



2020-21 TRANSPORTATION POLICY

Ride requests require at least 48 hours' notice
Exceptions will be made in emergencies

Individual Rides to:

- Doctor Visits
- Physical Therapy
- Local Errands
- SAHW Activities

Other Services Provided:

- Pick up prescriptions – as permitted by pharmacy rules
- Mail packages
- Take a computer for repair
- Pick up groceries or meals
- Information on alternate transportation services (i.e., Dial-A-Ride)

Policies:

- Signed transportation waiver submitted
- Requests for rides require at least 48 hours' advance notice; exceptions will be made in emergencies
- Calls requesting rides should be made between 8 a.m. and 6 p.m. Monday – Friday
- Members should cancel 24 hours prior to the scheduled time for drivers
- Limit of 3 round trip rides per week per Member
- Services are not generally available to Members using wheelchairs
- Weekend and evening rides are generally provided only for medically related situations and Stay at Home in Wilton functions
- Rides are limited to adjacent communities for medical appointments
- No remuneration should be given by members to driver
- There is no reimbursement for mileage driven

Virus-Related Requirements:

Both Member and Driver must be symptom-free

- Wash your hands before and after a ride and as you leave your doctor's office and use hand sanitizer frequently
- Members and Volunteers must wear face masks
- Avoid touching your eyes, nose, and mouth during or after a ride
- The Member must ride in the back seat, if possible
- The Volunteer will increase air circulation as much as possible by opening windows or setting the air ventilation/air conditioning on non-recirculation mode
- Maintain 6 feet of distance when possible
- Volunteers will wipe down all surfaces rider comes in contact with before and after each drive

Procedures:

- Transportation requests should be made to Janet Johnson at **203-762-2600** or iljstamford@aol.com
- Janet Johnson conveys the request to the Volunteer Driver Coordinator who calls the Volunteer Driver
- The Volunteer Driver contacts the Member as soon as he accepts the ride assignment and calls again the day of the ride to confirm the arrangements
- If the Member does not receive a confirmation call, the Member should give Janet Johnson a call
- If the Member is not home when the Volunteer Driver arrives, the Volunteer should contact either Volunteer Driver Coordinator Marty Clancy at **203-914-5329** or Janet Johnson at **203-762-2600**
- The Drivers are expected to help, if needed, the Member get to and from the car, and ensure that the Member fastens a seat belt while in the car
- The Driver should ask the Member if assistance is desired to and from the Member's destination, e.g., the pharmacy or the reception desk of a doctor's office
- Whenever a Volunteer Driver has moved, is going to be out of town, or otherwise unavailable for driving assignments for a period of time, the Driver should inform Janet Johnson at **203-762-2600** or iljstamford@aol.com