Interfaith Volunteer Care Givers of Greater New Haven

**Service Guidelines for Clients**

Adopted March 15, 2021

Interfaith Volunteer Care Givers of Greater New Haven (“IVCG”), through our corps of trained and caring volunteers and staff, is committed to providing safe, dignified and free transport services to qualified clients. While providing significant benefits to clients – namely, a free, door through door ride provided on the client’s schedule and according to the client’s individual needs – IVCG’s service is also limited by the capabilities of our volunteers and staff, and the requirements of our program.

At all times, the safety of our volunteers, staff and clients, is our highest priority.

IVCG will endeavor to provide medical transportation service to all clients who reside in our service area, who are 60 years of age or older, and who are capable of navigating our program, both physically and mentally. We are currently able to provide clients with a maximum of one round-trip ride per week, provided we are given sufficient time to arrange for a driver (whether volunteer or staff). IVCG serves destinations located within New Haven County; we may also serve destinations located a reasonable distance outside New Haven County.

Clients must be able to ambulate, however slowly or with assistance, and must be able to seat themselves in a normal passenger vehicle. IVCG cannot transport wheelchairs or transport chairs and we do not transfer clients from chairs to vehicles or vice-versa. We can transport clients’ assistive devices such as canes, walkers, oxygen tanks and other medical devices. IVCG cannot supply any particular type of vehicle and clients must be able to adapt to the vehicle provided.

Clients must either be able to schedule their own appointments and fulfill their own travel arrangements (i.e., presenting for the appointment in a timely way, communicating with the driver) or must designate a responsible adult who will be in charge of these matters on the client’s behalf.

Clients who lack cognitive abilities to safely undertake independent travel must travel with a responsible care-giver.

Clients must abide by health and safety measures as required by IVCG, including but not limited to the wearing of masks, seating arrangements, ventilation, etc.

Clients must also demonstrate the ability to cooperate with and support the conduct of our volunteer ride program. To be entitled to transport through IVCG, clients must agree to:

* Promptly update IVCG concerning any changes in contact information or status, especially telephone number changes;
* Timely book all rides and requests (at least one week in advance of the appointment and longer depending on appointment volume);
* Keep IVCG apprised of all changes to booked appointments;
* Promptly notify IVCG of all canceled or re-scheduled appointments (see below regarding cancellation policy);
* Cooperate with the volunteer driver and staff by being available for telephone contact on and before the date of the appointment.

Cancellation policy: cancellation of booked appointments, especially cancellations that occur once a volunteer driver has been assigned OR within 24 hours of the appointment, is extremely disruptive to our program. Once a client has incurred two “last minute” cancellations, he or she will then be warned that another “last minute” cancellation will result in termination of ride services. Similarly, clients will be permitted one instance of “failure to appear” for a scheduled ride, after which the client will be warned that another such instance will result in termination. IVCG staff retain discretion to implement this policy in a manner that takes into account a client’s cooperativeness, responsibility, and overall circumstances.

The following occurrences or conditions will result in automatic termination from our program:

* A fall during any phase of transport;
* Leaving the appointment without notifying the driver;
* Sustained or extreme rudeness or disrespect to volunteer or staff; and
* Any other behavior that endangers the client or the volunteer, including but not limited to the refusal to wear a seatbelt or refusal to wear a face-mask.

While IVCG will endeavor to provide transport and to work with clients and their families to accommodate individual needs and preferences, we retain final decision-making authority and discretion concerning the determination of whether a client can safely and appropriately remain with our program.

**Clients are advised that IVCG does not have sufficient volunteers to meet all their needs for medical transport. Clients must utilize other services if available and possible, including town “senior buses,” public transit, MyRide, and other free or low-cost alternatives.**