



## Faith in Action Georgetown

P. O. Box 743 Georgetown, TX 78627

512-868-9544 www.FaithInActionGT.org

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

## Transportation and Other Support Services Policy

### Eligibility Requirements

- Age 65 or older – 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.
- Walk independently (except for cane or walker use. Drivers do not transport wheelchairs or transfer/lift a person).
- Georgetown resident (services are not duplicated to communities such as Independent Living and Assisted Living that provide transportation).
- Able to make own arrangements – clearly communicate the request to the office and respond to confirmation phone call from Volunteer.
- Shall the decline of Client's physical and/or mental abilities impact the safety of **Participants (Client/Volunteer/Staff)**, referrals will be made for appropriate services.
- Volunteers undergo a background check that includes criminal and driving record.
- Volunteers will provide proof of insurance and references.

### Emergency Contacts

- Participants will have a minimum of **two** emergency contacts on record.
- Contacts should be either a relative or friend who can provide immediate information in case of emergency.
- Emergency contact should be asked in advance to be listed as a contact.
- Inaccurate or inoperative emergency contact information will result in discontinued services.
- Participants are responsible to inform FIAG of any updates to emergency contact information.

### Health & Safety Practice

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

- COVID-19 Related
  - Participants must wear a face covering while in the vehicle.
  - Participants are to self-monitor their temperature. Participants who do not have a thermometer need to notify the office and one can be provided in advance. On the day of the service if a Participant's temperature is above 100.4 degrees, service will be re-scheduled or cancelled.
  - DO NOT get into the vehicle without confirming temperature.
  - Clients will ride in the backseat, opposite the Driver.
  - Clients are to handle their own belongings (cane/walker/groceries) when able. Otherwise the Driver will assist by wearing gloves or using hand sanitizer.
  - Clients are to buckle themselves when possible. If assistance is needed, Participants will wear face coverings and observe proper hand sanitizing.
  - Participants will wash hands frequently.
  - Cover your mouth and nose when you sneeze or cough. Use your elbow or a tissue to cover your mouth and dispose of the tissue in an appropriate trash receptacle immediately.

- Sanitation supplies and masks are available to Participants. Supplies and instructions on correct sanitation and hygiene practices are available.
- Stay home if you feel sick (or have sick family members at home). If you have COVID-19, think you have it, or have related symptoms, **STAY HOME. A 14-day quarantine from last exposure or negative test will be necessary before requesting services.**
- 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.
- Drivers must sanitize hands and car surfaces that are frequently touched by Participants (handles [interior/exterior], steering wheel, turn signals, etc.).
- Drivers must physically distance from others. It is recommended to not enter the medical facility. The medical facility may not allow access.
- When possible, open the vehicle windows to allow fresh air and avoid recirculated air.
- If the health & safety commitment is not being followed, please contact the office at 512-868-9544.

## Cancellations or Changes

- Please contact the office immediately to ensure we have time to communicate any update to the Driver.
- Excessive cancellations or schedule changes may require FIAG to discontinue your service.
- If Georgetown ISD cancels school due to weather, we will cancel all appointments.
- We do our best to cover all ride requests. You may be asked to reschedule a ride due to high volume or limited Driver availability.

## Holidays Observed

- New Year's Day
- Good Friday
- Memorial Day
- 4<sup>th</sup> of July
- Labor Day
- Thanksgiving Day and the day after
- Last two weeks of December

## Other

- Clients and Volunteers of FIAG programs shall sign a waiver before services are rendered.
- FIAG strives to ensure safety, quality and comfort for our Clients and Volunteers. Therefore, FIAG reserves the right to refuse services.
- It should be noted that policies and procedures of Faith in Action Georgetown will be reviewed and revised on a regular basis. The most recent edition can be obtained at our website [www.FaithinActionGT.org](http://www.FaithinActionGT.org) and/or our physical location: 2995 Dawn Drive, Suite 106, Georgetown, TX 78628.

