

## Transporting Community Support Team Clients

### **Purpose:**

To provide Community Support staff options to assist clients with transportation.

### **Policy:**

Community Support staff will review and adhere to the existing city Vehicle Use Policy.

### **Operating Procedures:**

1. Staff must have prior approval from their supervisor to transport clients.
  - a. Preference is to have 2 staff available for transportation
2. The client must be working with the Community Support Team in order to be transported.
3. Hopelink and community transportation options (taxi, bus, train, family, etc.) should first be explored and ruled out prior to community support staff transportation.
  - a. These attempts should be documented as well
4. If approved, staff will inform supervisor of the transportation plans via email & text and track information in the Community Support app. Information will include:
  - a. Client Name
  - b. Estimated time frame
  - c. Location of transport
5. Solo Transportation- must be approved in advance. It may be approved if:
  - a. Client is well-known
  - b. Only in the city limits
  - c. All other options were explored and ruled out
6. Any transportation needed outside of city limits will require 2 people.
7. Transportation is limited to medical providers, social service agencies, behavioral health providers, and the client's permanent address or verifiable shelter location.
8. Transportation of animals must receive prior approval
  - a. All other options explored
  - b. Animal has a crate in which it can be safely stowed during transport
9. Ensure appropriate steps for car safety
  - a. Never leave the client alone in the car
  - b. Always have car keys in your possession
  - c. Car should be parked safely
  - d. If you are in an accident, please adhere to the following
    - i. Accident Prevention Plan
    - ii. Incident Reporting

### **To be transported by Community Support Staff, the client must meet the following criteria:**

- a. Be an individual or family well known to the Community Support Team
- b. Be alert and oriented

## Standard Operating Procedure

- i. at a minimum - person, place, situation
- c. Be able to follow instructions
- d. Has given consent to transport
- e. Agrees to not have weapons
- f. Ride in the back seat- on the passenger side of vehicle
- g. Wear their seatbelt and remain in the vehicle the entire ride
- h. Secure all belongings in the trunk of the vehicle. A small purse or wallet can be with them.