**Transportation** **Policy Brief & Purpose**

SOAR offers transportation services. We see transportation assistance as a strategy to remove potential barriers to treatment as well as improve overall client satisfaction.

**Scope**

This policy affects all employees, including board members, contractors and volunteers, who may be needed to transport a client and/or the client’s family.

**Policy elements**

Whenever transportation, for a client or their family, is requested, the SOAR staff member or volunteer will consider the following:

1. Safety to self and others
2. Schedule and availability
3. Level of need
4. Other sources of transportation that SOAR can assist with, i.e. bus tickets, bus pass, etc.
5. Arrange with another team member for assistance
6. Discuss with referring source

Once all the above is considered, the client may be transported by private or company vehicle.

If a SOAR staff member or volunteer assesses the individual as dangerous to self or others, the staff will not transport that client and ask the client to make other arrangements as necessary.