

CareVan Rider Guide

Community Health Center of Southeast Kansas, Inc. (CHC/SEK) and CHC/SEK’s subsidiary, Building Health, Inc. (BHI), administer, collaborate, and otherwise provide General Public Transportation in Kansas and Oklahoma, as well as non-emergency medical transportation, collectively known as CareVan. This CareVan Rider Guide is intended to help riders of the Care Van understand how best to use this Transportation System. If a Rider would like a copy of the CareVan’s full policies and procedures, they can request one from the Transportation Program Manager at 620-231-9873.

Who can ride the CareVan?	2
Where do the CareVan and NEMT go?	2
When is the CareVan available?.....	2
How much does the Care Van cost?	2
How do I schedule a ride?.....	3
Can I schedule a regular, repeated ride?	3
How do I cancel a ride I no longer need?	3
What is a “No Show”?	3
How do I meet the Driver? Will the Driver wait for me?.....	4
What if the Care Van is delayed?	4
Will the Driver offer me personal assistance?	5
What if I use a wheelchair or other mobility device?.....	5
How should I expect other Passengers to behave?	5
Can I bring my service animal on the CareVan?.....	5
Can I bring my bicycle on the CareVan?	6
Can I conceal carry a firearm on the CareVan?.....	6
What happens if the weather is bad?	6
What if I had a bad experience? What are my rights?	6

Who can ride the CareVan?

CareVan rides are available to the general public, over the age of 16 years. All children under the age of sixteen must be accompanied by an adult. All children under four (4) years old or under forty (40) pounds must be accompanied by an adult and secured with an appropriate child seat provided by the child's parent or guardian. The CareVan offers a limited number of child seats and booster seats. Riders desiring to use these seats must request them at the time they schedule their ride with dispatch; drivers may not have a car seat or booster unless this request was made in advance. CareVan does not discriminate against race, color, and/or national origin, in accordance with Title VI of the Civil Rights Act.

Where do the CareVan and NEMT go?

Care Van rides are available in Bourbon, Crawford and Cherokee Counties in Southeast Kansas and Ottawa and Montgomery County in Northeast Oklahoma on a first come first served basis.

NEMT rides are only available to those with Kansas Medicaid pending approval from SafeRide who partners with KanCare United Healthcare, KanCare Healthy Blue, and KanCare Sunflower.

When is the CareVan available?

Kansas:

Bourbon County: Monday through Thursday, 7:30 – 5:30 pm and Friday from 7:30 – 3:30pm

Cherokee County: Monday through Thursday, 7:30 – 5:30 pm and Friday from 7:30 – 3:30pm

Crawford County: Monday through Thursday, 7:30 – 5:30 pm and Friday from 7:30 – 3:30pm

Oklahoma:

Ottawa County: By appointment, scheduled by calling 918-238-3074

Washington County: By appointment, schedule by calling 918-214-8081

Service is not available on Saturdays or Sundays, and the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

How much does the Care Van cost?

Our CareVan General Public Transportation is available to the General Public at no cost, on a first come first served basis.

Should a rider wish to donate to CareVan, they can mail the donation to:

CareVan
Attention: Transportation Program Manager
3015 North Michigan Street
Pittsburg, Kansas 66762

If a rider has regular transportation needs that are associated with medical appointments and has Kansas Medicaid, CareVan NEMT may be able to bill Medicaid for the ride upon approval; these riders should contact their insurance provider.

How do I schedule a ride?

To request a ride from CareVan, riders should call our Dispatch to make reservations as far ahead as possible, up to 3 months in advance. Limited rides may be available for requests within less than three (3) business days' notice (72 business hours). Riders are scheduled on a first come, first served basis, ensuring equal access for all passengers.

Dispatch Hours:

Monday – Thursday 7:30 am to 5:30 pm

Friday 7:30 am to 3:30 pm

Phone Number: 833-228-7433

Drivers do not have access to change ride destinations. Please call our dispatch line if we need to re-route your transportation. When our Dispatch is closed, ride cancellations may be left on the voice mail system. If a rider uses a mobility device, such as a wheelchair or walker, please notify our dispatch at the time of scheduling.

Can I schedule a regular, repeated ride?

Riders who need a CareVan ride on a regular basis, at the same time, to the same location, should call Dispatch to schedule; for instance, a ride might be from an individual's residence to a medical appointment and back again two (2) days per week, or the ride might be on the same day once a week to the grocery store. Requests for these scheduled rides will be taken on a first come, first served basis.

