

The logo for 'The Open Door of NJ' features a blue oval with the text 'The Open Door of NJ' in white. A yellow swoosh is positioned above the oval, extending from the left side of the page towards the top right.

The Open Door of NJ

January 17, 2020

Dear Day Program Participant Families and Providers;

The Open Door would like to provide a friendly reminder regarding our transportation and attendance policies:

- The call out procedures MUST be adhered to. If a consumer is going to be absent for either AM or PM transport, a call must be placed to the main office at 732-408-5681, no later than 5pm the day before, whenever possible. We understand that a consumer may become sick during the night, and in those cases, a call should be placed immediately to the main office at 732-408-5681. It is unacceptable that calls are being placed at 8am for callouts for doctor's appointments the same day.
- After 2 failures to comply in a six month period, a phone call will be placed to remind you of the policy and after the third failure to comply a temporary suspension of services will occur pending an IDT meeting. At that meeting it will be determined if services will continue or a termination of services may occur.
- Any vacation absences must be made in writing via the Vacation Notification Form which is available on the website at www.theopendoornj.com.
- There is a 3 minute rule for pick-ups. All consumers should be exiting their home and loading the vehicle within 3 minutes of the van arrival. We are making every attempt to narrow down the pick-up times to be more convenient for families and we are asking for your help by ensuring that your loved one is prepared on-time and comes to the vehicle immediately upon its arrival.
- The Open Door of New Jersey requires consumers to attend program 80% of the time to ensure your slot is secured. This is for both program and any service in which the consumer is enrolled (i.e. transportation). Attendance will be an issue if a consumer is not properly calling out, not showing up for program, or taking unscheduled vacations. If the pattern is frequently shown, it could result in an IDT meeting with the Support Coordinator and family to discuss discharge of the consumer.
- The utilization of transportation is important and excessive call-outs and no-call/no shows can no longer be accommodated. Should any consumer fall below 80% utilization of transportation, in any given 3 month period (quarter), a letter will be sent. Any additional call-outs or no-call/no shows will result in removal from transportation and their seat will be given to another individual. The consumer will still be enrolled and able to attend the program, however transportation will need to be provided on their own. Should an individual wish to be placed back on transportation provided by The Open Door, they may complete a Transportation Re-Enrollment Form which is available on the website at www.theopendoornj.com. The form can be submitted via email, fax, or hand delivered and will be reviewed by the TOD transportation appeals committee. If approved, the individuals will be placed back on transportation, pending an available seat, or on a waiting list until a seat becomes available. If not approved, a determination will be sent in writing.
- Anyone who has not utilized transportation for 30 days or more, for any reason, will be removed from transportation and will need to complete a Transportation Re-Enrollment Form which is located on the website. Once submitted, the individual will be re-considered for transportation and a decision will be delivered via writing.

Thank you for your understanding and cooperation during this transitional time. The Open Door looks forward to continuing to support your loved one.

Acknowledgement

By Signing below, I acknowledge The Open Door's policy regarding transportation services, call out procedures, and attendance policies. Should there be any circumstances that would interfere with abiding by the policy, I agree to communicate this to the staff at The Open. I understand and acknowledge The Open Door will arrange alternate solutions when possible, but these policies must be adhered to.

Name: _____

Signature: _____

Consumer: _____

Date: _____