



RESIDENT TRANSPORTATION ASSISTANCE POLICY

A Resident Services Policy of SRHA | Effective: _____

1.0 Purpose

SRHA provides transportation assistance to residents when the Resident Services / Self-Sufficiency Coordinator, through a needs assessment, determines that an emergency or a substantial circumstance warrants it. Transportation is provided based on need as determined in the sole discretion of the Coordinator, and on staff and vehicle availability; it is not a scheduled or on-demand service.

2.0 Relationship to SRHA Personnel Policy

Resident transportation under this policy is official SRHA business and is a permitted use of SRHA vehicles under SRHA Personnel Policy Section 16.4. Residents transported under this policy are authorized passengers for purposes of that Section.

Personnel Policy Section 16 governs all employee operation of SRHA vehicles and controls in the event of any conflict. Drivers must meet the authorized-driver standards of Section 16.3; accidents are handled under Section 16.7 with post-accident testing under Section 10.3; and the safe-operation and impairment standards of Sections 16.6 and 10.1.F apply at all times.

3.0 When Transportation Is Provided

Transportation assistance is available only to residents of SRHA-owned and -operated housing (Elizabeth Miller Gardens and Farrier Court), and only after evaluating each of the following:

- Needs assessment. The Resident Services / Self-Sufficiency Coordinator conducts a needs assessment of the resident.
- Determination. Transport is authorized only when the Coordinator determines, based on that assessment, that the situation is (a) an emergency or (b) a substantial circumstance. Transport is authorized only to the location warranted by that circumstance.
 - (a) Emergency means an urgent, non-life-threatening situation that requires prompt transport. Life-threatening situations are not transported under this policy and are handled under Section 3.1 below (Life-Threatening Emergencies — Call 911).
 - (b) Substantial circumstance means a significant, time-sensitive need — such as an essential medical, benefits, or housing-related appointment — for which the resident

has no reasonable alternative transportation and where failing to obtain prompt transportation is likely to result in material harm.

- No reasonable alternative. Transport is provided only where no reasonable alternative — family or caregiver, scheduled medical transport, taxi or rideshare, or public transit — is available.

3.1 Life-Threatening Emergencies — Call 911

In any situation that may threaten life or safety, staff must call 911 and request Emergency Medical Services or other emergency assistance appropriate to the circumstances, and must not transport the resident in an SRHA vehicle. Emergency Medical Services are always the correct response for a life-threatening emergency.

4.0 Authorized Drivers

Only the Resident Services / Self-Sufficiency Coordinator — or another employee specifically authorized in writing by the Executive Director — may provide transportation under this policy. The driver must be an authorized driver under Personnel Policy Section 16.3: have a valid license on file with the Executive Director; maintain an acceptable driving record as determined by the Executive Director; be covered under SRHA's current automobile coverage, and consent to periodic Motor Vehicle Record review.

5.0 During Transport

- Seatbelts must be worn at all times while the vehicle is in motion.
- No smoking, eating, or alcohol, marijuana, or illegal drugs are permitted in the vehicle.
- The driver may decline or end a trip if the resident is disruptive, intoxicated, or noncompliant, or if conditions are unsafe.
- Drivers must obey all traffic laws and do not use a handheld device while driving, consistent with Section 16.6.
- In an accident, the driver must ensure safety first, call 911 if there is any injury, notify their supervisor (the Executive Director) immediately, and complete a written report within 24 hours, consistent with Section 16.7. Post-accident testing under Section 10.3 may apply.

6.0 Documentation

For each trip, the Coordinator must document the needs assessment, the determination (emergency or substantial circumstance), the destination, date, and mileage, and notify the Executive Director of each trip. The Executive Director (or designee) will review the trip log periodically.

7.0 Limitations and Liability

- This assistance is provided in SRHA's discretion and this policy creates no entitlement to transportation. This policy is not part of any lease or other contract, and should not be relied upon as a promise or be the subject of any contractual dispute, grievance, or habitability claim.

- SRHA may decline, suspend, modify, or terminate this assistance, or any individual trip, at any time.
- Transportation is provided as a courtesy. To the fullest extent permitted by law, SRHA and its commissioners, officers, employees, and agents are not liable for delays, cancellations, scheduling changes, or for any injury, loss, or damage arising from acts, omissions, or circumstances beyond SRHA's reasonable control.
- Nothing in this policy waives, limits, or otherwise affects any sovereign or governmental immunity, or any other defense, protection, or limitation of liability, available to SRHA or its commissioners, officers, employees, or agents under Virginia law.
- This assistance is administered consistently and without regard to race, color, religion, national origin, sex, familial status, disability, or any other protected class, and does not replace SRHA's reasonable-accommodation process. A resident with a disability may request a reasonable accommodation through SRHA's normal process.

8.0 Authority

The Executive Director administers this policy. This policy takes effect on the Effective Date shown above, upon adoption by the Board of Commissioners. The Board may amend or rescind this policy at any time.

9.0 Resident Acknowledgment and Assumption of Risk Agreement

By signing below, the resident acknowledges that the benefits made available under this policy are offered as a voluntary courtesy to the resident, and that they understand and voluntarily assume the ordinary risks of vehicle travel and agree to waive liability and hold SRHA and its employees harmless for any injuries the resident may sustain associated with receipt of this courtesy service. The resident further confirms that they have no undisclosed physical or medical condition that would make vehicle transport hazardous without prior disclosure. Nothing in this acknowledgment waives any sovereign or governmental immunity or other protection available to SRHA under Virginia law and if any portion of this agreement is found unenforceable, that finding shall not impair or render unenforceable any other portions of this agreement which shall remain enforceable as if the unenforceable language were never included herein

Resident Name (Print): _____ Unit #: _____

Resident Signature: _____ Date: _____

Resident Services / Self-Sufficiency Coordinator: _____ Date: _____