

INFORMATION GUIDE



A PROGRAM PROVIDED BY
HEALTHY GENERATIONS



540-656-2985

TO ENHANCE THE QUALITY OF LIFE FOR ALL OLDER CITIZENS.



Healthy Generations (formerly Rappahannock Area Agency on Aging) is a 501(c)(3) private non-profit operating in Virginia's Planning District 16. The Mobility Options program is made possible thanks in part to a grant from the Virginia Department of Rail and Public and donations from community members and program users like you.

▶▶ Thank you for your support! ◀◀

Mobility Options works to provide complementary transportation counseling, FRED Bus Transit Travel Training, and **limited** door-to-door transportation services for eligible persons with a physical, developmental, or intellectual disability, or persons that are sixty (60) years of age or older. Door-to-Door service is available only to those individuals that do not have access to Public Transportation Service which is available in portions of the City of Fredericksburg, Spotsylvania, and Stafford Counties. Please be aware that demand for Door-to-Door service is HIGH and space is limited.

Mobility Options is committed to our community and our goal to remove transportation barriers to seniors and individuals with disabilities. We continue to offer our Transportation Provider Resource Guide that catalogues alternative transportation resources as well as FRED Transit travel training. Please review this information guide and retain it for your records.

Our Promise to You

Our Participants' health and safety are our primary concern. We have developed this document to ensure a cooperative understanding between HGAAA and you. To maintain a safe environment, all passengers are expected to comply with the rules set forth below. Individuals have the right to expect courtesy, fairness, and respect whenever they are a passenger on a Mobility Options Vehicle.

Healthy Generations continues to clean and sanitize vehicles in accordance with CDC guidance, to mitigate the risk of spreading COVID-19.

Please Note

Mobility Options has limited resources to provide direct door-to-door service. General door-to-door services hours are Monday – Friday, 5:00 AM – 5:00 PM (first pick-up at 6:00 AM, last drop-off at 4:00 PM). Interested users are encouraged to call to request door-to-door service well in advance of their appointment date but no more than 30 days in advance.

Do you live near a bus stop? FRED Public Transit is available within the City of Fredericksburg, Spotsylvania, and Stafford Counties. Half-price fares and deviation services may be available. Not sure how to use FRED Transit? Enroll in our Transit Travel Training program. Call Mobility Options for more information!

Trip Requests

Transportation may be available for non-emergency medical appointments*, essential grocery shopping trips, and formal social or recreational programs (excluding Healthy Generations Senior Cafes).

If you are need of transportation for long-term treatments such as dialysis, oncology related services, rehab services, long-distance (out of service area) trips, employment transportation, or education related trips, please call the Mobility Options office so that we may provide transportation counseling. In many cases we are unable to provide door-to-door services for these types of trip/time intensive requests due to the costs associated with providing them and limited resources available. We can however make recommendations that may be of assistance to you.

Additionally, if you need transportation for out-patient medical procedures that require you to be anesthetized, please note that we cannot provide a return trip from these types of appointments for liability reasons.

*Medicaid recipients are not eligible for medical transportation through the Mobility Options program; however, you may be eligible for non-medical transportation services. If you are



Medicaid recipient and need help getting to a medical appointment, call ModivCare toll free at 1-866-386-8331 five days before your appointment for assistance.

When you make trip requests please remember the following:

- Ride request must be made to the Mobility Options office. Drivers do not take requests.
- Calls are taken **9:00 AM - 2:00 PM**, Monday through Friday
- Mobility Options may be able to provide a limited number of trips a month based on availability of resources.
- Requests are taken on a first-come, first-serve basis **no more than thirty (30) days** in advance and **no less than seven (7) days** in advance.
- Make your request as soon as possible, but **no more than thirty (30) days in advance**.
- Understand that Mobility Options may not be able to accommodate all your transportation needs due to resource constraints. If the date and time you request is unavailable, Mobility Options staff may recommend other dates and times or refer you to our Transportation Resource Guide for a list of alternative transportation resources.
- When making your request, please have the date, time, and destination name, address, and telephone available so we may better serve you. If you do not have your information, you may be asked to call back.
- **If you anticipate the need for an additional trip to the pharmacy after an appointment, please set that up when making your initial request. If you wait until the day of your appointment to make that request, Mobility Options may not be able to accommodate your request due to the needs of other Mobility Options users already scheduled for that day.**
- Please ensure that the Mobility Options office has your correct contact information on file, including an emergency contact person/ telephone number.
- Please indicate if you need a round-trip ride or just a one-way

trip.

