

CITY OF GROVEPORT  
**SENIOR TRANSPORTATION PROGRAM**  
CLIENT INFORMATION SHEET

Please complete to the best of your ability.

<b>FOR OFFICE USE ONLY</b>
Snr. Trans. Staff: _____
Date: ____/____/____
Accessible Vehicle Required: _____
Caregiver Required: _____

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_ Middle Initial: \_\_\_\_

Primary Phone: \_\_\_\_\_ Secondary Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Date of Birth: \_\_\_\_/\_\_\_\_/\_\_\_\_ Height: \_\_\_\_\_ Weight: \_\_\_\_\_ lbs.

Eye Color: \_\_\_\_\_ Ethnicity: Hispanic Non-Hispanic Sex: M F

Race: White Black Asian Am. Indian Other: \_\_\_\_\_

In the event of an emergency, notify: \_\_\_\_\_

Best Daytime Phone: \_\_\_\_\_ Secondary Daytime Phone: \_\_\_\_\_

**MEDICAL INFORMATION:**

Physician (1): \_\_\_\_\_ Phone: \_\_\_\_\_

Address (street, city, zip): \_\_\_\_\_

Relevant medical/behavioral information (i.e., seizures, diabetes, heart problems, disability, etc.): \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Are you able to step up 3 steps into a van? \_\_\_ Yes \_\_\_ No

Do you use a wheelchair or any other mobility equipment? \_\_\_ Yes \_\_\_ No

How often do you anticipate needing transportation? \_\_\_\_/week \_\_\_\_/month

Where might we be transporting you? \_\_\_\_\_

How did you hear about the program? \_\_\_\_\_

**SEE PAGE 2 FOR ACKNOWLEDGMENT OF RISKS, LIABILITY RELEASE  
AND INDEMNIFICATION AGREEMENT**

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**ACKNOWLEDGMENT OF RISKS, LIABILITY RELEASE  
AND INDEMNIFICATION AGREEMENT**

I have read and fully understand the Senior Transportation Program Guidelines. I understand that these guidelines are subject to change.

I agree to assume any risks inherent in participating in City-sponsored activities and programs.

I agree to follow all facility, activity or program rules and regulations, and realize that my right to participate may be terminated by the City for not adhering to said rules and regulations.

I grant the right to use my photograph for City promotions.

I agree to hold harmless and release the City of Groveport, its boards and council, officers, officials, employees, volunteers and other representatives from all claims for liability or legal responsibility for any damage or loss of any kind, including personal property or death, property damage, and economic loss, arising from my participation in and/or use of the Groveport Senior Transportation Program, City of Groveport Recreation Center, Aquatic Center, Town Hall and/or any other facility, activity or program of the City of Groveport.

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Caregiver Signature (if warranted)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Senior Transportation Staff Member

\_\_\_\_\_  
Date

# CITY OF GROVEPORT

## SENIOR TRANSPORTATION PROGRAM GUIDELINES

**Office Hours:** Monday – Friday  
7:30 a.m. – 4:00 p.m.

**Location:** Groveport Recreation Center  
7370 Groveport Rd.  
Groveport, OH 43125  
(614) 836-RIDE  
(7433)

**Contacts:** Bob Dowler, *Senior Transportation Coordinator*  
Deb Scholl-Saulnier, *Senior Citizens Coordinator*  
Kyle Lund, *Director of Parks & Recreation*

### **Program Purpose:**

The Groveport Senior Transportation Program will promote the continuation of an independent lifestyle for individuals age 60 and older as well as individuals with disabilities over the age of 18 through the provision of dependable door to door transportation for residents of the City of Groveport. The program will assist in decreasing clients' dependence upon family members and friends and increase opportunities for independent mobility.

### **Days of Service:**

Limited Monday, Tuesday, Wednesday, Thursday and Friday.

Transportation services will not be available on City of Groveport recognized holidays (see below) and other days as deemed necessary by the City of Groveport.

