



## TRANSPORTATION SERVICE SPECIFICATIONS

### 1.0 PURPOSE

The purchased service shall be a program of transportation services for eligible clients of **IN-HOME CARE SERVICES**. The specific objective of the purchased transportation service will be to transport clients, as determined & approved by the Care Consultants, from their place of residence or other site, to a provider of medical or social services, Adult Day Care or other destination. One escort (for purposes of assisting the client) may ride with the client without charge to SourcePoint. Providers are not required to transport more than one escort per client.

### 2.0 UNIT OF SERVICE

- 2.1 A unit of service is **the mileage** recorded for a **one-way** trip.
- 2.2 SourcePoint may contract for other units of service as long as the units are specified in the Provider Application and agreed to, as stated in the Letter of Understanding.
- 2.3 The unit rate shall include all administrative costs and training and record documentation time.
- 2.4 A unit of service for Adult Day Care transportation is a **one-way trip**.

### 3.0 PROVIDER AGENCY REQUIREMENTS

The Provider must comply with all SourcePoint Conditions of Participation. Additionally, Transportation Service Providers must comply with the following:

- 3.1 The provider may be an individual or agency.
- 3.2 The Provider shall maintain a sufficient number of vehicles to ensure efficient service delivery to eligible recipients.
- 3.3 The provider shall document that all utilized vehicles have insurance in compliance with Ohio's financial liability law requirements.
- 3.4 The provider shall document that all vehicle operators and owners maintain proof of financial responsibility as required in section 4509.101 of the ORC for motor vehicles and in SourcePoint's Conditions of Participation.
- 3.5 The provider shall document that each vehicle operator has a current/valid Ohio motor vehicle operator's license, or a license appropriate to the vehicle (i.e., commercial driver's license for multi passenger vehicle).

- 3.6 The provider shall have a written plan for regularly scheduled maintenance and safety inspection of vehicles used, and must document compliance with the plan.
- 3.7 The provider shall document that an annual OBMV check on vehicle operators has been successfully completed and that there are no disqualifying offenses. The following violations would disqualify a driver from transporting SourcePoint clients:
  - 3.7.1 DUI or OMVI
- 3.8 The provider shall maintain daily service logs or trip sheets that include:
  - 3.8.1 Date of service;
  - 3.8.2 Participant's name and pick up and destination points;
  - 3.8.3 Participant's signature or initials or designee's signature; and
    - 3.8.3 (a) Driver may sign for client if previously approved by care consultant and this approval is documented in client record
  - 3.8.4 Odometer or mileage calculation signed by vehicle operator
    - 3.8.4 (i) When transporting a client both to and from a destination, the provider must treat each leg of the transport as an independent service unit, collecting all of the above information both to and from the destination.
- 3.9 Vehicle operators must complete a daily, pre-trip vehicle inspection that must include at a minimum the items listed on Ohio Department of Aging's form ODA0008
  - 3.9.1 ODA0008 can be obtained through the Ohio Department of Aging's website, [https://aging.ohio.gov/Portals/0/PDF/Rules/ODA0008\\_2019-02-01.pdf](https://aging.ohio.gov/Portals/0/PDF/Rules/ODA0008_2019-02-01.pdf)
  - 3.9.2 Documentation of the daily, pre-trip inspections is required and must be maintained for presentation upon request during audits.
- 3.10 A copy of the certificate of insurance and vehicle registration shall be maintained in each vehicle.

#### **4.0. SERVICE REQUIREMENTS**

- 4.1 The Provider will insure that services delivered include the following components:
  - 4.1.1 Should a round trip be required, the provider accepts the responsibility for the provision of the return trip, and must ensure the client is transported back home.
  - 4.1.2 For each separate appointment, the Provider is not required to make more than one attempt to pick up an authorized client from the client's residence on the same day. Provider is required to attempt to locate the client if the client is not present for pick up. This can be achieved by phone contact to the client's home, knocking on the client's door, phone contact to dispatcher, etc.
  - 4.1.3 The Provider shall make as many attempts as necessary to pick up the client for a return trip home from the approved destination site.

- 4.1.4 The Driver shall go to the door of the client's residence or the approved site, to safely escort the client to the vehicle. At the approved destination site, the Driver may be required to enter the facility to safely escort the client and provide personal assistance as necessary. (Exception to entering facility: provider with multiple passengers who would be left alone in the vehicle.)
- 4.1.5 The Driver shall provide personal assistance as necessary, and per client request. Personal assistance is limited to assistance in moving to/from the door of the pickup site/approved destination, and/or assistance with the client's equipment, etc. The Driver shall also assist the client in entering or exiting the vehicle, as necessary.
- 4.1.6 The Provider must coordinate and adjust the pickup time with the client in order to ensure a timely arrival at the medical provider or other approved destination.
- 4.1.7 For return trips and emergency trips there shall not be a waiting period of more than one hour from the time the Client is ready to go and contacts the Provider, and the time the client is scheduled to be picked up.
- 4.1.8 No additional charges shall be incurred by or for a client who requires an escort to accompany the client to the approved destination, for the purpose of offering assistance.
- 4.2 The provider is responsible for assuring the safety of each vehicle used to transport participants according to these standards:
  - 4.2.1 Vehicles designed for transporting less than five individuals shall:
    - 4.2.1 (a) Be equipped with seat belts for each individual transported; and
    - 4.2.1 (b) Have documentation that an annual safety inspection has been conducted through either the Ohio State Highway Patrol safety inspection unit or a certified mechanic as outlined in **Appendix I-A** of these specifications.
  - 4.2.2 Vehicles equipped for transporting participants remaining in wheelchairs and other mobility devices shall:
    - 4.2.2 (a) Be equipped with a lift or ramp in working order. No client is to be transported by wheelchair or other mobility device without a working lift or ramp.
    - 4.2.2 (b) Be equipped with permanently installed floor 4-point-restraints for each mobility device position used;
    - 4.2.2 (c) Have documentation that an annual vehicle inspection has been conducted by the Ohio State Highway Patrol safety inspection unit or a certified mechanic;
    - 4.2.2 (d) Have a certified mechanic available to document annual inspections to ensure all equipment and elements, as outlined in **Appendices I-A and I-B** of these specifications, are in working order;
    - 4.2.2 (e) Have documentation of daily inspection consistent with ODA0008 has been

