



Faith in Action Georgetown

2425 Williams Dr., Suite 104 Georgetown, TX 78628

512-868-9544 www.FaithInActionGT.org

HOURS: Monday-Friday, 9:00 am - 12:00 pm, 1:00 pm - 4:00 pm

Our mission is to help seniors maintain their independence and quality of life by providing transportation and other support services.

We value diversity in all staff, volunteers, and clients.

Transportation and Other Support Services Policy

Faith in Action is unable to provide emergency or on-demand services. If you have an emergency, please contact 911. All rides require advanced notice.

3-business day advance for inside Georgetown (Medical & Errands)

5-business day advance for outside Georgetown (Medical only)

Participant Eligibility Requirements

1. Age 65 or older and live within the city limits of Georgetown or the ETJ.
2. Faith in Action Georgetown (will be referred to as "FIAG") can accommodate clients that can walk independently or use their canes or walkers as our drivers cannot transport wheelchairs or transfer or lift a person.
3. Participants are to make their own arrangements and clearly communicate their requests to the office.
4. The Participants will need to respond to the confirmation call from the Volunteer Driver.

Participant's Emergency Contacts

1. Participants shall have two emergency contacts on record, a minimum of **one**.
2. Contacts should be either a relative or friend who can provide immediate information in case of emergency.
3. Emergency contact should be someone you tell in advance before you list them as your emergency contact person.
4. Participants are responsible for informing FIAG of any updates to their emergency contact information.

Health & Safety Practice

FIAG policy reflects information from guidance of Centers for Disease Control and Prevention (CDC), and local health department advisories. FIAG will also follow all local, state, and federal declarations.

1. Participants will wear a face covering if requested.
2. Participants are to self-monitor their temperature. On the day of the service if a Participant's temperature is above 100.4 degrees, service will be re-scheduled or cancelled.
3. FIAG suggests participants sanitize their hands frequently.
4. Participants will cover their mouth and nose when they sneeze or cough and use their elbow or a tissue to cover their mouth.
5. Participants, Volunteers and Staff are to stay home if they feel sick (or have sick family members at home).

6. Participants must be free of symptoms such as fever, upper respiratory infection, vomiting and/or diarrhea and have been free of such for 48 hours.

Volunteer Drivers

FIAG recommends that Drivers sanitize hands and car surfaces that are frequently touched by Participants such as the interior and exterior handles, steering wheel, turn signals, etc.

Cancellation or Changes

1. Participants, please contact the office immediately to ensure we have time to communicate any updates to the Driver.
2. Excessive cancellations or schedule changes may require FIAG to discontinue service to a Participant.
3. If Georgetown ISD cancels school due to the weather, FIAG will cancel all appointments.
4. FIAG does our best to cover all ride requests. Participants may be asked to reschedule a ride due to high volume or limited Driver availability.

Holiday's Observed

1. New Year's Day (January 1st)
2. Good Friday (Friday before Easter)
3. Memorial Day (in May)
4. Independence Day (in July)
5. Labor Day (in September)
6. Thanksgiving Day and the day after (in November)
7. December 24 – Jan 1

Other

1. Participants and Volunteers of FIAG programs shall sign a waiver before services are rendered.
2. FIAG strives to ensure safety, quality and comfort for our Participants and Volunteers. Therefore, FIAG reserves the right to refuse services.
3. If the Participant's physical and/or mental abilities have declined such that they impact the safety of the Participant, staff and/or volunteers, referrals will be made for appropriate services.
4. The excessive inability of drivers to reach participants will result in discontinuation of services.
5. It should be noted that the policies and procedures of FIAG will be reviewed and revised on a regular basis. The most recent edition can be obtained at our website www.FaithinActionGT.org. or by calling 512-868-9544.

