



Douglas County Good Neighbor Client Application

Nevada Rural Counties RSVP Program, Inc.

2621 Northgate Lane, Suite 6, Carson City, NV 89706

Phone: (775) 687-4680 Fax: (775) 687-4494

Legal Name (First/Middle/Last): _____ Nickname _____

Physical Address: _____ No current address/residence

Mailing Address: _____ Gender : Male Female Other

City: _____ State: NV Zip Code: _____

Home Phone #: _____ Cell Phone #: _____

Date of Birth: ____/____/____ Marital Status: Married Single

Do You Have a Disability? Yes No Do You Consider Yourself Frail? Yes No

Are you a Caregiver? Yes _____ No _____ Are you a Veteran? Yes _____ No _____

IF YES, for whom do you provide care?

Spouse Child, Age 0-18 Adult Child, 18+ Parent Family Member Other _____

EMERGENCY CONTACT INFORMATION (Attach additional pages if more than one person):

NAME (First/Last): _____ RELATIONSHIP _____

HOME PHONE: (____) _____ WORK OR CELL PHONE: (____) _____

Your Household Income Is: (Please answer BOTH!)

BELOW POVERTY ABOVE POVERTY

Based on 2020 Federal Poverty Guidelines:

1 Person \$12,880.00 (\$1073.34 per month)

2 People \$17,420.00

Each additional person add \$4,540.00

Supplemental Social Security Income Level (SSI):

BELOW 300% SSI ABOVE 300% SSI

1 Person \$2,382 per month

Do you live alone? Yes No

Do you receive State Medicaid? Yes No

Female Head of Household? Yes No

Number of persons in household _____

Assistive Devices : Oxygen Wheelchair Walker Cane

PLEASE check areas of physical LIMITATION:

Ambulation Vision Hearing Ability to stand Ability to grasp, bend, reach, lift Ability to transfer

Ability to go outside the home without assistance

Client Name: _____

Without assistance, I am unable to:

None – I can perform these activities

Activities of Daily Living (ADLs):

- Eat Walk Get Dressed
 Bathe Use the Bathroom
 Transfer In/or Out of a Bed/Chair

None – I can perform these activities

Instrumental Activities of Daily Living (IADLs):

- Prepare Meals Shop Use Telephone
 Take Medication Housework Laundry
 Manage Money Use Transportation Services

Services Requested: Please check all that apply below:

Respite Care: _____ Transportation: _____ Good Neighbor: _____ Companionship: _____ PERS: _____ Homemaker: _____
Meals on Wheels: _____ Go to Senior Center: _____ Scam Info: _____

Do you drive? Yes No Year/Make/Model/Color _____ Plate # _____
Current Medications _____
Personal Physician _____ Phone # _____

Ethnicity:

- Hispanic or Latino Non-Hispanic or Latino

Race:

- White, Caucasian Hispanic Asian
 American Indian/Alaskan Native
 Black/African American
 Native Hawaiian or Other Pacific Islander
 Other _____

If you do not speak English, what is your primary Language? _____

Pre-Service Survey (Please answer to the best of your ability)

How would you describe your emotional well being? Excellent Very Good Good Fair Poor
During the past 3 months, how many times have you been able to attend to personal errands such as shopping, banking etc.? 0 1-2 3-4 5 or more
In the past 3 months have you felt isolated? Often Sometimes Never
I often feel stress over my situation. Often Sometimes Never

I have received the Notice of Privacy Practices: Yes No

CLIENT SIGNATURE

DATE

In order to continue receiving RSVP services, a new client registration and Notice of Privacy must be completed each year.

RSVP does not discriminate with regards to race, color or national origin



Nevada Rural Counties RSVP
SERVICE PLAN

- 1. Please briefly describe the services that you would like for our volunteer (s) to provide. (Please note that RSVP volunteers do not provide medical services. We are not able to provide toileting, bathing, lifting, or dispense medications. Volunteers are prohibited from smoking while providing service).

Additionally, you may choose from the list below: (please check all that apply)

Good Neighbor

Visits from a Good Neighbor

Telephone calls from a Good Neighbor

Transportation:

Transportation

Running errands

Companionship:

Watch Television

Read to client /Interact by talking

Sorting through mail

Play board games or cards/Arts & Crafts

Homemaker:

Light Housekeeping

Help with laundry

Meal Preparation

Grocery Shopping/Prescription Pick-up

Respite Services:

Companionship/Interaction with your loved one while you take a break

Personal Emergency Response System

A device that detects falls at home

- 2. What days of the week and times would you like for a RSVP volunteer to provide service to you? Indicate specific days of the week with a check mark and times – circle am or pm.

Example: Monday from: 10:00am to 3:00pm

Monday from: am/pm to: am/pm

Tuesday from: am/pm to: am/pm

Wednesday from: am/pm to: am/pm

Thursday from: am/pm to: am/pm

Friday from: am/pm to: am/pm

Saturday from: am/pm to: am/pm

Sunday from: am/pm to: am/pm

Or By Appointment

Please Note: If the condition of you or your loved one changes, or if the Service Plan needs to be revised, please notify RSVP immediately so that a reassessment and a new Service Plan may be established. Indicate by your signature that the activities and times listed above are agreed to by both parties and that you will inform us of any changes.

