



POLICIES AND PROCEDURES



A project of



**Senior Citizens United
Community Services, Inc.
537 Nicholson Road
Audubon, NJ 08106**

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www.scucs.org



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Policies and Procedures

I. GENERAL POLICIES

- A. SEN-HAN Transit, to expand the capacity of the system, will encourage and offer linkage to public transportation systems, such as NJ Transit, SEPTA, PATCO, and other para-transit systems. As situations warrant, passengers will be assisted in securing any available discount programs on these systems. Passengers refusing to accept linkages may be denied service.
- B. The services of SEN-HAN Transit are available to all county residents 60 or older and disabled residents, as certified by SCUCS, of any age.
- C. For the purpose of SEN-HAN Transit, "disabled" is defined as a passenger whose condition precludes their use of public transportation.
- D. All requests for service must be appropriate for the available equipment.
- E. All passengers regardless of their mobility status are required to use the lap belt and if available the shoulder harness during transport. Any passenger refusing to use these items will not be transported.
- F. There is to be no smoking, eating, or drinking during transport on a SEN-HAN Transit vehicle.
- G. All passengers are required to wear seat belts, as required by NJ law.
- H. Service is limited to the geographical area of Camden County (note exception to borderline counties under *Medical and Employment Section*). Transportation to Philadelphia medical centers is provided via the shuttle operated by Gloucester and Camden counties, Monday to Thursday and to borderline communities that are five (5) miles outside Camden County.

I. Non-Discrimination Policy

SEN-HAN Transit is committed to ensuring that no person is excluded from, or denied the benefits of our services on the basis of race, color, religion, gender or national origin as protected by Title VII of the Civil Rights Act of 1964, as amended. Any person who believes that they have, individually, or as a member of any specific class of persons, been subjected to discrimination on the basis of race, color, or national origin, may file a complaint in writing to Senior Citizens United Community Services, Inc. To file a complaint, or for more information Senior Citizens United Community Services, Inc.'s obligations under Title VII, write to: SCUCS, Inc., 537 Nicholson Road, Audubon, NJ 08106 or visit www.scucs.org. Transportation services provided by this agency are in whole or part funded through Federal funds received through NJ TRANSIT and as an individual you also have the right to file your complaint under Title VII to NJ TRANSIT by writing to: NJ Transit Customer Service – Title VII Division, One Penn Plaza East, Newark, NJ 07105 or visit njtransit.com/diversity. A complaint must be filed within 180 days of the alleged discrimination

II. CERTIFICATION REQUIREMENTS

- A. Camden County residents age 60 and over may request service without formal certification.
- B. Camden County residents under 60 years of age must complete *SCUCS' Disabled Certification* application with written documentation by their physician.

1. For the purpose of SEN-HAN Transit, "disabled" will be defined as written in FTA 49CFR part 609 that states: "Handicapped persons means those individuals who, by reason of illness, injury, age, congenital malfunction, or other permanent or temporary incapacity or disability, including those who are non-ambulatory wheelchair-bound and those with semi-ambulatory capabilities, are unable without special facilities or special planning or design to utilize mass transportation facilities and services as effectively as persons who are not so affected."
 2. Requires certification by a licensed medical physician, MD, or DO.
 3. In the event of **disabled** certification disputes, SCUCS can require individuals to be examined by an independent physician, MD or DO of SCUCS' choice at no cost to the applicant.
- C. Both temporarily and permanently disabled individuals qualify for service.
- D. If the passenger's mailing address is outside of Camden County, SEN-HAN Transit will confirm the actual municipality of residence through the tax office of the passenger.

III. EXCLUSIONS TO CERTIFICATION AND TRANSPORT as defined in Section 5302(a)(5) of the Federal transit laws (49 U.S.C Chapter 53).

- A. **Pregnancy** as a sole condition will not be considered a disability.
- B. **Obesity** as a sole condition will not be considered a disability.
- C. **Acute or chronic alcoholism or drug addiction**. Passengers with a recent history of substance abuse. SEN-HAN Transit does not provide transport to substance or rehab facilities for the treatment of drug or alcohol abuse. No passenger transport is provided to Methadone clinics.
- D. **Actively Contagious diseases** are specifically excluded from eligibility.
- E. Persons who are a **physical threat** to themselves or others.
- F. **Passengers diagnosed as psychotic or with serious mental health problems** must have certification from a psychiatrist that they are not a threat to themselves or others.

