

## North Metro Community Services: Transportation Procedures

Every single day, NMCS transports around 300 people on more than 30 different routes to and from Day Program. Because of this incredible volume, we have to be very particular with our procedures, keeping them the same with every individual, every route, and every driver. We ask for you as family members or providers to help us out in making our routes run smoothly by doing your part as noted below, and we will do our part.

### General Information

- We are a **curb-to-curb** service only. Due to liability concerns, staff cannot escort people to the front door. Drivers are not allowed to enter an individual's residence for any reason.
- Our transportation routes are fixed routes. This means that they run at the same time and go to the same place every day, Monday through Thursday. You will be given an approximate time of arrival for the van, and our drivers will do their best to be there at that time. You should give them a 10 minute window on either side of that time to allow for weather and traffic. However, at the designated time, the individual should be ready and waiting for the van.
- Drivers are only allowed to wait for **5 minutes** for anyone. If nobody comes out in the morning, the driver will call the residence phone number. If there is still no response, they will call the Transportation office. Then they will leave & proceed with the route.
- In the afternoon, drivers will not leave until they see the individual enter the residence. Again, if there is nobody home, they are allowed to wait for **5 minutes**. In this case, they will call the home number and if there is no answer, they will assist the person back on the van and transport back to NMCS. Drivers will not go back to homes where there was nobody home at the end of the route.

### Important Notes for HHP/Family

- Drivers are not allowed to change routes without permission from the Transportation office, so please do not ask them to do so.
- We do not lift/transfer individuals out of wheelchairs into passenger seats or lift wheelchairs into vans. We do not lift wheelchairs up or down stairs.
- It is your responsibility to have snow and/or ice cleared from the porch, steps, and sidewalks. If the presence of snow or ice creates a hazardous situation, drivers may refuse to transport the person until the snow or ice has been cleared.
- Drivers may not transport medications (or cases of meal supplements/diapers) to day program. Medications must be taken directly to the Day Program Nurse or Team Leader.
- After medical appointments-including Dr. Bishop, it is your responsibility to transport the individual to his or her scheduled site or activity (not back to NMCS). If it is after 11:00 AM, the person should stay home for the day.

**If you have any questions or concerns about transportation, please do not hesitate to contact Willa Lewis in our Transportation Office at 303-255-6551.**

**North Metro Community Services**  
Medication and Oxygen Administration Policy

*The following is North Metro Community Services Day Program's Medication and Oxygen Administration Policy. To adhere to state and federal rules we must comply with the policies listed below.*

1. **Oxygen** is considered a medication and must have a doctor's order.
  - Please call Nurse/Program Manager to make prior arrangements before an individual starts or returns to day program with oxygen.
  - Only those on continuous oxygen may attend day program. We simply do not have the medical staff required to safely monitor individuals on PRN (as needed) oxygen.
  - The doctor's order must state the following: continuous oxygen, the liter or amount of oxygen, reason for being on oxygen, and the doctor's signature.
  - An extra oxygen tank and stand must be supplied based on liters of oxygen the person uses. Please contact the Nurse for more information.
  
1. **Medications** will not be administered at day program unless we have a current doctor's order.
  - *Doctor's orders expire one year from the day they were written.*
  - The doctor's order can be:
    - Hand delivered to Day Program
    - Faxed to: (303)457-2326
    - Mailed to NMCS to the Day Services nurse's attention.
  
2. **Medications and medical supplies (test strips, lancets, etc.) must be hand delivered** to the Program Manager/designee or Nurse.
  - The medication/medical supplies **cannot** be sent in with the person attending day program.
  - For safety reasons, medications will not be accepted between 8:30-9:30am or 1:30-3:00pm. (This is a very busy time for day program, and finding someone may be difficult)
  - It is best to contact the Nurse or Program Manager to arrange a time to drop off medications so you can ensure there will be someone there to receive them.
  
