



Once the suspension period has passed, the consumer will again be eligible to receive transportation services. Further no call/no shows will be subject to investigation to determine the feasibility of continued transportation services.

Transportation services are provided at the discretion of Heart to Hand. Any questions may be directed to the Director of Programs, Dominique Smith, 301-772-0103, ext. 104 or dsmith@hearttohandinc.org. Consumers may also utilize the Heart to Hand grievance procedure for issues they feel have not been resolved.

HEART TO HAND STAFF ONLY

Staff may connect clients to transportation the following ways:

Heart to Hand vans—Follow transportation request procedure above.

Lyft—Staff designated by the Program Director may access and request a Lyft for clients using the web-based Lyft Concierge. Once the ride is completed, staff must note the event in NewOrg. Please put it in as a successful (or unsuccessful) transportation request and note the pick-up location and destination.

Metro Cards—Medical Case Managers and the Benefits Coordinators may access the Heart to Hand metro account to refill the card. Please make a copy of the card and have the client sign acknowledging receipt of the card and how much money was loaded onto the card.

The Transportation policy and guidance has been explained to me by a representative of Heart to Hand, Inc. I understand how to access transportation, the options for transportation, and the limitations of transportation through Heart to Hand. If this document is updated, I will receive a copy and explanation from a Heart to Hand representative. All my immediate questions have been answered about the transportation policy.

Client Name: _____ **Date:** _____

Heart to Hand Staff: _____

Signature: _____