatch office during the normal business day (6:00 a.m. to 5:00 p.m. at 241-8822) to report changes in transportation needs such as:
- Change in permanent address, phone number or emergency contact phone numbers: consumer/parent/guardian.
(See Transportation Rules, Page 6, Item #4.)
 - Change in workshop/day program facility location.
(See Transportation Rules, Page 6, Item #5.)
9. Utilize the ride process outlined in this section. Failure to cancel rides will result in loss of service.
10. Agree to abide by these Rider Responsibilities on Pages 4 and 5 and the Transportation Rules on Pages 6 and 7.
11. Sign and return to DDRB the Della Lamb Passenger Emergency Information form on Page 13 and the Rider Agreement / Signature form on Page 14.

TRANSPORTATION RULES

Riders must abide by these Transportation Rules:

1. Della Lamb will drop individuals at the **SPECIFIC WORKSHOP / DAY PROGRAM FACILITY SITE** within **DEFINED BOUNDARIES** only.
2. Residential pick-up points cannot be changed once the route has been established unless the change is permanent.
3. Pick-up and drop-off times for workshop/day programs are based on the facility hours. Facility hours must be confirmed prior to the start of services.
4. Permanent address changes must be approved by DDRB. The new address will be approved by Della Lamb if van space is available on the new route. New Della Lamb Passenger Emergency Information (Page 13) and Rider Agreement/Signature (Page 14) forms must be completed and returned to DDRB prior to the start of services. Della Lamb must be notified of a permanent address change at least one week prior to the move.
5. A permanent change in workshop and/or day program facility location must be approved by DDRB. The change will be approved by Della Lamb if van space is available on the new route. Della Lamb must be notified at least one week prior to the change in facility location.
6. Any conduct that interferes with the safe transportation of consumers will not be tolerated. Discipline will be handled by Della Lamb. The first offense will result in a verbal warning. The second offense will result in suspension. The length of suspension will depend on the severity of the offense. Suspension forms outlining the offense and the action being taken will be given to consumers/guardians by the van driver. DDRB will be notified immediately of any disciplinary actions taken.

Examples of conduct that will result in suspension or termination include but are not limited to: biting, hitting another individual, verbal abuse, threats of violence, placing hands onto another individual, failure to use safety equipment on the vehicle (seat belt), sexual behavior, physical damage to the vehicle, eating on the vehicle, use of smoking or tobacco products on the vehicle, use of obscenities and possession of weapons (i.e. knives, guns). Multiple offenses may result in the termination of the consumer from transportation service.

TRANSPORTATION RULES

7. Della Lamb driver and/or any Della Lamb employee will not tolerate abuse of any kind. This may result in the immediate suspension and/or termination of the consumer from transportation service.
8. Other health and safety issues, such as seizures, contagious diseases or illnesses must be brought to the attention of the Della Lamb Transportation Office. Each case will be dealt with privately and individually. Health or safety issues which cannot be improved or resolved may result in the termination of the consumer from transportation service.
9. Proper personal hygiene is required.

WORKSHOP / DAY PROGRAM PROVIDER RESPONSIBILITIES

1. Residential address must be within the boundary limitations and service days and hours approved by the DDRB to qualify for transportation.
2. After other options of transportation have been investigated and evaluated and deemed inappropriate, DDRB transportation may be provided for persons with a regular schedule. DDRB transportation will not be available for individuals on an as needed basis. Alternative options must be discussed with the individual and family and/or guardian before DDRB transportation is offered.
3. Workshop/Day Program Provider must complete the Resident Eligibility Application on Page 12 and return to DDRB for approval to provide transportation service. Any special circumstances should be noted with the application, such as: deafness, experiences seizures, cannot be left at home alone, others.
4. Workshop/Day Program Provider must advise the consumer/guardian about the rider's responsibilities and transportation rules prior to the start of transportation service. The rider and/or guardian signature is required after the Workshop / Day Program Transportation Policy Manual is reviewed.
5. Workshop/Day Program Provider must immediately notify DDRB with start dates and details of transportation required (home address and facility location). Della Lamb requires one week's notice to add a new rider.
6. Workshop/Day Program Provider must forward the original copy of the Della Lamb Passenger Emergency Information form (Page 13) and the Rider Agreement/Signature form (Page 14) to the DDRB before transportation can be authorized.
7. Workshop/Day Program Provider must immediately notify DDRB if the individual withdraws from work or day program so that transportation can be canceled with Della Lamb. This also applies to suspensions, extended illnesses or other circumstances.
8. Workshop/Day Program Provider must immediately notify DDRB of any permanent residential address change for an existing rider. The new address will be approved by Della Lamb if van space is available on the new route. New Della Lamb Passenger Emergency Information (Page 13) and Rider Agreement/Signature (Page 14) forms must be completed and returned to DDRB prior to the start of services. Della Lamb must be notified of a permanent address change at least one week prior to the move.
9. Workshop/Day Program Provider must immediately notify DDRB of any permanent change in the location of the work/day program facility for an existing rider. The new facility location will be approved by Della Lamb if van space is available on the new route. Della Lamb must be notified at least one week prior to the change in facility location.
10. Workshop/Day Program Provider must assist consumers who need assistance getting on and off the vehicle.
11. Workshop/Day Program Provider must immediately notify DDRB of any consistent transportation problems.