- **Please note that the Mobility Options office has a limited number of staff available to answer calls.** Should your call be directed to the Mobility Options voicemailbox, **please** leave a message indicating your name, contact phone number, and the nature of your call. Voicemail is available at our direct line (540-656-2985) 24 hours a day, 7 days a week. We will return your call as soon as we are able.

Shopping Trips

Mobility Options can provide individuals with a 90-minute shopping trip. The 90 minutes begins when the passenger physically exits the van and ends when the passenger physically re-boards the van. Trips will be made to the closest possible location to the person's residence due to time and resource constraints. A reasonable number and size of carry-on packages are permitted. Drivers can provide assistance with bags and packages to the front door of your residence (must not weigh more than 20 lbs).

Please plan accordingly. If you are planning a large shopping trip you may want to consider taking a taxi or bringing a companion to assist you. Special requests for attending to personal needs beyond 90 minutes will be addressed on a case-by-case basis.

Curb-to-Curb OR Door-to-Door Service

Mobility Options drivers can provide curb-to curb or door-to-door service based on individual need.

- ***Curb-to-Curb:*** The most common designation for para-transit services, the transit involves picking up and discharging passengers at the curb or driveway in front of their home or destination. The driver does not assist or escort passengers to the door.
- ***Door-to-Door:*** A form of demand-response service that includes passenger assistance between the vehicle and the door of his or her home and the destination but does



not entail the driver going through the door of a destination or home.

Drivers are unable to provide door-through-door or hand-to-hand transport. If you are unable to maneuver past the door of your residence or destination on your own, you may want to consider bringing someone to assist you as our drivers will be unable to come inside to assist you.

Fee for Services

Typically, a one-way charge for door-to-door transportation services within the service area (City of Fredericksburg, Caroline, King George, Spotsylvania, and Stafford Counties) is a minimum of \$2.00 (\$4.00 for a round-trip ride, an additional \$2.00 for any additional stop). **HOWEVER, BEGINNING OCTOBER 1, 2021 AND RUNNING THROUGH SEPTEMBER 30, 2022, TRIPS WILL BE FARE FREE OR ZERO FARE.** Trip costs are subsidized through federal grant funding and participant donations. The fee for service is subject to change due to funding changes and limitations. Notice will be provided should the fee change in the future.

Payment of fare is required when boarding. Checks or exact change are required; drivers are not allowed to make change. Checks should be made payable to RAAA. Please indicate Mobility Options in the Memo line. Collection of fare will be completed before the individual boards the vehicle. Passengers who fail to pay in advance or at the time of boarding may be denied transportation.

One companion aide may travel free with an individual requiring assistance. Please indicate that an aide(s) will be traveling with a passenger at the time the trip is requested. In the future, passengers may be subject to providing income verification to qualify for services.

Tipping

HGAAA has a strict no tipping policy; however, we welcome and appreciate any and all donations to our program and organization.

Trip Confirmation

Mobility Options staff will call you in the afternoon one business day prior to your trip to provide with an approximate pick-up time and anticipated driver's name. These calls are typically made between the hours of 1:00 p.m. and 4:00 p.m. Please be available to answer the phone or have a voicemail system in place for us. In the event that we must leave you a message, we request that you call us back and let us know that you've received your confirmation message.

Pick-up/ Wait Times

The pick-up time provided to you is an **estimated** pick-up time. **Please note** circumstances beyond our control may affect your pick-up time, including weather conditions, traffic volume, and accidents.

Please be prepared to board the van 15 minutes prior to your given pick-up time, and up to 15 minutes after your scheduled pick-up time. This allows the driver a total of 30 minutes to arrive to pick a passenger up. ***The driver will only wait 5 minutes after their arrival at your residence.*** The driver is not obligated to call you or knock on your door, as you are expected to be ready. If you do not board the van within the 5 minutes the driver will proceed on their route and a No-Show* will be applied (*See Cancellation and No- Show policy). Please be courteous and make every effort to be ready, waiting, and on time to prevent affecting the schedule of all passengers.

To ensure the vehicle will be on time for other individuals, **the driver will not make unscheduled stops.** Please call the Mobility Options office in advance of your trip to request any changes (i.e., if you anticipate picking up medication after a doctor's appointment)



****Cancellation and No-Show Policy***

If you need to cancel your trip, please let the Mobility Options office know as soon as possible and **at least 24 HOURS** in advance. Your advance cancellation may allow us to schedule someone else for a trip. You can leave your cancellation message on our voicemail system 24 hours a day, seven (7) days a week at 540-656-2985. Please leave your name, date and time of your call, and a brief explanation for canceling your request.

