



## RSVP Volunteer Driver Transportation Program Rider Information

### General Client Eligibility and Trip Request Provisions

1. Riders must be a resident of Story County.
2. Riders must fill out and sign a client application/waiver of liability for RSVP to keep on file.
3. Riders must be mentally alert (unless accompanied) and ambulatory (able to get to and from a vehicle with little or no assistance). RSVP CAN accommodate clients with collapsible walkers, canes, and/or portable oxygen tanks. RSVP CANNOT accommodate large seated walkers or wheelchairs.
4. Riders must be willing to have an in-home assessment conducted by a trained RSVP Volunteer Outreach Specialist to determine eligibility for the RSVP Transportation Program.
5. This service is for essential trips only, with medical appointments taking priority.
6. Our primary focus is on providing rides for elderly (60+) and/or disabled (but ambulatory) individuals. Other consideration will be given to riders on a case-by-case basis. If exceptions are made, riders with children must provide appropriate car/booster seats and install them. All children under age 18 must be accompanied by parent or guardian.
7. **For out-of-county trips, requests will be accepted for medical and medical-related appointments only with priority given to medical specialist appointments that are only available out-of-county.** Exceptions may be made at the discretion of RSVP staff.
8. Clients may request transportation TO an appointment for a procedure requiring sedation but RSVP will NOT provide transportation FROM any medical procedure that requires sedation.
9. Rides must be for 2 or fewer passengers. (Exceptions may be made at the discretion of RSVP staff.)
10. **Riders must not ask drivers to make any additional stops that were not part of the original trip request.** All scheduled stops must be approved/scheduled through the RSVP office. An exception can be made for stops to pick up a prescription after an appointment. Our staff and volunteer drivers need to be aware of all the details of a trip beforehand, so they know how much time they are committing. Abuse of this policy could result in service being discontinued.
11. Riders should not request future trips from a driver or contact an RSVP driver directly to request a ride. ALL trips must go through the RSVP office.
12. For grocery trips, please plan to shop at the nearest grocery store or a store in your own community. If you have a grocery store in your community, trips out of town for groceries are cost-prohibitive for RSVP unless it is combined with and in conjunction with a medical appointment. (If interested, ask about RSVP's grocery delivery service).
13. Other: We cannot accept requests for medical transportation from residents who are Iowa Medicaid members approved for non-emergency medical transportation under a Managed Care Organization. All such requests will be referred to their respective MCO. RSVP can accommodate these members for rides to essential non-medical trips.



## Days and Times of Service

- For in-county trips, rides can be scheduled for appointments that are Monday – Friday between 8am and 4pm. **Appointments should be complete by 5:30pm. For out-of-county trips, requests will be accepted for medical appointments scheduled between 9:00am and 2pm.** Exceptions may be made at the discretion of RSVP staff.
- **RSVP Office hours are 9am–5pm, Monday–Friday. (We are not available to take calls on weekends).** Offices are also closed all federal holidays and Christmas Eve. Due to meetings and events, RSVP staff may not be available to answer the phone. Please leave a message. RSVP staff members check messages frequently during these circumstances and will respond to your call as soon as possible. To schedule a trip or request information, call:  
**ROLAND/STORY CITY RESIDENTS: CALL 515-733-4917**  
**AMES AND ALL OTHER RURAL RESIDENTS: CALL 515-292-8890**
- **Riders must request transportation services within at least 48 business hours for an in-county trip and 72 business hours for an out-of-county trip.** However, you are encouraged to request service with as much advance notice as possible. RSVP will make every attempt to fill all needed requests for service. The more notice we are given, the better the chances are that we will be able to find a driver.

## Conditions of Service

- RSVP staff will monitor and assess road and weather conditions at all times. If at any time, the safety of the volunteer or the rider is compromised by these or other conditions, we will cancel the scheduled trip.
- Riders must wear a seat belt while being transported.
- The pick-up and drop-off settings must be such that there is no immediate danger.
- Volunteers will provide transportation only. DO NOT request additional services from the drivers.
- A primary caregiver or significant other will accept full responsibility for the care of the client should he or she need accompanied.
- If RSVP receives information through online criminal record checks, or from a caregiver or a qualified professional (regarding a transportation client's physical and/or mental condition) that could compromise the safety or well-being of a volunteer driver, services may be denied. (Please note that RSVP reserves the right to conduct online criminal record checks as well as a National Sex Offender Registry check on all registered clients). All drivers are screened through an online criminal history check and Department of Motor Vehicle check.
- Physical and/or verbal abuse of volunteers will not be tolerated and will call for immediate termination of service.
- Smoking during any part of the trip is not permitted.
- Central Iowa RSVP will not deny service on the grounds of age, gender, gender identity, color, sexual orientation, race, religion, and physical (must be ambulatory) or mental disability.
- Central Iowa RSVP reserves the right to establish a waiting list of riders should driver availability or other factors impact RSVP's ability to provide service\*. If implemented, those on the wait list will be provided with wait list policies and guidance. **THERE IS NO CURRENT WAIT LIST.**

**Cost:** Because of federal regulations, we are not able to charge a fee for this service. This service is funded by Story County, City of Ames, United Way of Story County, Aging Resources of Central Iowa, and sustained by donations to the program. Donations can be given to your driver or mailed to: Central Iowa RSVP, 503 Elm Avenue, Story City, IA 50248.

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