If you have a regularly scheduled ride and are unable to ride the CareVan or NEMT due to illness or injury, please notify Dispatch at 833-228-7433 to let us know of your cancellation at your earliest convenience. Also, please let us know when you are ready to resume the regularly scheduled rides.

How do I cancel a ride I no longer need?

If you no longer need a previously scheduled ride, please call Dispatch at 833-228-7433 at least one hour prior to your scheduled pick-up time; this will be considered an “Advanced Cancellation” and is understandable from time to time. If a Rider cancels with less than 1 hour to pick up time, this is considered a “Late Cancellation.”

What is a “No Show”?

A “No-Show” is when a rider books a ride, then fails to take the ride; this can be a rider who cancels, late cancels, or simply is not present when the Driver arrives for pick up.

Any passenger who demonstrates a pattern or practice of excessive “No-shows” and/or “Late Cancellations” may be suspended from service. Excessive no-show or late cancellations are defined by

CareVan as a pattern or practice where a passenger reserves five (5) or more trips within any month and “No-Shows” and/or “Late Cancels” 20% or more of those scheduled trips.

A passenger incurring excessive “No-Shows” or “Late Cancellations” may be warned and then suspended for a reasonable period. The Transportation Manager will make suspension-related decisions. The following suspension periods shall apply to violations of this policy that occur within the same rolling 12-month period.

- 1st Violation: Written Warning;
- 2nd Violation: 1-week suspension period;
- 3rd Violation: 2-week suspension period;
- 4th and Subsequent Violations: 30 Day suspension period.

Excessive Cancellations: Even though a scheduled trip is cancelled the same day at least one hour in advance of the established pick-up time, a pattern or practice of excessive cancellations may often cause service to be unavailable at a time other that passengers may desire the service. Therefore, Passengers cancelling 50% or more of their trips scheduled with a minimum of five(5) cancellations within a ninety (90) day rolling period may be subject to a 14-day suspension from services. The Transportation Manager will make suspension related decisions.

1. A passenger may appeal a suspension decision through the CareVan grievance procedure process. Rides will continue to be provided during the appeal process.
2. A “No-Show” or “Late Cancellation” that occurs as the result of circumstances beyond the control of the rider or due to inclement weather will not be counted.

How do I meet the Driver? Will the Driver wait for me?

Riders need to be ready for pickup fifteen (15) minutes prior to the scheduled arrival. The driver will wait up to 10 minutes after arrival, if the arrival falls within the fifteen (15) minute window. If the driver arrives earlier than fifteen (15) minutes before the scheduled pickup, the driver will wait fifteen (15) minutes into the pickup window.

If additional accommodation or wait time is needed, please let the CareVan dispatcher know at the time of booking or as soon as you find out any changes. For example, a rider with limited mobility or mobility devices who may need additional time to load/unload the vehicle should please notify our Dispatch when scheduling their ride.

Upon arrival, the driver will immediately notify Dispatch they are there for the rider and Dispatch will notify the rider by text message, phone call. If the Driver or Dispatch cannot contact the rider, they will assume the ride is not needed and consider the rider a “no-show” for that ride and any remaining rides the rider has scheduled for the remainder of that day will be canceled.

What if the Care Van is delayed?

Due to the number of rides CareVan provides, it is not always possible for vehicles to run exactly on schedule. We will notify you via phone call if we expect any delays in our service. It is important for you to allow extra time to ensure your scheduling needs can be met. You may call the dispatchers at 833-228-7433 to check the status of your ride.

Will the Driver offer me personal assistance?

Due to scheduling demands, drivers must limit personal assistance to riders. Drivers are permitted to assist riders with activities directly related to boarding or exiting the vehicle only.

For those riders who need it, drivers may assist with coats, packages, and doors. Riders may bring groceries and personal items purchased at stores on the transportation vehicle but may be limited to what the consumer and driver can carry to the dwelling on one (1) trip. Riders may not expect CareVan to transport furniture items, including televisions, gardening items such as potting soil, or any items weighing more than fifteen (15) pounds. Personal care attendants are permitted to ride with riders.

Drivers are **not** permitted to lift individuals wanting to transfer from a scooter or wheelchair to regular vehicle seating. Such riders must provide their own personal care attendant to assist in their transfer.