Service Offerings

One-On-One Rides

1. One ride per week (either medical or personal ride of choice) can be requested.
2. If you have a second stop, please advise the office at the time of request. Please do not ask the Driver for additional stops if you have not already scheduled it.
3. Couples receive one ride per week, per person.
4. Request services
 - a. Use the online scheduling process at www.FaithinActionGT.org or contact the Program Coordinator at 512-868-9544, Monday – Friday.
 - b. DO NOT call the Volunteer Driver directly. Make all requests and changes through the office.

- c. Rides may be prioritized for urgency and life-sustaining purposes.
- 5. Austin Rides
 - a. Medical appointments only
 - b. Appointments must be scheduled between 10:00 am to 2:00 pm.
 - c. If the doctor has an office in Georgetown or Round Rock, please schedule there instead of Austin.
 - d. Ride Information needed to schedule rides
 - i. Date, time of appointment and duration of appointment.
 - ii. Destination Name and Address
- 6. Confirmation
 - a. A volunteer driver will contact the participant 2-3 days prior to the scheduled ride to coordinate a pick-up time, and again, the day prior to confirm. The participant MUST be able to respond to communications from drivers in a timely fashion.
 - b. If the volunteer driver has been unsuccessful in reaching the participant by noon the day prior to the scheduled ride, the volunteer will contact the office and the office staff will reach out to the participants emergency contacts for assistance, and the ride will be cancelled.
 - c. If the volunteer driver has coordinated a pick-up time with the participant but is unable to reach them the day prior to confirm, the driver will show up at the coordinated time for pick-up.
- 7. Reason for denying further services
 - a. FIAG has the right to cancel all further services with the participants for lack of communication with volunteer drivers if there have been 3 or more consecutive instances of lack of communication with either the drivers or the office, resulting in cancellations.

Go-Van Go-Bus

- 1. Allowed **One** *grocery* ride per week *plus* **One** *social* ride per week.
 - a. Requesting services
 - i. Use an online scheduling process at www.FaithinActionGT.org or contact the FIAG office at 512-868-9544, Monday – Friday 9am – noon, 1pm – 4pm.
 - ii. Advance notice of 3 weekdays before the scheduled route.
 - iii. Schedule is on a first come first served basis.
 - b. Schedule (morning and afternoon availability):
 - i. Tuesday: Grocery
 - ii. Wednesday: Grocery
 - iii. Thursday – Social event (to be determined).
 - iv. Schedule is subject to change. For the current schedule, please refer to www.FaithinActionGT.org
 - c. Confirmation: The Van Driver will contact the Participant to confirm a pick-up time.
 - d. Pick-up/Drop-off: Participant will be picked up and dropped off from their listed residence only.
 - e. Walkers and rollators will NOT be transported on the van. At the destination, the Van Driver will acquire a shopping cart or motorized shopping cart for each passenger as needed. EXCEPTION: On social outings, as space allows, walkers may be transported.
 - f. Van rules are provided to each participant upon their first van ride.

Buddy Program

FIAG's Buddy Program is designed to enhance the quality of life for our participants by promoting independence and fostering meaningful connections within their communities.

1. Buddy Calls
 - a. Volunteers are matched with participants who wish to have someone call and check in on them a few times each week.
2. Grocery assistance
 - a. Volunteers Pick-up & deliver groceries to participants homes.
 - b. Grocery shop for participants who cannot get out to do so.
3. In home assistance (light yard work, simple maintenance)
 - a. Light yard work
 - i. Raking leaves
 - b. Simple maintenance
 - i. Changing light bulbs
 - ii. Replacing air filters
 - iii. Checking batteries in smoke alarms
4. Technology assistance
 - a. Assistance with computers/tablets
 - b. Assistance with cell phones
5. Friendly visitor (No hands-on caregiving or housekeeping)
 - a. Spending time in participants' homes playing cards, chatting, etc.
 - b. Reading & sorting mail
 - c. Helping to fill out forms (no legal documents)

Medical Equipment

1. Please check the website at www.FaithinActionGT.org for current updates.
2. Requesting services

Contact FIAG office at 512-868-9544, Monday-Friday.