

TRANSPORTATION SERVICE POLICY

- ◆ Must be a resident of Terrebonne Parish and be at least 60 years of age or under 60 with a disability.
- ◆ TCOA operates a non-emergency medical transportation service.
- ◆ Clients are asked to call at least three (3) days before an appointment to request transportation. Request may be made by 12 noon the day before an appointment. To assure availability, clients are asked to call to schedule transportation as soon as an appointment is received.
- ◆ Eligible trip destinations include; medical and governmental facilities, pharmacies, and grocery stores.
 - *Passengers are limited to (3) shopping bags per person.
- ◆ Passengers are to be ready at least an hour before their scheduled appointment and must be prepared to board the vehicle when the driver arrives. Boarding time will be limited to five (5) minutes.
- ◆ TCOA provides curbside transportation service. An **escort** is required for all clients who are unable to transport alone.
- ◆ Drivers are NOT allowed to enter a clients home.
- ◆ Passengers and drivers are not allowed to **eat, drink, or smoke** in TCOA vans.
- ◆ Passengers must wear seat belts at all times.
- ◆ **ALL** passengers must remain seated until the van comes to a complete stop and driver gives instructions to de-board. The driver is required

to assist each passenger while boarding and de-boarding the van. TCOA **will not be responsible** for any client that de-boards the van without assistance from the driver.

- ◆ We ask that if a driver does not assist you while boarding or de-boarding, that you call the Transportation Supervisor at 868-8411 to file a report.
- ◆ Any client that has an appointment and has not seen the doctor by 3:00 p.m. is asked to call TCOA's Transportation Department at 868-7701 to inform us if you still need a ride home or to another facility. Also, if you find a ride home, please call to notify us.

Transportation service will not be provided during the following observed holidays; with the exception of Dialysis Patients:

New Year's Day

Martin Luther King's Day

Mardi Gras Day

Good Friday

Memorial Day

Juneteenth Holiday

Independence Day

Labor Day

Thanksgiving and the day after

Christmas Eve and Christmas Day

NO SHOW POLICY

Transportation services in the Terrebonne Parish community are in a constant state of high demand. To keep the system flowing as smoothly as possible and to avoid any abuse of the system, passengers are asked to be available for pick-up one hour prior to their scheduled appointment time. The driver is allowed to wait no longer than 5 minutes after the scheduled pick-up time. If a passenger fails to board the bus, the driver will be instructed to proceed to their next pick-up. This will be recorded as a passenger "No-show."

No-shows that exceed 20% per month will result in service suspension. Service suspension can range from 1 week up to 4 weeks. A written warning notice will be mailed to the client prior to any suspension of service.

For a complete Transportation Policy, or to become a client of Terrebonne Council on Aging, contact the office at (985)868-8411 or the Transportation Department at (985)868-7701

TCOA Department Contact Numbers

**Administration
(985) 868-8411**

**In-Home Services
(985) 868-5546**

**Nutrition
(985) 868-7596**

**Transportation
(985) 868-7701**

**Rural Transit
(985) 868-7703**

**Food for Seniors
(985) 858-5139**



Transportation Program

Hours of Operation:

Monday—Friday

6:00 a.m. to 5:00 p.m.

Saturday—Dialysis Patients only

Michel Claudet

Executive Director

995 West Tunnel Blvd.

Houma, LA 70360

985-868-8411

Website: www.terrebonnecoa.org