In order to better serve our riders, Mobility Options has in place a cancellation and a no-show policy. If you don't cancel your trip within 24 HOURS of your scheduled pick-up time it will be documented as a No-Show and **will result in \$20.00 charge which must be paid prior to the scheduling of additional rides**. An explanation in writing may also be submitted and upon consideration may be accepted in lieu of the \$20.00 charge. This policy also applies to any last-minute cancellations of return trips in the event you decide to receive transport back home from another provider, family member or friend.

When you schedule a trip with Mobility Options it often means another person cannot be scheduled at the same time. When you cancel at the last minute or do not show up for the ride you have taken a trip away from another rider. The No-Show and cancellation policies are meant to help us prevent this.

During your trip

Mobility Options passengers deserve and should be provided with safe, courteous, and reliable service. In order to meet these goals inappropriate behavior will not be tolerated.

Inappropriate behavior includes:

- Smoking, eating, or drinking while on the van. Water bottles are permitted.
- Verbal abuse to include inappropriate language, yelling, or cursing
- Threatening actions, conduct, language, and/ or gestures or bullying regardless of intent
- Any behavior perceived to be disrespectful or disruptive to

- other passengers or the driver.
- Emanating offensive body odor.
- Soliciting

Possession of any of the following items is strictly prohibited and will result in immediate suspension of services:

- Alcohol, illegal drugs/substances, and/or chemical substances used for the purpose of gaining a “high”
- Firearms, knives, pepper spray, and/or other weapons

Please Remember:

- Remain seated until you reach your destination. Seatbelts should always be worn.
- In accordance with FTA’s amendment to its Master Agreement, and in compliance of CDC guidance, masks must be worn while utilizing Mobility Options vehicles to mitigate the risk of spreading COVID-19 at least through January 8, 2021.
- Oxygen may be brought onboard. Please inform Mobility Options staff at the time of trip booking. Boarding a Mobility Options vehicle with enough oxygen is the responsibility of the passenger.
- Service animals are permitted. Please inform Mobility Options staff at the time of trip booking.
- Drivers may assist passengers in wheelchairs up or down ramps. Please have a family member or other assistance available to assist if you have steps at your residence or destination.
- Van drivers provide passengers with their cell phone numbers to simplify return trips; however, it is **strictly prohibited** for passengers to call drivers on their own to make special requests, trips, etc. Any such requests will not be honored, and drivers will refer such calls back to the Mobility Options office during normal business hours.



Residence Accessibility

The roadway/driveway to a passenger's home must be maintained for safe travel. It should also be free of obstructions (tree limbs, trash cans, etc.).

Additional Information

Passengers should report any complaints or concerns to the van driver immediately. The van driver shall report any incidents of misconduct to the Mobility Options Program Manager immediately. In the event the incident endangers the safety of other passengers, the individual will be returned to his/her home. The appropriate notifications will be made should this occur. Continuous violations could result in suspension of services from the Mobility Options Transportation Program.

Rappahannock Area Agency on Aging d/b/a Healthy Generations

hereby gives public notice that it is Healthy Generations' policy to assure full compliance with Title VI of the Civil Rights Act of 1964, Federal Transit Administration (FTA) Circular 4702.1A, and related statutes and regulations in all programs and activities. Title VI requires that no person shall, on the grounds of race, color, sex or national origin be excluded from participation in, be denied the benefits of or otherwise subjected to discrimination under any FTA program or other activity for which Bay Transit receives Federal financial assistance.

Mobility Manager
Healthy Generations/ Area Agency on Aging, Inc.
460 Lendall Lane
Fredericksburg, VA 22405
Office: 540-371-3375
TitleVI@healthygenerations.org



Notes: _____



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**Healthy Generations Area Agency on Aging
Mobility Options: 540-656-2985**

Regular Office Hours:

Monday-Friday, 8:00 a.m. - 4:30 p.m.

Ride Request Call Hours:

Monday-Friday, 9:00 a.m. – 2:00 p.m.

Service Hours:

Monday-Friday, 5:00 a.m. – 5:00 p.m.

Administrative Offices

460 Lendall Lane

Fredericksburg, VA 22405

www.healthygenerations.org



Ask us How!

September 2021