

MEDICAL APPOINTMENTS— CALL 536-4115

(PERSONAL APPOINTMENT PROCEDURES ARE ON THE OTHER SIDE OF THIS SHEET.)

APPOINTMENT TYPE	FREQUENCY OF SERVICE	AREA OF SERVICE	APPOINTMENT TIMES	RESTRICTIONS/EXCEPTIONS
Medical	One per day	Clermont County	8:00 a.m.—3:00 p.m.	<ul style="list-style-type: none"> • Dialysis appointments may be scheduled earlier. • CSS does not transport customers that have been sedated (after a procedure, etc.).
Medical	One per day	Out of County Except CEI (Cinci. Eye Institute/Blue Ash) & VA downtown	9:00 a.m.—2:00 p.m. 8:00 a.m.—12:00 noon	<ul style="list-style-type: none"> • Dialysis appointments may be scheduled earlier. • CSS does not transport customers that have been sedated (after a procedure, etc.).

TRANSPORTATION SERVICE POLICY

- Please schedule your transportation at least one week ahead. We can schedule up to 30 days ahead.
- Transportation must be cancelled at least one day before an appointment, or it will be considered a late cancellation.
- Customers should be ready 15 minutes before the pickup time at their home. Drivers will be told to leave after 5 minutes.
- Shopping customers must be ready for pickup at the store at the appointed time and place.
- Transportation is not provided to restaurants, private homes, voting polls, liquor stores, etc.
- CSS has the right to refuse transportation to a location beyond the service area and/or service guidelines.
- A 30-day suspension of service will be implemented at the discretion of Clermont Senior Services if a customer:
 - ◇ does not comply with these guidelines.
 - ◇ is repeatedly not ready when the bus arrives.
 - ◇ repeatedly cancels rides late.
 - ◇ is rude to staff or other customers.
 - ◇ exhibits inappropriate behavior of any kind.
 - ◇ is a safety risk to himself or others.
- Please be patient. Medical appointments vary. You may have to arrive early or wait a short while to be picked up.
- Center transportation is unchanged.
- **If customer is not home, or does not respond when driver arrives, emergency contacts will be called and/or the police/sheriff's department.**

If you need transportation that is not provided within the guidelines on these two pages,
please call CTC (Clermont Transportation Connection) at 732-7433.

Dear Customers,

Please read the information carefully on both sides of this sheet. Keep it handy for future reference.

If you have questions, please call Transportation Department at 724-1255.

Thank you for your cooperation.

PERSONAL APPOINTMENTS—CALL 536-4115

(MEDICAL APPOINTMENT PROCEDURES ARE ON THE OTHER SIDE OF THIS SHEET.)

APPOINTMENT TYPE	FREQUENCY OF SERVICE	AREA OF SERVICE	APPOINTMENT TIMES	RESTRICTIONS/EXCEPTIONS
Service with Heart appointments	Two per week	In and near Clermont County	10:00 a.m.—1:30 p.m.	Transportation to nursing home/hospital/hospice to visit son, daughter, parent, spouse, or sibling.
Business: Attorney, Court, BMV, HEAP, etc.	One per week	Clermont County	10:00 a.m.—1:30 p.m.	
Exercise	One per week	Clermont County (near your home, if available)	10:00 a.m.—1:30 p.m.	These are appointments to a fitness center, YMCA, or other non-medical facility.
Grocery Shopping	One per week	Clermont County (near your home)	10:00 a.m.—1:30 p.m.	<ul style="list-style-type: none"> • Transportation is to a <u>grocery near your home</u>. Customers in rural areas (Bethel, Felicity, Moscow, New Richmond, Owensville, and Williamsburg) may be transported to a Wal-Mart, Meijer or Kroger nearest their homes. • No excessively heavy bags of pet food, bird seed, etc. or large items such as furniture, appliances, etc. will be transported. • Driver will carry groceries on to the bus, and inside the front door of customer's home. Drivers do not assist in putting groceries away.
Personal trips: Hair, nail appointments, non-grocery shopping, library, etc.	One appointment per month	Clermont County	10:00 a.m.—1:30 p.m.	<ul style="list-style-type: none"> • Hair, nail, library and other appointments <u>must be near your home if available</u>. • No excessively heavy or large items such as furniture, appliances, etc. will be transported. • Driver will carry packages on to the bus, and inside the front door of customer's home. Drivers do not assist in putting items away.

Please refer to the Transportation Service Policy on the other side of this sheet.