



## Ready To Go Protocols

Operating Hours: 6:00 AM-6:00 PM, Monday-Friday

Office: 802-864-2764 Toll Free: 877-854-0117

Email: [r2g@goodnewsgarage.org](mailto:r2g@goodnewsgarage.org)

Good News Garage is proud to serve the community with the Ready To Go (R2G) transportation program! We are glad to have you riding with us. Please be advised that all riders are subject to the following protocols:

### General

- All R2G vehicles and rides are monitored with cameras and have signs that indicate recording is in progress.
- Parents/Providers should not expect the same driver on any given day.
- All R2G vehicles are marked with green dotted stickers on the front and rear windshield of the vehicle.
- All riders must be respectful at all times. They must not swear or use abusive language in or around the van.
- Riders must not engage in any dangerous or illegal activities in or around R2G vehicles.
- Riders cannot use or be under the influence of illegal drugs or alcohol in an R2G vehicle.
- Riders may not eat or drink anything except water in an R2G vehicle.
- Riders may not smoke cigarettes in an R2G vehicle.
- To avoid distracting the driver, riders may not use cell phones in the vehicle or listen to music except using headphones.
- Riders must follow R2G's safety protocols related to infectious disease and hygiene, including COVID-19.
- Riders must wear seatbelts whenever the R2G vehicle is in operation.
- R2G may terminate or suspend up to 5 days of service to any rider deemed disruptive by the Program Manager/Asst. Program Manager.

### Ride requests and adjustments:

- All ride requests must originate from partner agency staff, usually as a Case Manager. Riders may not request rides themselves.
- If a rider needs to adjust a pick-up time, they should contact the R2G office.
- Requested adjustments, including changes to pick-up or drop-off locations must come from the Case Manager. R2G will try to accommodate change requests, but they are not guaranteed.
- If contact information changes, the client is responsible for reporting the changes directly to R2G office personnel. Giving this information to drivers is **not acceptable**. It is **essential** that R2G can reach the client at all times.

### Cancelations and no-shows:

- Cancelations and no-shows are extremely disruptive to R2G's operations and should be avoided whenever possible. If a rider needs to cancel a ride, they should notify R2G as soon as possible. A cancelation received less than 1 hour from the scheduled pick-up time is considered a "late cancel."
- A total of 3 or more no-shows and/or late cancelations within a 30-day period will result in termination of rides. A new ride request may be submitted after 30 days, but a resumption of rides will not be guaranteed.
- If a rider does not appear at the scheduled pick-up time, Drivers will wait for 5 minutes. If the rider does not come out, the rider is marked as a no-show, and the Driver leaves for their next ride. If a rider was scheduled for an outbound ride and a return ride on the same day, if they do not take the outbound ride, their return ride will be canceled automatically.
- If R2G needs to cancel a ride that was scheduled to occur more than 24 hours in the future, R2G will notify the case worker of the cancelation, and the case worker/partner staff will notify the rider or rider's family. If R2G cancels a ride that was scheduled to occur in 24 hours or less, R2G will make every attempt to notify the rider or rider's family of the cancelation, and will also notify the case worker/partner staff.

LAST REVISED ON 09/15/2022



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### Drop off/Pick up Protocols

- R2G staff will arrive as close to the scheduled times as possible. For childcare rides, staff members **MUST meet the van in the parking area.** On days when this just isn't possible, due to unforeseen staffing issues, childcare staff will need to meet the kids just inside the main door. **R2G staff cannot bring children into the building or individual classrooms**, nor unpack or put their belongings away.
- **Clients/Parents MUST** be outside to meet the van. R2G **will only wait 5 minutes for the client/ parent to come out to the vehicle. If after 5 minutes, the client/parent does not come out**, R2G will leave, mark the ride as a no-show, and cancel the return ride if there was one scheduled for a return.
- Parents of children can place the child in the safety seat, the R2G driver must verify the child is strapped in correctly.

### In Transit

- If a rider is disruptive, the driver will attempt to help de-escalate the behavior for the safety of the rider and other occupants. If the rider is a child, the driver will let the parent and/or the provider know if the child is having a hard time, and what types of things they've said to help the child. If the behavior continues to be disruptive, R2G staff will alert the Case Worker/CIS Coordinator. For children, the CIS Coordinator will explore supportive options like speaking with the parent and provider or contacting the family's support network if there is one. However, ongoing/recurring disruptive behavior may result in the termination of transportation services and remains the decision of the R2G staff.
- For safety reasons, families that are serviced under the childcare contract (CDD), and parents may **not** ride in the van, this service is for the children alone.

### Drop Off at home

- Childcare riders will only be dropped off with a **responsible adult** (parent/legal guardian, a person who has been approved by a parent/legal guardian, or a regulated childcare provider/staff) and our driver will not leave until we have made contact with that adult. If none of the people mentioned above are available, we will call the Emergency Contacts, CIS Child Care Coordinator, DCF Family Services, or the local police department to make arrangements for a **responsible adult** to be located to take responsibility for the child or children. R2G may contact the childcare provider for the most current emergency contact information if needed.
- If the parent is not available at the scheduled drop-off time, they must have one of their emergency contacts **at the house** to receive the child.