Date:

Date:

Signature of Applicant

Signature of RSVP Representative

If you have questions, comments, or concerns please contact your local Field Representative or RSVP Office.



RSVP TRANSPORTATION CLIENT GUIDELINES Douglas County

Transportation Guidelines

- ❖ Our general hours of operation are Monday through Friday, 8am to 5pm.
- ❖ In general, we provide transportation to local appointments and destinations (i.e., in Minden or Gardnerville) on Mondays. We provide transportation to medical appointments in Carson City, Reno, or Sparks on Tuesdays and Thursdays. Transportation on other days, times, and/or to other destinations may be possible IF a driver and vehicle are available.
- ❖ You should request transportation as early as possible. We recommend at least **7 days in advance**.
- ❖ For transportation to a local appointment, we recommend an appointment time between 9 am and 4 pm. For appointments in Carson City, Reno, or Sparks, we recommend an appointment time between 10 am. and 3 pm. When you make an appointment, we recommend you advise the other party that you rely on outside transportation.
- ❖ Transportation may be with other passengers.
- ❖ In general, all stops must be requested in advance.
- ❖ RSVP asks that you generally request no more than **one ride per week**.

You are always welcome to call us with your transportation requests and every effort will be made to honor them. However, requests made outside these guidelines may not be able to be filled. If you have long-term, recurring needs for transportation, please call us to discuss them.

Requesting a ride

- ❖ To request a ride, please call us at (775) 782-9058 (Douglas County Office) or 775-315-4950 (Douglas County Mobile Telephone) ext.0
- ❖ When requesting a ride please provide the following information:
 - ✓ Are you a new or an existing RSVP client?
 - ✓ Reason for request: medical appointment, prescription drop or pick up, other appointment, other service (bank/post office), or shopping?
 - i. If an appointment, what is the date and time, and what is the name and address of the business/provider?
 - ✓ Will an attendant be riding with you?
 - ✓ Do you require transport IN a wheelchair?
 - ✓ Do you require assistive devices (oxygen concentrator, oxygen bottles, etc.)

If you are NOT able to get in and out of a vehicle by yourself, an attendant (must also complete an RSVP application) can ride with you. Exceptions may be made if you are able to transfer in and out of the vehicle on your own or with an attendant.

If you use wheelchairs and are unable to transfer to a seat, we have volunteers who have been trained and are certified to transport you in our wheelchair accessible vans. **You MUST request this service in advance.**

Our drivers can assist with walkers, wheelchairs, and other assistive devices. However, RSVP drivers **CANNOT LIFT or TRANSFER you under any circumstances**. Drivers are instructed to call 911 if you fall or there is an emergency.

Confirming a ride

- RSVP will contact the driver with the stops you have requested so that we can be sure that the proper amount of time is scheduled to accommodate your request(s).
- The driver will call you approximately 24 hours ahead of your scheduled ride to confirm the information with you and may ask you routine health questions (as applicable at the time). If you have not received a confirmation from the driver, please call RSVP the day before your ride and we will give you the information. Please do not call drivers directly.
- If you have a change of schedule or appointment cancellation, please call RSVP as soon as possible to let us know of this change! **No-shows cost other clients the opportunity for a ride. Excessive cancellations and/or no-shows will result in you being unable to request rides.**

Rules for riders

- ❖ **Seat belt use is mandatory in RSVP vehicles.** If you need a seat belt extender, please bring one.
- ❖ **Smoking is not allowed** in or within 20 feet of RSVP vehicles.
- ❖ **Riders must comply with any health guidelines in effect** (for example, the wearing of masks).
- ❖ Water is allowed. Food and beverages are not allowed unless medically necessary.
- ❖ Please be courteous and respectful to your driver and other passengers. Inappropriate behavior may result in your ride being terminated and you may be unable to request future rides.
- ❖ We will make every effort to ensure you arrive at your appointment on-time but safety always comes first.
- ❖ Any additional stops not requested at time of booking MAY be provided on a case-by-case basis depending on the drivers' availability and the needs of other passengers.

Donations

- ❖ RSVP rides are provided without charge. RSVP drivers are volunteers and do not accept tips.
- ❖ Donations are gladly accepted. Your donation enables RSVP to provide more rides and services.
- ❖ Suggested minimum donations are \$5.00 for local rides and \$10.00 for a roundtrip of 50 miles or more but we are happy to accept any donation.
- ❖ Your RSVP driver will provide you with an envelope for your donation.

If you have any questions or comments, please contact the RSVP Transportation Department at (775) 782-9058.

RSVP reserves the right to discontinue service if these guidelines are not adhered to. If such a situation occurs, a warning notification will be sent to you outlining the action/behavior that could lead to discontinuance of service.