Guidelines for Neighborhood House (NH) Transportation Services

* 1. Are enrolled with NH and required supporting documentation is current.
	2. Be able to get in and out of the van, get from your home to the van and get to and from your destination appointment without assistance from the driver. *A companion can accompany you if assistance if needed.*
	3. Have a medical, eye, dental or social service agency appointment. *Rides are not provided for pharmacy, grocery or any other shopping needs.*
	4. Have no other family or friends to assist with transportation.
	5. Request transportation through the NH office within 48 hours prior to the scheduled appointment.
	6. Have an appointment that occurs Monday, Tuesday or Thursday between 8:00 am and 3:00 pm. Estimated conclusion of the appointment must be before 4:00 pm.

On Wednesday, the appointment must be between 8:00 and 9:00 am. Estimated conclusion of appointment must be before 11:00 am.

*No re-occurring appointments Ex: chiropractor, physical therapy, etc. Any exceptions must be approved by the Client Services Manager.*

* 1. No additional stops.
	2. Children cannot ride with clients. *Exceptions may be made for children 12 and older who provide required assistance to their parents.*