- New Year's Day
- Martin Luther King Day
- Memorial Day
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving
- Day after Thanksgiving
- Christmas Eve (last working day before Christmas)
- Christmas

A recognized holiday that falls on a Saturday will be observed on a Friday. A recognized holiday that falls on a Sunday will be observed on a Monday. When in doubt, please call the office for verification.
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### **Reservations:**

The client must request transportation no later than by noon, 2-business days prior to the appointment. The program staff reserves the right to close or limit appointments based on the needs of the program.

**Time of Service:**

Client's destination appointment times must fall between 9:00 a.m. and 1:00 p.m. Scheduled return transportation will not be provided after 4:00 p.m. Clients are expected to make other arrangements if their return is expected to be after 4:00 p.m.

**Eligibility:**

- Age 60 or older
- Resident of the City of Groveport (Tax District #185).
- Individuals with disabilities under the age of 60 and older than 18, with proof of disability (e.g., Social Security award letter, physician's certification, etc.) submitted at time of application. Recertification of disability will be submitted by the client upon request.
- Any client requiring assistance beyond the scope of the program must be accompanied by a caregiver (a person 18 years or older arranged by the client, picked up with the client and with the appropriate capacity to aid the client) or Senior Companion (a volunteer 18 years or older arranged by the program with the appropriate capacity to aid the client).
- Clients are encouraged to enroll in the Franklin County Senior Options Program. Senior Options has been providing community-based services since 1933. These services include: home delivered meals, homemaker, personal care, respite care, adult day care, transportation, emergency response systems and minor home repair. Please call the Franklin County Senior Options Program at 614-525-6200.

**Service Area and Frequency:****Health and Wellness Appointments:**

Transportation will be provided for health and wellness appointments (e.g. under the care or direction of a physician or licensed health practitioner) within Franklin County, and limited to **3-appointments per calendar week**. Due to its close proximity, the Senior Transportation Program will also transport clients to Tri-County Medical Center and Diley Ridge Medical Center. Exceptions may be authorized for medical services which normally have a limited term (e.g., physical therapy). **Clients are encouraged to select health and wellness services within southeast Franklin County.**

*NOTE: In the event that a client has scheduled 3-Health and/or Wellness appointments in one week, the client may not be eligible for a Personal Appointment.*

**Personal Appointments:**

Transportation will be provided for **1-personal appointment per calendar week**. Clients may select destinations in Obetz and along South High Street in the area bordered by Rathmell Road to the south, South High Street to the west, Williams Road to the north and Alum Creek Drive to the east. East of Alum Creek Drive, clients may select destinations south of Winchester Pike. Transportation service to the Canal Winchester Meijers store as well as the retail area of South High Street has been made

available on select Mondays of each month. The Senior Transportation Program reserves the right to limit service for personal appointments.

**Multiple Appointments:**

The program staff will make efforts to accommodate multiple medical appointments on a case-by-case basis. Clients should make a point to arrange these as early in the day as possible. Multiple personal appointments will be accommodated as scheduling permits.

**Groveport Senior Center Luncheon**

Thursdays            Groveport Senior Center  
7370 Groveport Rd.  
Groveport, OH 43125

\* Please reserve your sit-down meal by Monday (4:00 p.m.).

Please call Groveport Senior Center at 614-836-4599.

\* Luncheon does not count against your Personal Appointment allotment.

**Service Type:**

Priority will be given to health and wellness appointments. The Groveport Senior Transportation Program provides door to door service. Access to the client's private dwelling will only be permitted with pre-approval by the Senior Transportation Coordinator and only with a minimum of two staff persons present. Limited through-the-door service will be provided as needed for a client requiring assistance into a doctor's office or other public space.

**Inclement Weather:**

In situations of inclement weather, particularly those in the winter and that cause local schools to be closed, please call the Groveport Senior Transportation Office to verify services for that particular day.

In the event of a Level 2 Snow Emergency, transportation will NOT be offered.