3. **Original bottles/pill pack:** The medication needs to be in its original bottle/pill pack. This means if the medication is taken outside of day program, you will need one bottle for home and one bottle for day program. Just let the pharmacy know that you need two bottles when refilling the prescription. Most pharmacies are more than happy to do this for you.
  - Medications must have the original pharmacy label.
  - **Medications poured from one bottle to another bottle will not be accepted.** For example, you should not pour a new refill into an old bottle.
  
4. **Controlled substances** must be counted and signed for by the Program Manager/ Nurse and provider. The medication must be in its *original* bottle or pill pack.

## **North Metro Community Services** Guidelines/Protocol for Illness

The following information is designed to assist guardians, family members, and host home providers when individuals are ill or recovering from illness.

If someone is ill, please refrain from sending him or her to day program. Unfortunately, we are not able to designate staff members to monitor people who are ill nor do we have suitable facilities for ill people. We work so closely with individuals each day that one ill person can spread sickness within a team without much difficulty. Anyone who exhibits the following symptoms should receive treatment in the comfort of his or her own home:

- Elevated temperature: if above 100° F and not coming down with medications or if present with any other symptoms
- Vomiting
- Loss of appetite
- Diarrhea
- Excessive cough
- Lack of energy

Should anyone present at day program with any of these symptoms, he or she will be assessed by the nurse and a determination will be made as to whether they are too ill to remain at day program.

If someone needs to go home, the Day Program Nurse or Program Manager will contact the family member, guardian, or host home provider to come pick them up. It would be greatly appreciated if you could pick them up within an hour in such cases. Any updates of emergency contact information should be given to the Program Manager.

Anyone who has been seen at an emergency room, hospitalized, had a surgical procedure, or had a serious illness for more than two weeks will need to be brought back into day program by their residential staff, host home provider, or family member. They will not be able to begin day program without communicating with the team. You must receive verbal okay by the Nurse or Team Leader to return to Day Services.

If the person will be taking medication during day program hours please bring in the medications and the physician's order for the medication. When you bring in medications please give them to the Program Manager, the Nurse, or a DSP on that person's team. You will need to call and schedule a time to do so. The van drivers or individuals may not take medications to or from day program.

People with open skin wounds (breakdown) will be asked to stay home until they are healed. We are unable to provide sufficient wound care at day program. This includes any open areas on the body that are actively bleeding, wounds anywhere near the bottom or groin, and pressure ulcers. If you have any questions please contact the Day Services Nurse.

**North Metro Community Services**  
Bus Passes & Access-a-Ride Ticket Booklets

Please refer to this list prior to making any request to the NMCS transportation for a Bus Pass or AAR booklet. All requests must contain the following information in order to be considered:

- Individual's name
- Program he/she is enrolled in
- Service connected to the need for bus pass/AAR tickets
- Agency providing the service

North Metro provides bus pass/AAR tickets in the following circumstances:

**Comprehensive/DD Waiver Services**

NMCS transportation department will only purchase and provide bus passes/AAR tickets if the day service that creates the need for them is provided by NMCS day program or by a PASA that is under contract with NMCS. Currently these are: Goodwill, Easter Seals, and Homeward Inc.

**NMCS transportation will not purchase bus passes or AAR tickets for any other Comprehensive Day PASAs.**

**Supported Living Services Waiver**

NMCS transportation department will only purchase and provide bus passes/AAR tickets if the day service that creates the need for them is provided by NMCS day program or by a PASA that is under contract with NMCS. Currently these are: Goodwill, Easter Seals, and Homeward Inc.

**NMCS transportation will not purchase bus passes/AAR tickets for any other SLS Day PASAs.**

Under the SLS rules, individuals may receive transportation services for independent access to the community. In these cases, NMCS transportation will provide bus passes/AAR tickets as specified in the SP for ease of access to this service.

**State SLS**

NMCS transportation will provide all individuals in this program with bus passes/AAR tickets as identified, as all agencies must bill through NMCS for this program.