SCOTTS VALLEY BAND OF POMO INDIANS

Members Transport Assistance Policy

Summary: It is not uncommon for members to request transportation assistance to conduct business in a number of different venues. This is particularly true with the Tribe's elders, who even if they have an automobile and can legally drive, the Tribal Council would prefer for reasons of safety they seek transport assistance.

However, the Tribe has limited resources in terms of staff and vehicle availability. This in turn requires a clear policy procedure to ensure the most in need of transportation services receive priority.

POLICY: Tribal staff, FA's and CHR, will provide transport services to members. If staff are available to transport the members, members will be responsible to provide ample notice of their needs, as well as the times and dates that transportation is needed. Available transportation is based on the following priorities and based on no other transportation service is available to the members. Other transport services include without limit: a family member or friend driving either his/her automobile or the automobile of the requesting member, public transport, or the service provider's transport (example LCTHC). If transportation is provided by family members or friends, and staffing is unable to drive the member, the member shall be reimbursed for the mileage at the current federally established mileage rate. (Mileage is applicable from members home, to appointment, and back home.)

Priorities:

Age Based

1. Elders
2. Children (MUST be accompanied by guardian)
3. All other adults

Service Based

1. Medical
2. Shopping – Food and Medicine
3. Legal & Social Security
4. Tribal Sponsored Events
5. Attending a Tribal Funeral
6. Other as authorized by the Tribal Administrator

Procedure: Requesting member must take the following steps to ensure transport assistance.

- First, the member shall attempt and confirm that no outside transport is available including their own car.
    - If provided by family member or friend, member shall complete a reimbursement claim form and submit to their family advocate, who in turn will confirm coding and submit for approval.

- Second, if no outside transport is available, member will call their family advocate, assigned as scheduler, no less than 72 hours in advance of day, time and reason transport service is needed. Failure to call in advance will be a basis to deny the transport request.
- The Family Advocate sends a calendar invite requesting the reservation of a vehicle for the necessary time period needed for member transport no later than 48 hours in advance.
- The Scheduler confirms the vehicle is not yet reserved for that time period and approves the reservation.
- Third, member shall be ready to embark vehicle not less than 15 minutes ahead of the scheduled time of arrival.
- Due to the continued prevalence of COVID-19 and its multiple mutations, if a member has been exposed to COVID prior to embarking the vehicle shall have his/her body temperature taken. If in the acceptable CDC range 96.0 – 99.9 degrees Fahrenheit, member shall be transported but will be required to wear a mask.
    - If not in the acceptable range, members shall not be transported, shall be provided COVID self-test kits and referred to the Covid Testing Coordinator.
- Fourth, In the event a member needs a return visit, the transporter will present the request to the scheduler who in turn will follow-up with member and transporter

Abuse of Service Policy

Members who fail to notify the Scheduler 3 times in a calendar year with a request to cancel a scheduled trip no less than 48 hours in advance of the trip will be suspended from receiving transportation services for a period of 6 months following the third failure.

Similarly, members who fail to be fully ready and keep the transporter waiting for more than 15 minutes 3 times in a calendar year will be suspended from receiving any transport services for a period of 3 months following the third delay.

Any member presenting for pick-up under the influence of drugs or alcohol will have to reschedule and be considered a “no show”.

Suspension Procedure

First, For the first and Second violations of this policy, Scheduler will send a written notice to member at the member’s address on file with the Council’s Executive Assistant, noting the violation and the consequences for not adhering to the policy.

Second, on the third violation of this policy, scheduler will provide the Tribal Administrator with documentation and a recommendation to suspend the member’s transport services.

Third, Tribal Administrator, upon review and agreement of the Scheduler’s recommendation will send a written notice to the member at the member’s address on file with the Council’s Executive Assistant. The notice will set forth the basis for the suspension, the time period, effective start date of the suspension, and note the right to appeal.

Fourth, the affected member shall have the right to appeal the decision to the Tribal Administrator, who upon review of the member's justification will either sustain or overturn the decision to suspend the member's transport services.

_____ _____

Member Signature Date Witness Signature Date