

ROCKINGHAM COUNTY TRANSPORTATION PROGRAM

Harrisonburg Rockingham Social Services District
901 Chicago Avenue, Harrisonburg, Va. 22802
(540) 432-8646 or fax 432-8647

This letter is to give some helpful information about the Rockingham County Transportation Program. We can help persons with low income, physical and mental challenges, and the elderly (over 60), who live in Rockingham County and are legally residing in the United States. We can provide transportation for medical appointments and essential services for life's maintenance such as grocery stores, banks or drug stores when there is absolutely no other means of transport. We can provide work transportation for persons with physical and mental incapacity on a very limited basis. **Qualified clients should have exhausted all other means of transportation. We will not duplicate existing services from friends and family or other transportation services.**

Effective March 1, 2007, clients who have Physical Therapy or Wellness Programs must have a physicians order faxed to us before we can provide transportation. Those trips are restricted to 3 round trips per week, and need to be reevaluated after 3 months.

For local appointments, we need at least **24 business hours** notice, but prefer 2 to 3 days notice. For out of the area appointments, we need at least **3 to 4 days** notice, but we appreciate all the notice we can be given. All out of the area trips are done by volunteers. We are working to coordinate all appointments, and find drivers, and *this can take some time* and you may need to share a ride and wait.

After clients have been certified (by phone) and qualify as elderly, disabled, or low income, they will be charged the standard co-pay for trips. Clients, who qualify only as low income, will be charged the standard co-pay for their first trip, but will not be allowed any more trips until documentation of income is received by this office. At that time, they may be charged a lower rate depending on their income level. The information given to us is necessary to our program, and is confidential. We do not give your information to anyone else.

Exact payment is expected at the time of the trip. Drivers do NOT carry change. The trip fee is for a one way trip. A two way trip is double the trip fare. Extra stops are charged by mileage. **Effective 11/1/2013**, standard co-pay is: \$5.00 for trips less than 10 miles

\$10.00 for trips 10.1 miles to 25 miles

\$20.00 for one way trips 25.1 to 75 miles

\$25.00 for round trips 25.1 miles to 75 miles

\$50.00 for trips 75.1miles to 100 miles

We require, and can only provide transportation for **dialysis clients** on Monday, Wednesday and Friday shifts. We cannot provide transportation on Saturdays as we are closed. Clients, living North of Harrisonburg, have to be on MWF morning shift, and clients South of Harrisonburg, have to be on the MWF afternoon shift. We will try to work with clients on other shifts with transportation until a required opening comes available.

Our trips are provided by employees, cabs or friendly volunteers who can only *give minimal assistance*. We are not medically trained. If clients need help, they will need to find, and may bring up to 2 attendants, at no cost. A companion (someone who just rides along) is charged at the same co-pay rate as the client. It is expected that our staff members, volunteers, and clients will treat each other with respect and dignity. Cursing, rude behavior, inappropriate sexual statements, sexual harassment, or any type of physically aggressive behavior towards others will not be tolerated and may result in termination from this program.

We reserve the right to cancel trips due to weather or road conditions, and will not provide trips on days Rockingham County Schools are closed for weather problems.

If a cab service has been chosen to provide your transport, and at the last moment you need to cancel, you need to call them directly to cancel. You will be charged for the trip if the cab company comes for you. Their number is 540-434-2515. **Cab drivers do not accept checks.**