



2019 TRANSPORTATION POLICY

Requests for rides require at least 48 hours advance notice; exceptions will be made in emergencies.

Individual and Group Rides to:

- Cultural Events
- Doctors
- Friends
- Local Errands
- Physical Therapy
- Shopping
- Social Activities
- Just Fun

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:

- Requests for rides require at least 48 hours advance notice; exceptions will be made in emergencies.
- Calls requesting rides should be made between 8am and 6pm Monday – Friday; calls after 6pm Friday will not be addressed until Monday.
- 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, with some exceptions for medical appointments.
- No remuneration should be given by members to driver.
- There is no reimbursement for mileage driven.

Procedures:

- Transportation requests should be made to **Janet Johnson** at **203-762-2600** or **jljstamford@aol.com**.
- Janet Johnson conveys the request to the Volunteer Driver Coordinator who calls the volunteer driver.
- The volunteer driver contacts the member no later than the day before the scheduled drive to reconfirm the arrangements.
- If the member does not receive a confirmation call, the member should contact Janet Johnson.
- If the member is not at home when the volunteer driver arrives, the volunteer should contact either the volunteer driver coordinator or Janet Johnson.
- The drivers are expected to help 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 market, 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 significant period, the driver should inform **Janet Johnson** at **203-762-2600** or **jljstamford@aol.com**.