

## Medical Appointments – Call 536-4115

Toll-Free number: (800) 525-6956

(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"> <li>• Dialysis appointments may be scheduled earlier.</li> <li>• CSS does not transport customers that have been sedated.</li> </ul>
Medical	One Per Day	Out of County CEI (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"> <li>• Dialysis appointments may be scheduled earlier.</li> <li>• CSS does not transport customers that have been sedated.</li> </ul>

### Transportation Service Policy

- Transportation can be scheduled up to 30 days in advance. Please call to schedule at least one week prior to your appointment date.
- Transportation must be cancelled a minimum of 24 hours before a scheduled appointment, or it will be considered a late cancellation.
- Customers must be ready 15 minutes before the scheduled pick-up time at their home. Drivers will be told to leave if customer is not out within 5 minutes of the scheduled pick up time.
- All customers/person(s) riding must be totally self-reliant or provide for their own attendant, if needed.
- Appropriate language and attitude will be observed at all times. Appropriate hygiene and attire are required.
- Shopping customers must be ready for pick-up at the store at the appointed time and place.
- Transportation cannot be provided to restaurants, private homes, voting polls, liquor stores, etc. All requests are subject to approval by the Transportation Department staff.
- CSS reserves the right to refuse transportation to a location beyond the service area and/or outside of service guidelines.
- A suspension of service will be implemented at the discretion of Clermont Senior Services, Inc. if a customer:
  - Does not comply with the above 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 themselves or others.
- Please be patient. Medical appointments vary. You may have to arrive early or wait a short period of time to be picked up.
- **If the customer is not home, or does not respond when the 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 513-732-7433.

**Suggested donation rates for roundtrip are: Clermont County \$2.00 and Out of County \$4.00**

Dear Customers,  
 Please read the information carefully on both sides of this sheet. If you have questions, please call the Transportation Department at 513-536-4115. Thank you for your cooperation.

**Personal Appointments – Call 536-4115**

**Toll-Free number: (800) 525-6956**

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

<b>APPOINTMENT TYPE</b>	<b>FREQUENCY OF SERVICE</b>	<b>AREA OF SERVICE</b>	<b>APPOINTMENT TIMES</b>	<b>RESTRICTIONS/EXCEPTIONS</b>
Service with Heart	Two Per Week	In or 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	One Per Week	Clermont County	10:00 a.m. – 1:30 p.m.	Attorney, Court, BMV, HEAP, etc.
Exercise	One Per Week	Clermont County (closest to your home)	10:00 a.m. – 1:30 p.m.	These are appointments to a fitness center, YMCA, or other non-medical facility.
Grocery	One Per Week	Clermont County (closest to your home)	10:00 a.m. – 1:30 p.m.	<ul style="list-style-type: none"> <li>• Customers in rural areas (Bethel, Felicity, Moscow, New Richmond, Owensville, and Williamsburg) may be transported to the nearest supermarket. (Walmart, Kroger, etc.)</li> <li>• Customers are permitted <u>8 plastic store bags of groceries and one case of soda or water on the bus.</u></li> <li>• No excessively heavy bags of pet food, bird seed, etc. or large items such as furniture, appliances, etc. will be transported.</li> <li>• Driver will load groceries at the store, and carry them inside the front door of the customer's home. Drivers do not assist in putting groceries away.</li> </ul>
Personal	One Per Month	Clermont County	10:00 a.m. – 1:30 p.m.	<ul style="list-style-type: none"> <li>• Hair, nail, library and all other appointments <u>must be nearest to your home if available.</u></li> <li>• No excessively heavy bags of pet food, bird seed, etc. or large items such as furniture, appliances, etc. will be transported.</li> <li>• 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.</li> </ul>

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

**Suggested donation rates for roundtrip are: Clermont County \$2.00 and Out of County \$4.00**