completed prior to transporting any participant that day as outlined #3.9 of these specifications; and

4.2.2 (f) Have documentation that each operator has been trained and skill-tested in the proper use of the wheelchair lift and securing mechanisms prior to transporting any wheelchair-bound participant.

4.2.3 Vehicles designed for transporting five or more participants/individuals shall:

4.2.3 (a) Be equipped with functional safety belts for each participant transported, unless state law exempts the vehicle;

4.2.3 (b) Be equipped with external Convex lens (any vehicle larger than fifteen passenger van);

4.2.3 (c) Be equipped with emergency equipment specified in **Appendix I-A** of these specifications; and

4.2.3 (d) Have documentation of at least an annual vehicle inspection by the Ohio State Highway Patrol safety inspection unit, a certified mechanic or Ohio Medical Transportation Board of the elements outlined in **Appendix I-A** of these specifications.

4.3 There shall be no smoking in the transportation vehicle while the client is present. In the event SourcePoint client requests a smoke-free vehicle, the Provider shall comply with this request.

## 5.0 **TRAINING**

5.1 The provider must document that each vehicle operator has completed the DRIVE training or other SourcePoint pre-approved passenger assistance course. The operator must have completed the training within six months prior to hire or within the first year of employment by the provider.

5.2 Each vehicle operator shall complete a DRIVE refresher course or other SourcePoint pre-approved passenger assistance refresher course at least every three years.

5.3 Each vehicle operator shall complete one of these defensive driving programs within one year prior to hire, or within the first three months of employment:

a) National Safety Council; **OR**

b) Ohio Department of Development; **OR**

c) Any other SourcePoint-approved defensive driving course.

5.4. Each operator of those vehicles designed to transport five or more passengers, shall complete a SourcePoint pre-approved defensive driving refresher course at least every three years.

## **6.0. PERSONNEL QUALIFICATIONS**

All vehicle operators shall:

- 6.1 Have a current/valid Ohio motor vehicle operator's license, or license appropriate to the vehicle (i.e., commercial driver's license) with less than 6-points assessed on license
- 6.2 Be nineteen years or older.
- 6.3 Meet all other State Laws and the SourcePoint Conditions of Participation.
- 6.4 Achieve a passing score in first aid and CPR training courses offered by the American Red Cross, the American Heart Association, the National Safety Council, Medic First Aid International, American Safety and Health Institute, or an equivalent organization approved by SourcePoint.
- 6.5 The Driver shall possess the ability to understand written and oral instructions.
- 6.6 The Driver shall possess the ability to conduct and document the daily vehicle inspection
- 6.7 The Driver shall wear clean and appropriate attire, and have identification which is clearly labeled with the name of the Provider agency.
- 6.8 The Driver shall perform his duties in a professional manner, and shall be courteous to all clients at all times.
- 6.9 The Driver shall possess the ability to respond appropriately in the event of an emergency. Such duties include but are not limited to obtaining emergency medical assistance for a client; ensuring a disabled vehicle is safely moved off to the side of the road with emergency flashers enabled.
- 6.10 The Driver shall observe and comply with all state and local laws regarding the use of cellular phones while the client is being transported in the vehicle. Drivers shall limit the use of cellular phones while the client is being transported in the vehicle in order to ensure client safety. Drivers are strictly prohibited from "texting" – sending or reading a text message - while the vehicle is in transit.

## **7.0 COORDINATION OF TRANSPORTATION SERVICES**

To the extent feasible the provider is required to participate in the design and delivery of a coordinated non-emergency transportation system with their service area.

- 7.2 To facilitate the coordination of non-emergency transportation services among multiple providers and/or funding sources; providers may apply to SourcePoint for waivers from specific conditions of participation and transportation service specifications.
  - 7.2.1 Waiver applications must be made in writing to SourcePoint.
  - 7.2.2 The waiver application must include a plan which:
    - 7.2.2(a) Identifies the specific COPS and service specifications for which the provider is applying for a waiver;
    - 7.2.2 (b) Demonstrates how the waivers will facilitate coordination within the service area;
    - 7.2.2 (c) Demonstrates how the provider will preserve the integrity of program requirements set forth in state or federal law; and
    - 7.2.2 (d) Demonstrates how the provider will ensure the health and safety of participants, clients, vehicle operators and the general public.
  - 7.2.3 Upon review and recommendation of SourcePoint, waiver application will be presented to the Board of Directors for final approval.