

HAVING A PROBLEM ON THE VAN?

If you are having a problem with someone on the van and/or with a driver and it cannot be resolved by you talking to the driver, please contact your case worker or program staff at Humanim. They will work with us to resolve any issues.

Civil Rights

We are committed to ensuring that no person is excluded from participation in or denied benefits of the transit services we offer. This policy is consistent with the requirements of the 1964 Civil Rights Act.

If you believe that you were subjected to unequal treatment because of race, color, or national origin, you have the right to file a formal complaint.

Complaints may be filed within 180 days following the date of the alleged discriminatory action. Request for more information or complaints may be submitted by mail, telephone or email to:

Humanim Transportation Department
6355 Woodside Ct., Columbia, MD 21046
410.381.7171 | transportation@humanim.org



Humanim Van Guide

Humanim Transportation Department
6355 Woodside Ct., Columbia, MD 21046
410.381.7171 ext. 2274
Nightline: 410.381.7605 ext. 2201



Boarding and Exiting

- Keep a safe distance from the curb as the van pulls to a stop
- Never run alongside the van as it moves into or away from the stop — the driver cannot see you.
- When getting off the van, never cross in front of the van — wait for it to leave the stop.
- Wait your turn when getting off the van – no pushing or getting in front of someone.
- Take all of your belongings as you depart the van.
- Watch your step when boarding or exiting the van — especially in wet or icy conditions.
- Always stay clear of doors when doors are closing.

In Case of Emergency

- Listen to and obey the instructions of the driver. He or she is trained in safety skills and emergency preparedness.
- We have a first aid kit, fire extinguisher, hazardous spill kit, and escape plans.

Passenger Responsibilities

- Keep arms and hands to yourself; please no touching or hitting others.
- Keep your seat belt on at all times until the van comes to a complete stop.
- Avoid making loud noises, verbal fighting or yelling — as this can distract the driver and may cause an accident.
- Do not eat, drink or smoke in the van.
- Limit the amount of stuff you bring on the van.
- Do not change seats unless the driver has asked you to do so.
- Obey the driver if you are asked to sit in an assigned seat and/or to move to a different seat.
- Please call and cancel your rides if you are not going with us AM and/or PM (410.381.7605 x2201).
- The driver is always in charge, you must obey the driver.
- Work with your case manager and/or Humanim Staff to transition to public transportation, as soon as you are safely able to do so.

Inclement Weather

We do not follow school closings; we are rarely closed. We must have extreme icy conditions and/or very deep snow in order for us to close.

- Call 410.381.7605 ext. 2201 to see if we are open during inclement weather. If there is no closing announcement, then we are open.
- Have a safe path to get from your house to the van. The driver cannot leave the van to assist you from your door. Please cancel your ride if you do not have a safe path to get to/from the van or if your road has extreme ice or snow conditions.