## Service Offerings

### PHASE 1

- **Medical Appointments only**
  - **One** ride per week can be requested with up to two destinations per ride (if both are in Georgetown). If you have a second stop, please advise office at time of request. Please do not ask the Driver for additional stops if you have not already scheduled.
  - **Couples** receive one ride per week, per person.

- **Requesting services**
    - Use online scheduling process at [www.FaithInActionGT.org](http://www.FaithInActionGT.org) or contact the Client Services Coordinator at **(512) 868-9544, Monday – Friday.**
    - **Do not** call the Driver directly. Make all requests and changes through the office.
    - Rides may be prioritized for urgency and life-sustaining purposes.
  - **Advance notice**
    - Within Georgetown: 3 weekdays
    - Out of Georgetown: 5 weekdays (medical only)
    - Weekends and Holidays do not count.
  - **Austin Rides**
    - Medical appointments only.
    - Appointment must be scheduled between 10:00 am – 2:00 pm.
    - If doctor has an office in Georgetown or Round Rock, schedule there, instead of Austin.
  - **Ride Information** needed to schedule rides
    - Date and Time of appointment (duration of appointment)
    - Destination Name and Address
  - **Confirmation** – A Driver will contact the Client to coordinate a pickup time. If the Client has not heard from a Driver by 11:00 am the day before the appointment, contact the office **(512) 868-9544, Monday-Friday.**
- **Buddy Program**
    - **Twice a week check-in** – Client is assigned a dedicated Volunteer who will check in twice a week.
      - **Social Calls** – receive a phone call twice a week for a short chat and/or
      - **Online Grocery assistance** – Volunteer will place grocery order. Delivery options include: 1) FIAG Volunteer performs curbside pickup at the grocer and delivers to Client’s front porch. Volunteer to notify Client when drop off is made, or 2) for a fee, delivery arrangements via Favor, Instacart or Shipt can deliver to Client’s front porch.
      - **RX Prescription Pick up** – Clients needing a prescription pick up only, will be handled through the Buddy Program.
      - **Miscellaneous Assistance could include**
        - Application for Ballot by Mail to Vote
        - Texas Identification card

## PHASE 2

- **Grocery Shopping via Faith in Action Go-Van-Go Bus**
  - **One** ride per week.
  - **Requesting services**
    - Use online scheduling process at [www.FaithInActionGT.org](http://www.FaithInActionGT.org) or contact the Client Services Coordinator at **(512) 868-9544, Monday – Friday.**
    - Advance notice of 3 weekdays before the scheduled route.
    - Schedule first come/first served. Capacity monitored for social distancing.
  - **Schedule (morning and afternoon availability)**
    - **Tuesday:** HEB on Williams Dr.
    - **Wednesday:** Wal-Mart
    - **Thursday:** HEB on Williams Dr.
    - **Schedule is subject to change.** For a current version, please refer to [www.FaithInActionGT.org](http://www.FaithInActionGT.org)
  - **Confirmation** – The Van Driver will contact the Client to confirm a pick-up time.
  - **Pick-up/Drop off** – Client will be picked up and dropped off from their listed residence only.

- **Shopping Trip**
  - The Client will have 1.5 hours to shop.
  - If Clients have a cell phone with them, that number will be listed in addition to another emergency contact number.
  - Limit of 3 cloth grocery bags (or 9 plastic grocery bags). A freezer/insulated bag is recommended for cold items. All purchased items must be stored in the cargo area.
  - No purchase of cases of water allowed.
- **Food & Drink** – Only a bottled water may be brought on the van.
- **Aisles** – There will be no items placed in the aisle which may impede passengers entering or exiting the van.
- **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.

### **PHASE 3**

- **Medical Equipment**

- We are currently reviewing a safe protocol to distribute and accept medical equipment.
- Please check the website at [www.FaithInActionGT.org](http://www.FaithInActionGT.org) for current updates.
- **Requesting services**
  - Contact the Client Services Coordinator at **(512) 868-9544, Monday – Friday.**

- **Grocery Shopping and Personal Errands**

- It is unknown when Volunteer provided drives to the grocery store or personal errands will return.
- Please check the website at [www.FaithInActionGT.org](http://www.FaithInActionGT.org) for current updates.