

# **GEMS (Gulfport Extended Mini-Bus)**

## **Membership Guidelines**

All Gulfport residents 55 years and older are eligible to ride GEMS (Gulfport Extended Mini-Bus Service) and are entitled to a safe, clean and pleasant experience while participating in the City of Gulfport's door-to-door transportation service. Drivers will arm assist clients to and from the entrance of their homes to the entrance of their points of destination. Passengers can also expect assistance with carrying packages, boarding the vehicle, seating, properly securing seatbelts, and assisting with walking aids. Passengers must be responsible for themselves after being dropped off for a particular activity or appointment. Passengers who require assistance beyond what the driver is allowed to give, must be accompanied by a caregiver.

Behavior that adversely affects the assurance of a safe, clean and pleasant environment would be as follows:

1. Participating as a GEMS client while under the influence of illegal drugs or alcohol
2. Inappropriate language or harassment concerning one's race, religion or sexual orientation
3. Inability to provide personal care, i.e. hygiene, continence, cleanliness
4. Uncontrolled threats or violent outbursts

Staff holds equal concern for the person displaying inappropriate behavior as well as for the patrons affected by that behavior. Steps will be taken to assist the person who violates the GEMS Membership Guidelines and help him/her to an understanding of his/her own actions. Staff may also refer such clients to Suncoast Center for Community Mental Health, Inc. that provides counseling services at the Senior Center.

Staff will call upon the assistance of the Gulfport Police Department at any point they perceive a threat to other participants.

Repeated offences may result in total banning from the GEMS Mini-Bus Service.

A grievance procedure has been established to protect the rights of any participant against whom action has been taken.

GEMS Client: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_