



## Who we are

Carey Services is a community-based organization which receives strong support from a broad cross-section of individuals, families, businesses, and charitable interests.

Supports and services are determined through person-centered planning, whereby individuals and their families direct the planning and allocation of resources to meet their own individual life goals.

Individuals and families have the comfort of knowing that, because we have enjoyed 70 years of stable growth, Carey Services will continue to thrive, responding to the individual human service need of those we serve.



Phone: 888-668-8961

Facebook: [facebook.com/careyservices](https://www.facebook.com/careyservices)

Web: [careyservices.com](http://careyservices.com)



## Carey Services Riders Guide

Phone: 888-668-8961

Web: [careyservices.com](http://careyservices.com)



# Table of Contents

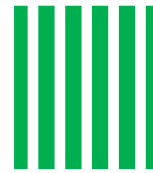
Carey Services ..... 1

Rider Policies ..... 2

Rider Policies ..... 3

Title VI rights ..... 4

More on Carey Services..... 5



# More about Carey Services

- Mission:** Turning abilities into opportunities
- Vision:** A world where all people are empowered and equally valued in the community.
- Values:**
- Self-determination/self-direction empowers people
  - Transparency, fiscal responsibility, outstanding governance
  - The health and safety of people with intellectual and developmental disabilities and children and their families is a critical aspect of the decision-making process
  - Provision of services to promote inclusive opportunities
  - Fulfilling donor intent
  - Dignity, compassion, teamwork
  - Striving for awesomeness in every effort and interaction
  - Integrity, professionalism, service, and respect





## Public Notice of Rights Under Title VI of the Civil Rights Act of 1964

Carey Services operates its programs and services without regard to race, color, or national origin in accordance with the Title VI of the Civil Rights Act of 1964. Any person who believes he or she has been affected by any unlawful discriminatory practice under Title VI may file a complaint with Carey Services.

For more information on Carey Services civil rights plan and the procedures to file a complaint regarding transportation services, contact Carey Services Corporate Compliance Officer at 765-668-8961, or visit our office at 2724 South Carey Street Marion, IN 46953. For more information, please visit CareyServices.com.

A complaint may be filed directly with the Federal Transit Administration by filing a complaint with the:

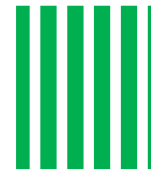
### Office of Civil Rights

**Attention: Title VI Program Coordinator**

**East Building, 5<sup>th</sup> Floor- TCR**

**1200 New Jersey Avenue, SE, Washington, DC 20590**

Concurrently, Carey Services does not discriminate against any disability, religion, sex, sexual orientation, or gender identity per Carey Services' policies.



## Transportation to fit your needs

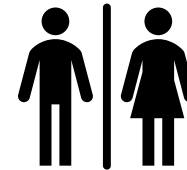


All individuals with approved transportation are approved to utilize Carey Services transportation options.

Hours of operation are 24/7, however office hours are Monday-Friday 8 am-4:00 pm.

### Unruly Passenger Policy

Disruptive, abusive, or argumentative passengers will not be tolerated on Carey Services vehicles. The driver will follow the individuals Behavior Management Plan to mitigate behavior if an issue arises. Individuals who continue to cause disruptions will be reported to the Community Services Manager. Continued misbehavior will result in a suspension of service and be reviewed by Carey Services staff.



### Portable Oxygen Policy

Riders are permitted to carry portable oxygen tanks. It is the responsibility of the rider to assure portable oxygen tanks are properly secured to prevent injury.





### **Service Animal Policy**

Service animals are permitted to accompany individuals with disabilities in vehicles and transit facilities. Service animals are defined as: any guide dog, signal dog, or other animal that has been individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.

### **Personal Care Attendant Policy**

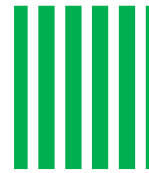
Personal Care Attendants (PCA) may ride with individuals at no charge. A PCA is a person designated or employed to assist an individual.

### **Standee Policy**

Federal regulations prohibit the operation of any bus with riders standing ahead of the yellow or white line located near the Operators seat. If a seat is available, please utilize it. If a seat is not available, please hold onto the rails.

### **Delay/Cancellation Policy**

Due to traffic, weather conditions, cancellations, or other conditions out of our control the vehicle may arrive **30 minutes before or after** your scheduled pick-up time. For example, if your pick-up time is scheduled for 8:00 AM, the vehicle may arrive anytime between 7:30 and 8:30 AM.



Cancellations should be made as soon as possible, but no later than 2 hours before your scheduled pick-up time. This policy allows for illness or other events beyond your control that require last minute changes in plans. Passengers repeatedly cancelling without a 2-hour notice may risk future trip scheduling privileges.

### **Accessibility**

Mobility device accessibility is available to all riders. The mobility devices are defined as manually operated or power-driven devices primarily for use by an individual with a mobility disability. Passengers with mobility devices may use the lift. All other ambulatory riders may use the lift upon request. The driver/operator will make sure all passenger mobility devices are secured before transport occurs.

### **Inclement/Adverse Weather**

The health, safety, and welfare of our individuals served is of utmost importance. During adverse weather conditions, every effort will be made to maintain operations. However, Carey Services reserves the right to delay or cancel operations as necessary. Announcements concerning weather delays will be made via local media/social media.

Connect with us on Facebook:  
[facebook.com/careyservices](https://facebook.com/careyservices)

### **Complaint/Appeals Process**

Riders may call 888-668-8961 and ask to speak to the Community Services Manager or Compliance Officer if customer service expectations are not being met.

