



The Harford Center, Inc.

"Serving the needs of Harford County adults with developmental disabilities since 1961."

To: Residential Providers and Families

Date: June 11, 2018

Transportation Policy

The Harford Center transportation will drop off individuals between the time frame of 3:15pm-5:15pm. The above times are estimated of arrival, not a guarantee it is the responsibility of the family or caregiver to be able to be available during this window. The Harford Center drivers will only drop off individuals if they see a family member or a residential staff on arrival to the individuals' destination. This will ensure safety for the individual. **This must be adhered to by all residential and family members.**

Our drivers are only authorized to wait up to five (5) minutes at each stop. After the five minutes, they will call the individual's primary residential phone number that we have on file. This call is to determine if someone is home and can assist the individual to the bus in AM or receive them in the afternoon. If no one answers or they are not able to come out immediately, the driver will depart for their next scheduled stop.

Our drivers are not authorized to return to the individual's residence after a missed pick-up or drop off. All individuals with a missed drop-off, will be returned to The Harford Center in Havre de Grace at the end of the route. It is the responsibility of the individual's family or caregivers to pick the individual up when there is a missed drop-off. There will be no exception to this standard. Thank you for your cooperation in adhering to our transportation procedures.

Arthur Williams,

Program Manager

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