



HOH INDIAN TRIBE CLIENT TRANSPORTATION POLICY

DRAFTED DATE August 26, 2021
LAST REVIEWED
REVISED & APPROVED

SUBJECT: Client Transportation

Through its Health Services Department, the Hoh Indian Tribe provides client transportation and has adopted this Client Transportation Policy. The service is funded by grant funds from the Indian Health Service (IHS) and is generally limited to providing services to Hoh Tribal members. Until the HTBC lifts restrictions on tribal operations due to the COVID 19 Pandemic, all people over 4 years old who are being provided transportation under this Policy must wear a face mask at all times while in the tribal vehicle. Anyone who refuses to wear a face mask will be denied transportation.

1.00 Client Transport

1.01 Medical/Dental Appointments

IHS limits the use of client transportation funds to clients without adequate travel capability. Clients eligible for free transportation may be individuals or families who meet one of the following criteria areas:

- A. Do not have vehicles.
- B. Have vehicles that are not reliable or safe to be on the road.
- C. Are unable to drive (elderly, handicapped, or without a valid driver's license).
- D. Are economically unable to transport themselves.
- E. The client will be having a procedure that they are unable to transport themselves and have no other available transportation.

Medical, vision, dental or mental health related transportation requests will be honored, provided clients meet the above eligibility and **there is staff available and only within the local area.** Requests must be made at least **1 week** in advance of the appointment and must be made in writing. Transportation for same day acute emergency appointments will be provided only if staff and a vehicle are available.

IHS funds for medical and dental transport cannot be used for the following purposes:

- Court appearance/ Probation
- School or job-related activities
- Taxi service
- Grocery Shopping



1.02 Client Transport for Social Service

The Tribe receives limited funding to provide transportation for client social service appointments and therefore, transportation services are restricted to the following:

- A. Social Service case management
- B. Substance Abuse case management
- C. Substance Abuse prevention activities
- D. Visitations with ICW if no other means are available

In general, only Hoh Tribal program related activities qualify for client transport.

2.0 Requests for Transports

All requests for transportation must be made at least 1 week in advance in writing. All requests for transport must be made through the Purchased and Referred Care (PRC) Department through the Clinic. Transports outside of the local area (Forks and La Push) must be done through other transport means such as paratransit, the public transit system or a personal vehicle at the cost to the client.

3.0 General Rules

- A. It is the policy of the Hoh Tribe that employees and clients will be transported by Hoh Tribal Staff only when a reasonable degree of protection is assured. To this end, every child transported will be secured in an age/weight/size appropriate child safety seat or child booster seat. All adults will use a seat belt for the duration of the trip. Every employee will be secured with a safety belt. Under no circumstances will any person be allowed to drive, ride, or otherwise be transported without such devices in use.

Every vehicle used to conduct Hoh Tribal business shall have a safety belt installed for each seating position. No vehicle shall be operated while carrying more passengers than safety belts.

Each motor vehicle operator and all occupants shall be secured with the safety belt or child safety seat whenever the motor vehicle is under power or in motion.

The driver of the vehicle shall ensure that each occupant is properly restrained before beginning any trip, regardless of the length or duration, until the motor is shut off. Every motor vehicle which transports children under eight years of age or under eighty pounds, shall be equipped with a child safety seat. Children under 4'9" in height will be required to use a child booster seat.

Transportation will be refused if the patient will not use the seat belt/child safety/booster.



- B.** Anyone transporting on behalf of the Hoh Tribe has the right to refuse to transport anyone who is intoxicated or under the influence of alcohol or drugs or showing signs of aggression at any time.
- C.** Any child must be accompanied by a parent or guardian when being transported. Exceptions may be made at the discretion of the Director, when the parent/guardian is unable to accompany the child, but it is generally requested that a parent/guardian attend appointments with their children (ICW children may at times be an exception).
- D.** All children being transported are expected to behave and follow the guidelines given them by the transporter. If the children do not behave and do not obey the transporter, parents will be talked to. If the children repeatedly misbehave, parents will be advised that either (1) the parents will lose the ability to be transported (2) the children will no longer be allowed during transports.
- E.** Transportation is provided only for appointments at the nearest local facility. Elective use of facilities and providers outside of the local area in these instances, the client will provide their own transportation and be responsible for all associated costs.
- F.** Clients are expected to be ready at the appointed time for transportation. In cases where a client is repeatedly late for transportation appointments, the client will be reminded of the need for punctuality. If the behavior continues, the Executive Director may advise the client that they are no longer eligible for transportation services.
- G.** Cancellations must be made with 24-hour notice or transport rights may be revoked.
- H.** If you have any COVID symptoms, have a household member who is sick or diagnosed with COVID or have been exposed to COVID, you must notify your transporter. Transports will not be done in this case.
- I.** Clients are responsible for all other costs involved in a trip, i.e., meals, lodging, incidental expenses, etc. Transporters do not have funds to pay for these costs.
- J.** Transportation is a service provided on an “as needed” basis, transporter available basis and is not necessarily an entitlement, it is a privilege. Any client refusing transportation by a specific transporter or vehicle will forfeit their ability to be transported.
- K.** Transportation to liquor and tobacco outlets is prohibited. No liquor will be transported in Hoh Tribal vehicles.
- L.** No transport of intoxicated or under the influence of any substance is allowed.
- M.** Smoking is prohibited. Drivers and clients in transport are prohibited from smoking/chewing tobacco or use of electronic cigarettes while being transported.
- N.** Masks must be worn at all times. All passengers over the age of 4 years of age must wear



masks while in the tribal vehicles. Drivers must also wear masks while driving a tribal transport vehicle. Any client who refuses to wear a mask will not be provided transportation.

Hoh Tribe-IHS Reference for Client Medical Transport

3-16.7 SCOPE OF WORK

The Scope of Work (SOW) is a mutually agreed upon document that specifies the responsibilities of a tribal entity to the government for a specified amount of funds.

- A. The CHR Program SOW Matrix shall be used to indicate Workload objectives (percentages) of the contractor, and shall include the number of full-time/part-time CHRs by job title and IHS/CHR dollar amounts.
- B. Workload percentages shall be negotiated by each tribal contractor and shall indicate total program workload.
- C. All CHR services shall be community-based.
- D. If transportation is to be provided, it shall be within the local community to/from an IHS or tribal hospital or clinic for routine, non-emergency problems, to a patient without other means of transportation when necessary. A tribally developed transportation policy shall be in place.**
- E. Preparation of the Contract SOW. The major purpose of the “CHR Program SOW Matrix” is to provide a local CHR Program with the framework for defining and monitoring its activities. The SOW is defined in terms of 16 service categories and when the 16 services are further categorized according to the 14 health areas, a matrix of 240 different services/areas is formed, into which an activity may be categorized. (For the purpose of SOW determination, the activity settings are excluded.)

THIS IS TO ACKNOWLEDGE THAT I HAVE READ AND RECEIVED A COPY OF THE HOH TRIBE “CLIENT TRANSPORTATION POLICY”

Client Signature: _____ Date: _____

Witness: _____ Date: _____