IV. LIFT USE/SPECIAL ASSISTANCE

Certification of Mobility Aids

SCUCS is requiring a certification for all non-standard wheelchairs. A standard wheelchair is characterized by a cross brace frame (allows folding), two large wheels, two small wheels in front (castors) and push handles to allow non-occupants to propel the chair. A standard chair is the type of wheelchair commonly issued by hospitals.

SCUCS staff will visit all passengers using non-standard and/or motorized mobility aids to determine the possibility of securing the chair in the securement system installed on SEN-HAN Transit vehicles. Chairs whose design allows for appropriate securement will be affixed with a SCUCS certification seal and yellow or white tape to guide the drivers in the proper placement of the S hooks.

Staff will explain to passengers whose mobility device can not be secured in the securement system that it is strongly advised that they not remain seated in an uncertified chair. These passengers will be offered transport in

a SEN-HAN provided standard wheelchair. The unoccupied non-certified mobility device would then be secured as best as possible and transported unoccupied.

These chairs will be marked with orange tape and inspection stickers. Drivers are to use Q-Straint loops and attach them in the orange marked areas. These are then attached to the Q-Straint S hooks.

Intake clerks will indicate in the driver's comment section to take Q-Straint loops.

- A. **Mobility assistance equipment** – It is strongly recommended that passengers unable to use the ambulatory passenger step entrance because of their use of mobility assistance equipment such as canes, walkers, or crutches or with limited mobility or range of motion limitations but do not use a mobility device will be encouraged by the staff to use a SEN-HAN standard wheelchair to insure their safety on the vehicle lift.
- B. **Electric scooters** – Passengers using electric scooters designed for persons with limited walking capabilities are strongly encouraged to transfer to a SEN-HAN standard wheelchair to insure safe boarding of the vehicle. In this situation, during transit the passenger would either remain in our boarding chair, secured by the tie-down system of the vehicle or be offered assistance in transferring to a passenger seat. The driver will load the empty scooter using the wheelchair lift and secure the scooter as safely as possible using seat belts.
- C. **Service animals** - Passengers requiring transport accompanied by their trained service animal will be accommodated. Advance notice from the passenger of this situation is required. Service animals are expected to sit or lie at the feet of the owner.
- D. **Escorts** - Escorts are welcome and in some cases may be required to ensure the safety of the passenger. Passengers are required to inform the reservations clerk that an escort will accompany them to reserve additional seating on the vehicle.
- E. **Passengers with wheelchairs** – Passengers with wheelchairs cannot be transported up or down more than one step at either their origin or destination. Homes of passengers with wheelchairs must be equipped with ramps meeting requirements as stated in Section 4.1.6 (3) (a) of ADA regulations.
 - 1. Wheelchairs deemed by SEN-HAN Transit to be in poor condition may not be used for transport. SEN-HAN may provide a wheelchair in those circumstances for the ride and will transport the passenger's unoccupied wheelchair on the vehicle.
- F. **Oxygen and Respirators** – Drivers are not trained or permitted to operate or maintain oxygen for passengers. Passengers or their escort must be able to assume these duties. Oxygen containers and respirators will be secured as much as possible by the driver prior to transport.
- G. **Underage Riders** - An adult must accompany passengers under the age of 18 (except DYFS project participants.)
 - 1. Parents must provide car seats for children who are less than eight years of age or less than eighty pounds in weight as required by the State of New Jersey. (SEN-HAN Transit will supply child restraint seats for children transported under the DYFS project.)

V. SERVICE AREA

- A. The **standard service area** is Camden County.

- B. **Out-of-county service** is limited to specialized medical services not generally available within Camden County.

Service to Philadelphia is restricted to Center City medical centers and is provided via a shuttle Monday through Thursday through a cooperation agreement between Camden and Gloucester counties.

- C. **Service to Gloucester County** is restricted to the immediate area surrounding Underwood Hospital, Woodbury.
- D. **Service to Burlington County** is restricted to the immediate area surrounding Virtua Marlton and office complexes at Greentree Road and the Pavilions.
- E. Passengers who use SEN-HAN to **transfer to public transit systems** in Camden County have no service area restrictions.

