

Medical Appointments – Call 536-4115

Toll-Free number: (800) 525-6956

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

SERVICE TYPE	FREQUENCY OF SERVICE	SERVICE DESTINATION	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 Cincinnati Eye Institute/Blue Ash and VA downtown	9:00 a.m. – 2:00 p.m. 8:00 a.m. – 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

- Transportation can be scheduled **up to 90 days in advance of your appointment**. Please call to schedule **as early as possible**. Trip dates fill up quickly.
- 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 self-reliant or provide their own attendant.
- 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 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 their self 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 customer is not home, or does not respond when driver arrives, emergency contacts will be called and/or the police/sheriff's department.**
- WHEN SCHEDULING APPOINTMENT, PLEASE HAVE THE FOLLOWING INFORMATION AVAILABLE: NAME OF FACILITY, ADDRESS, NAME OF DOCTOR, TELEPHONE NUMBER OF FACILITY, TIME OF APPOINTMENT AND TIME OF RETURN PICK-UP.**

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)

SERVICE TYPE	FREQUENCY OF SERVICE	SERVICE DESTINATION	APPOINTMENT TIMES	RESTRICTIONS/EXCEPTIONS
Service with Heart	One or Two Per Week	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, Bank, etc.
Exercise	One Per Week Limited to availability	Clermont County closest to your home, if available	10:00 a.m. – 1:30 p.m.	These are appointments to a fitness center, YMCA, Planet Fitness, etc.
Grocery Shopping	One Per Week	Clermont County closest to your home	10:00 a.m. – 1:30 p.m.	<ul style="list-style-type: none"> Customers in rural areas (Bethel, Felicity, Moscow, New Richmond, Owensville, and Williamsburg) may be transported to the nearest supermarket. (Walmart, Kroger, etc.) Customers are permitted 8 plastic store bags of groceries and one case of soda or water on the bus. No excessively heavy bags of pet food, bird seed, etc. or large items such as furniture, appliances, etc. will be transported. 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.
Personal trips: non-grocery shopping, library, etc.	One Per Month Limited to availability	Clermont County	10:00 a.m. – 1:30 p.m.	<ul style="list-style-type: none"> 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.

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