

# What if I need Special Assistance?

*All passengers MUST be able to self transfer in/out of the vehicle with minimal to no assistance.*

If assistance is needed, please make arrangements to have an aide accompany you on your trip. The volunteer driver and /or Hiawathaland Transit are not responsible for injuries sustained by the rider as they get to and from a volunteer driver's vehicle. Return transportation for surgery requiring anesthesia cannot be provided without an aide accompanying the passenger.

Transportation that appears to adversely affect the health or well-being of the rider will result in that rider being immediately returned to either the pick-up location or the nearest care facility, whichever is closest.

Riders unable to speak for themselves, or those who are otherwise challenged and unable to ride alone should be accompanied by a caregiver or aide.

Questions about special assistance can be addressed by calling dispatch TOLL FREE at 866-623-7505 option 2, or emailing [HART@threeriverscap.org](mailto:HART@threeriverscap.org).



**HART Volunteer  
Transportation Program  
55049 241st Avenue  
Plainview, MN 55964**

**Email: [HART@threeriverscap.org](mailto:HART@threeriverscap.org)**

**Phone: 866-623-7505, option 2  
Fax: 507-534-9275**



**ThreeRivers**  
COMMUNITY ACTION



*People-focused, community-driven*

HART is administered by  
Three Rivers Community Action, Inc.  
TTY-MN Relay Service  
1-800-627-3529

Three Rivers Community Action, Inc. will not discriminate because of ethnicity, race, color, creed, religion, national origin, sex, sexual orientation, disability, age, marital status, membership or activity in a local human rights commission, or status with regard to public assistance.



*Miles and Miles of Positive Impact*

## Information for Our Riders!

Serving Goodhue, Wabasha, & Rice Counties

Call Dispatch Toll Free:

**866-623-7505**

**(OPTION 2)**

*email: [HART@threeriverscap.org](mailto:HART@threeriverscap.org)*

*[www.threeriverscap.org](http://www.threeriverscap.org)*

# Scheduling

Call our dispatch center at **866-623-7505, option 2**. If it is your first time calling to request a ride you must register by completing an agency intake form over the phone with a dispatcher. At this time we will determine how your trip will be funded and we will let you know what your approximate cost will be.

**Transportation cannot be provided for medical emergencies.** In the event of a medical emergency during a scheduled ride, HART and/or the volunteer driver, will contact the appropriate emergency response personnel. Should this occur, once the passenger has been transported by emergency response staff, the volunteer driver will be released. The passenger will then need to schedule their return trip, when medically cleared, following normal ride request procedures.

Rides are scheduled on a first-come, first-serve basis. Rides can be requested up to **three month** in advance. One week advance notice is strongly encouraged for all ride requests and a minimum of **72 hours** notice is requested. **Please know, a request for a ride does not guarantee a trip.** Once your request is received, we will attempt to secure a volunteer driver to transport you. At that point dispatch will contact you to confirm trip details. **Riders must have a working phone number in order to confirm appointments.**

# Cancellations & *No Shows*

All scheduled/booked rides must be cancelled by notifying dispatch with a minimum of **24 hour notice**.

A rider will be considered a no-show if they fail to take their scheduled trip or if their cancellation is not made within **24 hours** of their scheduled pickup time. Cancellations can be made with a dispatcher by phone or email. A rider's first no-show will be documented with a written letter from program staff. A second no-show will result in a two month suspension from the HART program. A third no-show will result in a six month suspension from HART services. Riders will be notified of any suspensions by letter from the Program Manager. Written appeals regarding suspensions can be made to the Program Manager and/or Transportation Director. **Riders with no-shows are financially responsible for the direct mileage cost incurred by the volunteer driver and will be billed for such costs.**

Riders suspended from the HART program may still utilize Hiawathaland Public Transit in any community where service is available. However, those suspended from Hiawathaland Transit buses will be required to complete their suspension from that system before being allowed to utilize the HART Volunteer Transportation program again.

# How Do I pay?

All qualifying rides will be billed to the appropriate agency, whenever possible. ***There is no exchange of money between the rider and the volunteer driver.*** All other trips will be billed to the client, with receipt of payment due within 15 days of the statement.

***HART drivers are unable to accept tips of any kind from riders.*** Any donations should be sent to Hiawathaland Transit or Three Rivers Community Action, Inc. c/o HART Program.

*Whenever possible, dispatch will coordinate rides with similar pick-up and drop-off locations and times.*

# Miscellaneous

Riders may not consume food or beverages within the volunteer driver's vehicle without permission by the volunteer.

Smoking or use of tobacco products of any kind is prohibited in the volunteer driver's vehicle without the expressed permission of the volunteer.

Services provided in collaboration with:  
Southeastern Minnesota Area Agency on Aging