VI. TYPES OF SERVICES – Demand rides are defined as follows:

- **Demand Service** - An appointment that must be prearranged for each occurrence and occurs only once and is not repeated daily or weekly. These rides must be confirmed or they will be canceled.
- **Demand Subscription Service** - A series of appointments or procedures that reoccur weekly and/or daily for an extended period of time. These appointments must be the same times and days each week. The schedule can not vary from week to week. These rides do not have to be confirmed.

DEMAND SERVICE

- A. **Demand medical transportation** operates Monday through Friday. The earliest appointment time is 8:00 am and the latest scheduled take home rides are scheduled at 2:00 PM.

1. Service is available on a first-come, first-served basis and there is no guarantee of service availability.
2. Ride appointments may be made between two days and two weeks before the scheduled doctor's appointment.
3. Passengers must call the central intake line at (856) 456-3344 between the hours of 9:00 am and 4:00 PM, Monday through Friday to reserve their ride.
4. Passengers must confirm their rides between 5:00 am and 10:00 am the working day before their appointment. Confirmations must be made on the confirmation telephone number (856) 742-8937. Rides not confirmed would be cancelled.
5. Passengers are expected to be ready for pick-up one hour ahead of the appointment that was scheduled with SEN-HAN Transit. This may not be your appointment time with the physician.
6. Passengers residing in high-rise buildings are expected to be downstairs in the lobby.
7. Passengers may only schedule three round-trip medical ride appointments at one time, unless it is for extended therapies such as dialysis, radiation, chemotherapy, and physical

therapy which are demand subscription rides.

8. Ride appointments must be made by the passenger or responsible caregivers.(The Operations Manager may make exceptions to this policy.)
9. Passengers are provided with a maximum of two rides per day. The return trip destination must be the same as the original pick-up location, unless other arrangements are made with the office in advance.
10. This service operates door to door. Drivers are not permitted to enter a passenger's home.
11. There are no WAIT appointments. Non-emergency medical appointments must be a minimum of thirty minutes in length.

B. **Demand Personal Business** - Personal Business transport is provided only provided as a demand service on a space available basis, Monday through Friday between 10:00 and 2:00 PM. Calls for this service will be accepted no sooner than three (3) working days before the planned trip. Service is restricted to Camden County destinations.

1. Passengers must call the central intake line at (856) 456-3344 between the hours of 9:00 am and 4:00 PM, Monday through Friday to reserve their ride.
2. Passengers must confirm their rides between 5:00 am and 10:00 am the working day before their appointment. Confirmations must be made on the confirmation telephone number (856) 742-8937. Rides not confirmed would be cancelled.
3. Passengers are expected to be ready for pick-up one hour ahead of the appointment that was scheduled with SEN-HAN Transit.
4. Passengers residing in high-rise buildings are expected to be downstairs in the lobby.
5. The passenger or responsible caregivers must make the phone calls. (The Operations Manager may make exceptions to this policy.)
6. Passengers are provided with a maximum of two rides per day. The return trip destination must be the same as the original pick-up location, unless other arrangements are made with the office in advance.
7. This service operates door-to-door. Drivers are not permitted to enter a passenger's home.
8. There are no WAIT appointments. Personal business appointments must be a minimum of thirty minutes in length.

C. **Demand Shopping Transit:** – Shopping transportation operates on a regularly scheduled basis in communities or areas without their own municipal transportation service. The shopping service is a door-to-door reserved service.

1. First time riders must call (856) 456-3344 to pre-register for the service.

2. After the phone intake passenger are to call the working day before their trip to the shopping reservation number which is (856) 456-1148 between the hours of 6:00 am and 6:00 pm. Follow instructions to leave a message for the shopping program.
3. Passengers must restrict their purchases to what they can carry.
4. Cloth shopping carts will be allowed, based upon a passenger's need, but must first be approved by the driver.
5. Shopping service is open to the general public residents of Camden County.

