



# Missaukee County Commission on Aging

P.O. Box 217 • Lake City, MI • 49651  
231-839-7839

Program Name: Non-emergent Medical Transportation Assistance

Date: April 1, 1999

Revised: November 14, 2016

Revised: October 17, 2017

1. To follow Michigan Department of Transportation Specialized Services Grant guidelines:
  - a. Transportation assistance will be provided to Missaukee County residents 60 years of age or older, or under 60 with a permanent disability.
  - b. Grant dollars are used for non-emergent medical transports.
  - c. COA will not transport clients who are residing in any type of institutional setting: group home, AFC, Assisted Living Centers, or Skilled Nursing Facilities.
  - d. Drivers and clients must follow all laws set by the State of Michigan under the Motor Vehicle Code, including Public Act 1 of 1985 regarding seatbelt use.
2. We will attempt to fulfill all requests for transportation assistance; there is no guarantee of a transport. Requests will be filled based on the following criteria and limitations:
  - a. Availability of Volunteer Driver.
  - b. Medical appointments will be given priority.
  - c. Limit of one medical trips per week. **Note: if transport requires the driver to make two trips, one drop-off and one pick-up, that counts as two trips.**
  - d. Transports do not exceed 150 miles per week.
  - e. Clients may request additional services at our private pay rate of \$10 for the first 10 miles; 65¢ each mile after.
3. Program operates during COA business hours Monday – Friday 8 a.m. to 4:30 p.m., excluding COA observed holidays.
4. Volunteer Driver limitations:
  - a. Will not be the responsible party for clients or accompany them into the exam room.
  - b. Is not required to stay onsite during client's appointment.
  - c. Will not transport medications unless the client is in the vehicle and signs for their own medications.
  - d. Will not sign for or pick-up prescriptions.
  - e. Will not transport loose oxygen tanks.
  - f. Will not transport animals unless they are registered service animals.
  - g. Will not transport for surgical procedures.
  - h. Will not transport clients when general sedation/anesthesia is needed. If local sedation/anesthesia is needed, a responsible party must accompany the client.
  - i. Will not perform personal care or assist client with dressing; a responsible party may accompany client to assist with needs beyond volunteer restrictions.

- j. Will not text or talk on their cell phones while transporting for the COA unless the vehicle is stopped and in park.
  - k. Is not required to lift DME equipment into/out of a vehicle for transport, or required to push client in wheelchair.
  - l. Cannot accept monetary gratuity.
5. Clients must be able to stand, bear weight, and enter or exit the vehicle with minimal assistance.
6. Driver and client are not permitted to smoke tobacco or vapor in the vehicle during a transport.
7. The COA has a “zero tolerance” policy regarding transport/use of illegal substances and will not transport anyone suspected to be under the influence of such a substance.
8. Multiple clients may be scheduled to ride with the same driver for closely scheduled appointments. Volunteer Drivers will address the clients by first name only to maintain confidentiality.
9. There is no charge for transportation. In the event that there is a need for specialized transports resulting in the COA needing to access an outside agency for accommodation, the COA may form a cost-sharing agreement with the client/client’s family. Any cost-sharing situation will be pre-approved.
10. COA Volunteer Drivers WILL NOT operate when area schools are closed due to inclement weather. If schools remain open, it is the driver’s decision to transport clients and the COA does not accept responsibility for the Volunteer Driver’s decision.
11. The privacy of our Volunteer Drivers must be respected.
12. In the event of multiple cancellations, or non-compliance of program guidelines, the COA reserves the right to suspend transportation provided through this program for a period of up to 3 months.

Procedure:

1. Client calls the COA with 48 business hours notice to schedule a driver and 24 business hours notice to cancel a driver. **Note: all communications regarding your transport (i.e. change of time, cancellation, etc.) should be directed to the COA, not the driver.**
2. COA arranges a Volunteer Driver and notifies the client.
3. Volunteer Driver will call the client one business day before the transport to discuss transport details. Drivers will not call on weekends or holidays.

Participants in the COA transportation assistance program agree to the guidelines set forth in the Revised 10.17.17 version and agree to waive any and all claims of personal injury and/or property damage against the COA, Missaukee County, its elected and appointed officers, employees, volunteers, and agents, which may occur as a consequence of participation in or receipt of service under the Transportation Assistance Program.

## Non-emergent Medical Transportation Assistance Participant Acceptance of Program Guidelines

Participants in the COA transportation assistance program agree to the guidelines set forth in the Revised 10.17.17 version and agree to waive any and all claims of personal injury and/or property damage against the COA, Missaukee County, its elected and appointed officers, employees, volunteers, and agents, which may occur as a consequence of participation in or receipt of service under the Transportation Assistance Program.

I understand and agree to the above policy.

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Participant Printed Name

Phone Number

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Participant Address

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Participant Date of Birth

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Participant Signature

Date

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Emergency Contact

Phone Number

Please sign and return to the COA:

Missaukee County Commission on Aging  
Attention: Support Services Manager  
P.O. Box 217  
Lake City, MI 49651

Revision 10.17.17