The Senior Transportation Program Staff will notify scheduled clients of cancellations and delays and will make every attempt to reschedule with the clients.

**Other:**

1. The Senior Transportation Program has been developed to provide assistance for scheduled appointments and is not designed to respond to emergency calls. In an emergency situation, call 911.
2. Any relevant current medical condition must be communicated upon application to the program, as well as to the driver or scheduler (e.g. anxiety, seizures, pain, confusion, etc.).
3. A screening will be conducted by program staff prior to acceptance in the program. This meeting will be used to collect client information, emergency contact information, identify any barriers or limitations to safe transportation, communicate the program guidelines and answer any questions the client,

caregiver or family member may have. A photograph of the client will be taken at this time.

4. Clients are asked to transport themselves to and from the vehicle without the driver's assistance. If the client requests or the driver identifies conditions (weather, sidewalk construction, temporary health conditions, etc.) when the client would be best served by assistance between their dwelling or destination and the vehicle, the driver will offer such assistance. The driver will exercise personal safety at all times.
5. Any client requiring assistance beyond the scope of this program must be accompanied by a caregiver (a person 18 years or older arranged by the client, picked-up with the client and with the appropriate capacity to aid the client) or a Senior Companion (a volunteer 18 years or older arranged by the program with the appropriate capacity to aid the client). The caregiver will assume responsibility for assisting the client to and from the vehicle, up and down steps, opening doors, etc. Caregivers will be required to read, understand and sign these guidelines before being transported with the client. The caregiver's name will be provided when the appointment is made. Multiple caregivers may be selected, with only one caregiver assisting per transport.
6. All persons within a program vehicle will wear seat belts and be safely secured at all times.
7. Wheelchairs and mobility devices must be of a size, design and condition (including state of repair and cleanliness) that can be safely transported as determined by the program staff.
8. Combative or seriously ill persons will NOT be transported. A client whose behavior, language or personal hygiene poses a health risk or negatively impacts other clients or staff will be advised that they may not be eligible to remain in the program. The driver and program coordinator retains the authority to exercise this decision.
9. The Senior Transportation Staff will not normally make unscheduled stops. Shopping and other trips that are not dependent upon a specific appointment time will be considered flexible.
10. Standing appointments for health and wellness will be accepted. Personal standing appointments will not be accepted.
11. One-way transportation may be permitted and should be specified by the client at the time the reservation is made.
12. A change of destination address or appointment time may not be accepted after noon, two business days prior to the appointment.
13. Cancellations may occur at any time. The program staff requests notification as soon as possible if a cancellation is unavoidable. Repeated cancellations may result in termination of services.

14. The client will provide the following information when requesting transportation: first & last name, appointment time, destination name, destination address, and destination telephone number.
15. Program staff will call to confirm all non-standing appointments the day before the appointment. It is the client's responsibility to confirm the appointment with the Senior Transportation office before noon the day prior to the appointment if he or she cannot be reached by telephone. Non-standing appointments that fail to be confirmed may be cancelled.
16. The client will be ready (watching for and able to be in the vehicle within 3-5 minutes) for the arrival of a vehicle one hour prior to the appointment time given program staff.
17. The client will contact Senior Transportation at the conclusion of the appointment to arrange for return transportation. The estimated time for return transportation pick-up will be given to the client at that time. It is the intention of the program staff that all clients will be picked up in less than one hour from the time of the call. The pick-up driver may not be the same as the drop-off driver, but will return to the drop-off location for pick-up. If for any reason the client will not require return transportation, or the location for pick-up must be changed, Senior Transportation will be notified immediately.
18. The Groveport Parks & Recreation Department staff will assume daily responsibility of the Groveport Senior Transportation Program.
19. Should conditions exist which negatively impact client, driver or public safety, the Groveport Senior Transportation Program reserves the right to deny service.
20. The City of Groveport reserves the right to rule on any matter not covered in the Guidelines for the best interest of the City of Groveport. The City of Groveport further reserves the right to change the Guidelines as needed.