DELLA LAMB RESPONSIBILITIES

1. Process within one week lead-time:
 - new rider request
 - permanent address change for existing rider
 - change in location of program facility for existing rider.
2. Advise DDRB and Workshop/Day Program Provider if transportation should be denied (in case the information is overlooked by DDRB):
 - out of boundaries approved by the Board
 - out of service days / hours
 - other circumstances.
3. Advise DDRB and Workshop/Day Program Provider if transportation cannot be performed within the one week lead-time because van space is not available for:
 - new rider's home address and/or destination
 - existing rider's change in home address
 - existing rider's change in facility location or hours.
4. Contact the consumer/guardian with the time and date of the first pick-up. Answer any questions or concerns.
5. Communicate on an ongoing basis with consumer/guardian regarding vacations, delays, cancellations or other special requests.
6. Provide limited assistance loading and unloading the vehicle. Health or safety issues which cannot be improved or resolved may result in the termination of the consumer from transportation service.
7. Stop and load/unload vehicle at the curb side of the residence, traffic laws permitting.
8. Under normal circumstances, no consumer will experience more than 1-1/2 hours on a vehicle going to or from a workshop / day program facility.
9. Workshop/day program facility closings due to bad weather are based on the Liberty and/or North Kansas City School district rulings.

DELLA LAMB RESPONSIBILITIES

10. If program facilities are not officially closed, transportation to and from outlying areas and residential areas with impassable streets may be canceled. Transportation will notify consumer/guardian if transportation is canceled. Cancellation of service is at the sole discretion of the Della Lamb Director of Transportation. Safety is of the utmost concern with inclement weather.
11. Enforce Transportation Rules regarding conduct on Pages 6 and 7. Determine what constitutes suspension or permanent expulsion. Communicate actions taken with DDRB and Workshop / Day Program Provider.
12. Immediately report to DDRB any problem with a consumer, guardian, family member, Workshop or Day Program Provider.
13. Immediately report to DDRB any accident.

DDRB RESPONSIBILITIES

1. Determine eligibility for services based on information provided on the Resident Eligibility Application submitted by the Workshop / Day Program Provider.
 - Consumer must be 18 years of age at the start of services.
 - Consumer must be a Clay County resident.
 - Consumer residential address must be permanent.
 - Consumer must be eligible for services through the Kansas City Regional Center.

2. Approve only those requests that fall within the boundary limitations and days / hours of service defined and approved by the DDRB on October 31, 2000.

3. Approve all residential address changes to determine if van space is available on the new route.

4. Approve all facility location changes to determine if van space is available on the new route.

5. Refer transportation request (passenger emergency information form, rider agreement form and start dates and times) to Della Lamb to schedule the ride.

6. Communicate with Della Lamb and Workshop / Day Program Provider about problems and any actions recommended by Della Lamb.

7. Support Della Lamb decisions regarding disciplinary actions.

Form must be completed by the Workshop/Day Program Provider and returned to DDRB

**DELLA LAMB COMMUNITY SERVICES
PASSENGER EMERGENCY INFORMATION**

(Please type or print clearly) Date: _____

Consumer Name: _____ Home Phone: _____

Home Address: _____
Street City, State, Zip

Destination - **Workshop/Day Program Name:** _____

Workshop/Day Program Address: _____
Street City, State, Zip

Contact Person Name: _____ Phone: _____

Does the Consumer have a legal guardian? _____ Yes _____ No

IF SO, please complete full information about the court-appointed guardian:

Guardian Name: _____ Work Phone: _____

Home Phone: _____

Please list three emergency phone numbers in order they should be contacted:

1. Name: _____ Relationship: _____ Phone: _____

2. Name: _____ Relationship: _____ Phone: _____

3. Name: _____ Relationship: _____ Phone: _____

Medical/Behavioral Information:

Does the consumer use a wheelchair or other assistive device(s)? _____

Does the consumer have a seizure disorder? _____ IF SO, please describe type of seizures, frequency, typical duration and physical appearance to expect:

Are there other medical considerations driver should be aware of? _____

Are there behavioral considerations driver should be aware of? _____

Comments or suggestions: _____

RIDER AGREEMENT / SIGNATURE

THIS PAGE MUST BE SIGNED AND RETURNED TO:

**Developmental Disabilities Resource Board
920 S. Kent Street - Suite "B"
Liberty, MO 64068**

I have read the Developmental Disabilities Resource Board **Workshop / Day Program Transportation Policy Manual** and agree to abide by the rules and policies as defined in this manual.

I authorize and request Developmental Disabilities Resource Board (DDRB) and Della Lamb Community Services to exchange information regarding the individual named below. The purpose of this information is to coordinate services and supports between agencies. Information to be exchanged includes but is not limited to name, address, contact/emergency phone numbers, record of trips/attendance and notifications of disciplinary actions. The information may be released by written communication, telephone, fax or electronic. This consent to disclose information may be revoked by me at any time in writing. This consent, unless expressly revoked in writing earlier, is effective for up to one year.

Rider:

Print Name	Signature	Date
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Guardian: (if applicable)

Print Name	Signature	Date
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Address	City / State	Zip Code
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Social Security Number