Shopping Policies:

1. Passengers are not to purchase more than 2-3 bags of groceries per shopping trip. A “shopping bag” is the bag provided by the supermarket and not an oversized bag provided by you.
2. The driver will assist in loading bags from the supermarket cart to the baggage area. At your destination, the driver will assist in unloading the bags to the curb area.
3. Bags are not to be overloaded. Passengers are expected to carry their purchases from the curb to their home.
4. Passengers unable to carry purchases to their door should purchase a soft-side folding cart that can be stored by the driver in the vehicle. Carts cannot be stored in front of the passenger’s seat. This is a safety hazard and is not permitted.
5. Those individuals who are too frail to carry their own packages home or are unable to use a cart will be encouraged to have a friend or relative accompany them on the trip or meet them at their home.

D. Demand Special Events

Special Events – Requests in writing should be sent to the Operations Manager, SEN-HAN Transit, 537 Nicholson Road, Audubon, NJ 08106.

DEMAND SUBSCRIPTION

Demand Subscription Routes These routes are based on a time allotment system, not the number of passengers to be transported. Some services may require agencies requesting placement of their passengers to have these individuals placed on a waiting list for transport. SEN-HAN Transit will fill any new openings on the route by utilizing both the waiting list sequence and the geographical area of the requests. Passengers do not need to confirm their subscription rides but are required to provide 24 hour notice if they do not plan to ride on a specific day or ride.

A. Demand Subscription Non-Emergency Medical Appointments – Passengers who have serious medical conditions, which require on-going medically supervised regular treatment, are scheduled under the standing order ride category. These passengers are typically receiving

treatment for kidney failure, cancer or medically necessary physical therapy. This standing order service operates Monday through Friday. The earliest appointment time is 10:00 am and the latest scheduled take-home rides are at 2:00 PM, such schedules will be handled on a "space available" basis.

1. These non-emergency Medical Appointment rides are pre-arranged by calling central intake line at (856) 456-3344 between the hours of 9:00 am and 4:00 PM, Monday through Friday to request these rides.
2. Non-emergency medical demand subscription transport includes short-term treatment under the direct day to day supervision of a licensed physical therapist as prescribed by a licensed physician or other health care practitioner authorized to prescribe treatment.
 - a. *New Jersey Statute 45:9* defines physical therapy as the health specialty concerned with the prevention of physical disability and the habilitation or rehabilitation of congenital or acquired physical disabilities resulting from, or secondary to, injury or disease.
 - b. A physical therapist is a person who is licensed to practice physical therapy. A physical therapist shall provide physical therapy treatment to an individual upon the direction of a licensed physician, dentist or other health care practitioner authorized to prescribe treatment.
 - c. SEN-HAN physical therapy transport is limited to a 6 week session during a one year time period and must be directly provided by a licensed physical therapist. This therapist must be working directly with the passenger at each and every visit.
 - d. Passengers who require physical therapy for a longer period and wish to continue transport must provide SEN-HAN with written documentation from their physician. This letter must include the completion date for this extension. The document must indicate why the therapy has been extended and proof that the therapy continues to be personally provided under the direct supervision of a licensed physical therapist during each visit. SEN-HAN's Operations Manager will review the request and provide the passenger with written notification of the SEN-HAN's determination.
3. Treatment at facilities that offer on-going exercise or swim classes are not medical treatments and passengers would not be transported under non-emergency medical demand subscription status as SEN-HAN classifies this as personal business transport.

B. Demand Subscription Dialysis Transportation This is a service which operates Monday through Friday. The earliest appointment time is 10:00 am and the final hour of operation is 6:00 pm. Service is provided on a "space available" basis. This service operates during normal holiday closings.

Effective February 11, 2008, a fare policy was instituted for passengers who request dialysis

transport after that date. There are no fares charged to passengers transported to the dialysis center in close proximity to their home address. Passengers choosing to be transported to a dialysis center out of their “neighborhood” will be charged \$ 3.00 for each dialysis center passed during transport per one way trip.

There will be no fare charged to passengers whose health insurance will not cover their treatment at the center closest to their home address. This information will require documentation.

There will be no fare charged to passengers who must be treated at another center because the closest center does not have an opening. This is a temporary exception and the passenger must be added to the waiting list at the center closest to their home. This waiting list status will be verified by SEN-HAN Transit staff.