Drivers will ask that loose articles and medical equipment be secured before operating the CareVan.

What if I use a wheelchair or other mobility device?

Drivers will assist as riders enter and exit the CareVan on approved wheelchair ramps or powerlifts; drivers are **not** able assist Riders in wheelchairs up or down stairs. Drivers will ensure wheelchairs are appropriately secured in a designated securement area on the CareVan, and may refuse to transport anyone who refuses to have their chair appropriately secured. Riders using scooter-type vehicles may be asked to transfer to regular seating for their safety; however, this is not required. Should a rider be unable to board the vehicle using the stairs, the driver may lower the wheelchair lift or ramp and allow the rider to access the vehicle that way.

How should I expect other Passengers to behave?

All passengers on the CareVan are expected to behave respectfully to other riders as well as the driver. No vapes, e-cigarettes, or tobacco products of any kind may be consumed on the bus. Inappropriate conduct, including behaviors which present danger to other riders or our Driver, will not be tolerated. Types of inappropriate conduct include, but are not limited to, the following: intoxication, fighting, arguing, yelling, threatening the driver or fellow riders, use of foul language, or sexual harassment. At the driver's discretion, a rider who engages in persistent inappropriate and/or dangerous behavior can be required to vacate the vehicle. Drivers, with approval of Management, may take a rider off the bus or call local police authorities if/when necessary. Management can, when warranted, can notify law enforcement, require a Rider support passenger to be present, temporarily suspend services, or indefinitely suspend services with Executive review for reinstatement.

Can I bring my service animal on the CareVan?

Service animals are permitted to ride on a CareVan vehicle. Service animals that are dangerous or have previously threatened the safety of the driver or riders will not be permitted. Personnel may ask riders two questions: (1) is the animal a service animal? and (2) what work or task has the animal been trained to perform?" The service animal must remain under control of the handler at all times and may not be left in the vehicle without the owner present. Owners/handlers are responsible for cleanup of any waste or litter caused by the service animal and are liable for any and all damage(s) the animal(s) cause.

Can I bring my bicycle on the CareVan?

If a passenger desires to bring their personal bicycle on the CareVan, they should notify the Dispatcher at the time they schedule a ride. When a passenger schedules a ride with Dispatch and notifies the Dispatcher that they desire to transport their personal vehicle, Dispatch staff will do the following:

- Determine if a vehicle that is able to securely transport a bicycle is available for the trip;
- Notify the passenger that the bicycle will be secured in the vehicle by the CareVan Driver the day of the ride;
- Schedule the ride with ample lead time to provide the Driver time to secure the bicycle inside the vehicle.
- Make a note for the Driver that will alert them of a bicycle transport in their daily manifest.

When the Driver arrives for the scheduled ride, the Driver will do the following:

- Load the bicycle into the vehicle;
- Secure the bicycle using ratchet straps;
- Then allow the passenger to enter the vehicle.

When the Driver and passenger arrive at the passenger's destination, the Driver will do the following:

- Allow the passenger to exit the vehicle;
- Unsecure the bicycle and return the ratchet straps to storage;
- Remove the bicycle from the vehicle and into the passengers' possession.

Can I conceal carry a firearm on the CareVan?

Concealed firearms are prohibited on all CareVan vehicles operated by Building Health, Inc., to the extent permitted by applicable Kansas Statutes. All Riders must comply as a condition of receiving services.

What happens if the weather is bad?

If CareVan Management determines the weather is so severe it is unsafe to operate, then operations will cease for the day in question. TV Station KOAM will have weather related announcements regarding CareVan services during times of bad weather and our Transportation Program Manager will call to notify all scheduled riders of cancellation.

What if I had a bad experience? What are my rights?

Any person who believes that he or she, individually, as a member of any specific class, has been subjected to discrimination prohibited by Title VI of the Civil Rights Act of 1964, as amended, may file a complaint with the Title VI Coordinator with the Office of Contract Compliance. Title VI Complaints must be filed within 180 days of the alleged discriminatory event or practice. Complaints must be filed using the ODOT's Title VI Complaint Form and submitted electronically or mailed to KDOT or ODOT:

**Kansas Department of Transportation
700 Southwest Harrison, 3rd Floor West
Topeka, KS 66603**

**Oklahoma Department of Transportation
Contract Compliance Division
Attention: Katrina Fire
200 N.E. 21st Street, Room 1-C1
Oklahoma City, OK 73105**