



North Carolina Department of Health and Human Services  
Division of Aging and Adult Services

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DAAS Administrative Letter 15-05

**To:** Adult Day Care/Adult Day Health Providers, Department of Social Services' Directors, Department of Social Services' Adult Services Supervisors, Adult Day Care Coordinators, Adult Day Health Specialists, Adult Program Representatives

**From:** Suzanne P. Merrill *Suzanne P. Merrill*

**Subject:** Guidance Regarding Adult Day Care/Adult Day Health Providers Providing and/or Arranging Public Transportation as outlined in 10A NCAC 06R.0503 and 06S.0404

**Date:** May 28, 2015

This letter is to provide clarification regarding the provision of transportation by ADC/ADH programs through direct provision, contract or arrangement of public transportation.

**I. Transportation Provided Directly by the ADC/ADH program for Participants to and/or from the Adult Day Care/Adult Day Health (ADC/ADH) Program Location and/or for Outings**

ADC/ADH programs that directly provide transportation to and/or from the ADC/ADH location and/or for outings to its participants are ADC/ADH programs that employ a driver to drive a vehicle owned by the ADC/ADH program. In this scenario, the ADC/ADH provider's Transportation Program Policy will need to include routine and emergency procedures, address accidents, medical emergencies, weather emergencies, and escort issues. A copy of all relevant transportation procedures including routine and emergency procedures, accidents, medical emergencies, weather emergencies, and escort issues shall be located in all vehicles owned by the ADC/ADH program used to provide transportation to participants driven by ADC/ADH program employees.

For ADC/ADH programs that directly provide transportation to and/or from the program location and/or for outings to participants also are to ensure the following:

1. each person transported shall have a seat in the vehicle; and
2. participants shall be transported no more than 30 minutes without being offered the opportunity to have a rest stop; and
3. the vehicles used to transport participants shall be equipped with seatbelts. Participants shall be instructed to use seatbelts while being transported; and

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4. vehicles shall be equipped with a first aid kit consisting of items listed in Section III. B. of the North Carolina Adult Day Care and Day Health Services Standards for Certification Manual and 10A NCAC 06S.0301(a) and a fire extinguisher; and
5. a copy of the transportation policy shall be located in the vehicle used for transport.

## **II. Transportation Provided by the ADC/ADH Program Through a Contract Between the ADC/ADH program and a Transportation Vendor for Participants to and/or from the ADC/ADH Program Location and/or for Outings**

ADC/ADH programs that provide transportation to participants to and/or from the program and/or for outings through a contract with a transportation vendor must have a current contract in place between the ADC/ADH program and the transportation vendor. The contract between the transportation vendor and the ADC/ADH program must include how the transportation vendor will address the following:

1. routine and emergency procedures
2. accidents
3. medical emergencies
4. weather emergencies
5. escort issues, and
6. ensure that items 1 through 4 in Section I. of this letter are followed.

The ADC/ADH program must state in its Transportation Program Policy that the program contracts with a transportation vendor to provide transportation to participants to and/or from the program and/or for outings. The ADC/ADH's Transportation Program Policy must include the transportation vendor's name, and language from the contract between the ADC/ADH program and the transportation vendor regarding how the transportation vendor will address items 1-6 listed above in Section II.

## **III. Public Transportation Arranged by the ADC/ADH Program for Participants to and/or From the Program**

The following are examples of how the ADC/ADH program may arrange for public transportation for participants to and/or from the program:

- The ADC/ADH program contacts a transportation vendor, and that vendor directly arranges with the family/caregiver to provide the transportation for the participant to and/or from the ADC/ADH program or
- The ADC/ADH program purchases tickets from a transportation vendor, gives the tickets to the participant for redemption by the transportation vendor, and that transportation vendor directly arranges with the family/caregiver to provide the transportation to the participant to and/or from the ADC/ADH program.

The ADC/ADH program must state in its Transportation Program Policy that the transportation vendor follows its own routine and emergency procedures; and the ADC/ADH program advises the participant and/or family/caregiver to request the transportation vendor's routine and emergency procedures directly from the transportation vendor.

In addition, the ADC/ADH program must state in its Transportation Program Policy what happens if ADC/ADH program staff are informed by the transportation vendor about accidents, medical emergencies, weather emergencies, and/or escort issues that involve the adult day care or adult day health participant.

Please feel free to contact Heather Carter [heather.carter@dhhs.nc.gov](mailto:heather.carter@dhhs.nc.gov) or 919-855-3416 or Glenda Artis [Glenda.artis@dhhs.nc.gov](mailto:Glenda.artis@dhhs.nc.gov) or 919-855-3412 should you have any questions.