C. Demand Subscription Private Employment – There are two different private employment programs operated by SEN-HAN. The first is through Casino Revenue Funds and is primarily for Camden County residents who may or may not be disabled but require either door-to-door or feeder service to public transit or other employment shuttles.

The second program is the New Freedom employment service for persons with disabilities including cognitive, physical or sensory disabilities through the provision of door-to-door service and when possible feeder service to public transit or other employment shuttles.

Service area-both grant programs:

The service area includes all of Camden County, as well as bordering area of Burlington, Gloucester, Atlantic counties and Philadelphia.

Casino Revenue Project Service /New Freedom Project Service

The earliest appointment time is 8:00 am and the operating hour is 5:00 pm with requests accepted on a space available basis. The service operates during normal holiday closings.

General Private Employment

1. Employment rides are pre-arranged by calling central intake line at (856) 456-3344 between the hours of 9:00 am and 4:00 PM, Monday through Friday to request these rides.
2. Passengers are billed a fare based on the current NJ Transit one way zone rates. The rates charged by SEN-HAN are: 1 zone (\$1.50), 2 zones (\$2.10), 3 zones (\$2.55) and 4 zones (\$3.10). Passengers are billed on a monthly basis.
3. Passengers do not need to confirm rides but are required to provide 24 hour notice if they do not plan to ride on a specific day or ride.
4. Passengers are expected to be ready for pick-up one hour ahead of the appointment that was scheduled with SEN-HAN Transit.
5. Passengers residing in high-rise buildings are expected to be downstairs in the lobby.
6. No ride appointments will be accepted by third parties. The passenger or responsible

caregiver must make the phone calls. (The Operations Manager may make exceptions to this policy.)

7. This service operates door-to-door. Drivers are not permitted to enter a passenger's home.

D. Demand Subscription Nutrition Transportation – Passenger screening and selection is the responsibility of the Site Managers who submit transportation requests to SEN-HAN Transit.

- a. Passengers must reside in a close proximity to the programs they would like to attend. If various nutrition locations are possible, SEN-HAN Transit will determine the proper site based on the geographical area.
- b. Take home meals must be securely wrapped to ensure they do not soil the vehicle.

E. Demand Subscription Sheltered workshop - Passengers are referred by their workshop for transport by SEN-HAN Transit.

- a. Disabled certification and medical information forms must be completed before transportation can commence.
- b. Passengers may be selected from the waiting list on a geographical basis compared to the existing route(s).
- c. The referring agency must provide medical information on the passenger to secure transport. This information must be updated by the sheltered workshop as the passenger's situation changes.
- d. Passengers whose behavior poses a threat to the safety of the drivers or other passengers will not be transported.

F. Demand Subscription Post-Secondary Education - Transport to colleges located within Camden County will be accommodated on a space-available basis or to a public transit route as the SEN-HAN schedule permits.

- a. Post-Secondary Education rides are pre-arranged by calling central intake line at (856) 456-3344 between the hours of 9:00 am and 4:00 PM, Monday through Friday to request these rides.

VII. Donations, Tipping, Fees, Fares, Payments, and Third Party Reimbursements

A. **Cost Share** - The suggested cost share set by the Transportation Advisory Committee is \$2.00 per one way ride. The driver will provide the passenger with an envelope when boarding the vehicle. This envelope is deposited in to the locked box in the vehicle. The exception to this policy is for employment trips, which are subject to a zone fare rate and any passengers transported through a formal reimbursement contract with an outside agency.

B. **Tipping** – **Tipping the driver is strictly prohibited.**

C. **Fees** – There is a fee for special event service which is assessed to be equal to the expenses

incurred by SEN-HAN to provide the group's ride.

- D. **Fares** – Are charged for private employment rides based on a predetermined zone fare (see private employment section).
- E. **Payments** – Private employment passengers are billed on a monthly basis for rides traveled and no-show rides based on their assigned fare. If the passenger fails to cancel the ride within 24 hours of the pick-up time and/or the driver appears at either the origin or destination it is billed as a No-Show.
- 1) **Third Party Reimbursement** - Passengers who are eligible for a third party reimbursement system must provide SEN-HAN with this information. These may include Medicaid, Department of Developmental Disabilities (DDD), Division of Vocational Rehabilitation (DVR), Veterans Affairs (VA), auto insurance accident claims and private rehabilitation companies. Failure to provide this information may result in denial of service.

