



## 2023 TRANSPORTATION POLICY

The goal of our Transportation Program is to offer safe, efficient and needed transportation to our Members. It consists of:

### Individual Rides to:

- Medical Outpatient Appointments (Not available when anesthesia is used during the appointment)
- 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

### How it works:

- Transportation requests should be made by calling **203-762-2600** between 8 am and 6pm Monday-Thursday, or emailed to [rides@stayathomeinwilton.org](mailto:rides@stayathomeinwilton.org) for the following week. Your request should include:
  - Best contact telephone number (cell phone preferred).
  - Location, time, and duration of the appointment
  - Any special requests i.e. mobility issues/equipment and any other special needs

- The deadline for submitting ride requests is **5PM Wednesday the week prior**. For example, if you need a ride on a Monday, submit your request by 5PM on the Wednesday the week prior.
- Last-minute noncritical emergencies will be considered but transportation is not guaranteed.
- Ride requests received after 5PM Wednesday or less than 3 business days prior to your appointment **may not be fulfilled** due to driver unavailability.
- The Volunteer Driver will contact the Member directly to confirm the ride request details. Members are responsible for returning missed calls and messages to the Volunteer Driver to reconfirm the ride details, otherwise, the request will be cancelled.
- If the Member does not receive a confirmation call, the Member should call 203-762-2600 or email [rides@stayathomeinwilton.org](mailto:rides@stayathomeinwilton.org).
- The Volunteer Drivers will help, if needed, the Member get to and from the car, and ensure that the Member fastens a seat belt while in the car.
- Members are responsible for contacting their Volunteer Driver directly to cancel 24 hours prior to scheduled ride. If the Member is unable to reach their Volunteer Driver, they should call 203-762-2600 or email [rides@stayathomeinwilton.org](mailto:rides@stayathomeinwilton.org).

## Policies:

- Signed transportation waiver must be submitted
- Limit of 3 round trip rides per week per Member
- Services are not generally available to Members using wheelchairs
- Evening rides are generally provided only for Stay at Home in Wilton functions
- Rides requests are limited to Wilton and adjacent towns/cities. Requests to communities beyond the aforementioned territory will need to be pre-approved and assessed on a case by case situation based on Volunteer Driver availability
- During periods of low Volunteer Driver availability, only transportation to medical appointments will be considered
- No remuneration should be given by Members to Volunteer Drivers