



## Transportation Alternative Services Menu for Clients and Families

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UCP is releasing a new and revised “**Alternative Services Menu**” for clients and families during the COVID-19 Pandemic. This menu is designed to help clarify what services are available to clients. Electronic copies can be found on UCP’s COVID-19 Resource Page for Clients and Families at <https://ucpsacto.org/programs-services/covid-19/>. Please note that these services options may be updated from time to time during the pandemic. These are also sample services. Please contact your UCP program to discuss your individual needs or to request a service.

### A. Reducing Exposure to COVID-19

UCP wants to help keep our clients safe during this pandemic. UCP has significant flexibility to provide supports beyond what we typically could offer in our transportation department to help clients and families remain safe during the pandemic.

1. **UCP’s SafeTrip** - UCP’s Safe Trip offers an on-demand transportation option for people with intellectual or developmental disabilities or who are at high risk during the COVID-19 pandemic to travel to prescheduled appointments or reoccurring trips. *(For more information please see Menu item “ I ” for “In-Person Services In Community Settings” and Menu Item “ E ” for “Delivery of Supplies or Self-Guided Materials”)*
2. UCP would also be willing to send out information on safe riding practices and prevention and safe practices to take during the pandemic.

### B. Individualized Assessments

UCP is working on completing individualized Alternative Service Addendums for all clients with an active authorization with UCP. We want to work with you directly to document your needs and your choice for what alternative services (if any) you or your family are requesting. These assessments will be completed by October 31, 2020 to ensure your needs and preferences have been documented and that an appropriate alternative service plan is in place

### C. Updated Individual Service Plans (ISPs)

UCP’s Transportations department can communicate alternative service transportation plans to programs or service coordinators to update individual Service Plans (ISPs) as needed.

### D. Remote Services Delivered via Telephone, Video, Zoom, etc.

UCP’s Transportation department is open to providing online remote training services to clients.

1. Safe bus riding practices and behavior
2. Covid-19 Prevention and Safe Practices

## **E. Delivery of Supplies or Self-Guided Materials**

UCP has the capability of delivering supplies or self-guided materials direct to a client's home. This includes family homes or residential homes. Below are a few examples of what UCP is offering:

1. Delivery of essential PPE or essential supplies.
2. UCP can pick-up or deliver wheel chairs or other equipment related to the clients care being repaired or maintenance.
3. [UCP's SafeTrip Delivery Service](#)- UCP's Transportation department is also offering additional transportation services for clients of Alta California Regional Center. Check out UCP's Safe Trip flyer for additional information: ([UCP SafeTrip Flyer.](#)) If you don't want to leave the house, but need someone to pick up pre-paid groceries or supplies, UCP will have a healthy and symptom free UCP team member pick up your essentials and deliver them to your door.
4. Upon Request UCP will work with the Clients Day Program to deliver Self Guided Materials to the home.

## **F. Self-Guided Materials**

Upon request UCP's Transportation department would be willing to provide self-guided training materials based on safe bus riding practices, Covid-19 Prevention, or other topics.

## **G. Skills Training**

If needed, UCP is offering to provide training and support for individuals living within the consumers house (family members, care givers, siblings, staff, etc.) upon request. This could include wheelchair securement training, Lift safety, proper seat belt use, proper wheelchair maintenance or other valuable services relating to transportation services as requested.

## **H. In-Person Services at Home**

UCP is offering to provide in-person service appointments at the client's residence. *(Please note, UCP is required to follow all local and state public health guidelines when providing in-person services.)*

Below are some examples:

1. UCP would be willing to come out to the house to conduct a Visit with the client and home. These visits are more less an opportunity to converse with the client for a brief moment and talk about any concerns or issues the care provider may want to discuss pertaining to transportation services.
2. Wheelchair Inspections. One of UCP's Professional Transportation Instructors whom specialize in the safe Transportation of Wheelchairs would be willing to come out and inspect your client's wheel chair and also place tags or markers on the chair for safe locations to secure the wheelchair when used for our transportation services.

## **I. In-Person Services In Community Settings**

UCP is offering to provide in-person service appointments in the community. Please note, UCP is required to follow all local and state public health guidelines when providing in-person services. Below are some examples:

1. **Work Related transportation Services for Clients:**  
Clients approved for transportation services may book trips to and from open employment activities programs as approved by their service coordinator and assigned program.
2. **Community based transportation Services**

UCP is offering to provide outings into the community. Please note, UCP is required to follow all local and state public health guidelines when providing these services. Below are some examples:

- Transportation to nearby parks.
  - Trips to special organized events
  - Trips to visit a neighborhood store
  - Support for a socially-distanced visit with a friend
3. **UCP's SafeTrip**- UCP's Safe Trip offers an on-demand transportation option for Clients of the Alta California Regional Center who are at high risk during the COVID-19 pandemic to travel to prescheduled appointments or reoccurring trips. These Essential services could include grocery shopping, medical Appointments, pharmacy runs, and more. Check out UCP's Safe Trip flyer for additional information: [UCP SAFE TRIP Flyer](#). If you are interested, please contact our staff to discuss how we can help.
  4. UCP also offers Delivery Trips through SafeTrip. *(Please see Menu Item " E " for "Delivery of Supplies or Self-Guided Materials")*

## **J. In-Person Services at a UCP Program Facility**

Currently, due to public health concerns, UCP is not offering any services inside our facilities at this time. When State and local guidance allows, UCP plans to resume providing limited in-person services at our program sites. Services provided in UCP's facilities may look different and would include enhanced safety procedures for clients and staff. UCP does not have an estimated date these services would resume.

## **K. Transition to the Self-Determination Program**

UCP staff are available to assist clients navigate the process of transitioning into the Self-Determination program. This is a very different service model from traditional regional services. Clients and families can learn more about the Self-Determination Program by visiting DDS's website: <https://www.dds.ca.gov/initiatives/sdp/>

## **L. Other Services**

UCP is open to offering clients other innovative or flexible services during COVID-19. UCP has already received some creative ideas. Please contact us if you have other needs and let's see what we can do.