VIII. Suspension of Service

- A. All passengers are given a copy of SEN-HAN Transit's policies when they enter the system. When policies are revised, notices are posted on the vehicles to inform passengers of policy revisions and to instruct them to contact the SEN-HAN office to receive a copy of the revised policies.
- 1) On a monthly basis, each client's history of no-shows or cancellations will be reviewed and a determination made to send a formal notice of impending suspension of service.
 - 2) A written notice of impending suspension of service, via registered mail with a required sign receipt will be sent to the passenger, based on the following guidelines. The Chief Executive Officer may determine more severe penalties if the situation involves danger to the other passengers or the driving staff.
 - a. At the time of the reported and/or documented first infraction, the passenger will receive a written warning letter.
 - b. At the time of the second reported and/or documented infraction, the passenger will receive written notice of his suspension from the service for three months.
 - c. At the time of the third reported and/or documented infraction, the passenger will receive written notice of his suspension from the service for six months.
 - d. At the time of the fourth reported and/or documented infraction, the passenger will receive written notice of his suspension from the service for one year.
 - 3) Passengers failing to cancel scheduled appointments (no shows) on three separate occasions during a one-month period may be suspended.
 - 4) Passengers who cancel rides on three separate occasions with less than 24 hours notice of their scheduled ride within a one-month period may be suspended.

B. Other infractions leading to suspension of services:

- 1) Failure to provide an escort for a passenger less than 18 years of age.
- 2) Any passenger whose behavior poses a threat to the safety and comfort of drivers or other passengers.
- 3) Passenger who, at the time of transport, was obviously inebriated or under the influence of drugs and/or alcohol.
- 4) Failure by the parents of a child, who is less than eight years of age or less than eighty pounds, to provide a car seat as required by the State of New Jersey.
- 5) Failure of a passenger who is in precarious health to be escorted by a licensed health professional.
- 6) Passenger who smokes or eats on the vehicle during transport.
- 7) Passenger who has unpaid private employment bills.
- 8) Passenger who is not continent of bowel and/or bladder.
- 9) Passenger who fails to give notice of their accompanying service animal or failure to control the service animal.
- 10) Shopping passenger whose shopping order exceeds the three bag limit and is unable to transport the additional packages.
- 11) Shopping passenger who fails to meet the return vehicle at the scheduled departure time.
- 12) Failure by the family/caregivers to provide on more than three occasions during any given month the required wheelchair transport up and down more than one step at the pick-up or destination location may result in suspension of service.

IX. Grievance/Appeals Process

You have the right to file a claim if you feel that you have been adversely affected by unfair treatment, erroneous or inconsistent application of agency policies and procedures or illegal discrimination.

Grievances are recorded.

GRIEVANCE STEPS:

1. The client will notify the Operations Manager in writing of the complaint. The address is SEN-HAN Transit, 537 Nicholson Road, Audubon, NJ 08106. The telephone number of the main office of SEN-HAN Transit is (856) 456-3344.
2. The Operations Manager will review the complaint and respond in writing within ten (10) working days of receiving the complaint. The Operations Manager will immediately document the complaint and attempt to resolve the issue. The client will be notified in writing within ten (10) working days.
3. If the issue cannot be resolved between the Operations Manager and the client, the client and/or Operations Manager may, in a written request, schedule a date and time for the client to appear before a review committee of the Transportation Advisory Committee (TAC). Notice shall be in written form and sent by regular mail. The hearing shall be held with two (2) weeks of receipt of the written request at a location of mutual convenience. The TAC shall notify the client and the Operations Manager of the date, time and place of the hearing. The review committee shall consist of representative from the Camden County Division of Senior Services - ADRC and at least two (2) community members of the Transportation Advisory Committee.
4. At the hearing, the client shall have the opportunity to present their case in a reasonable period of time as determined by the TAC. An equal amount of time shall be granted to both sides to present their case. The Committee shall have the opportunity to question the client in order to clarify the facts.

5. Within ten (10) working days of the hearing, the review committee shall make a decision on the appeal and the TAC Chairperson shall make a recommendation to the SCUCS Board of Directors whose decision will be final.

IX. Policies and procedures may be revised as conditions warrant.