



# 2024 TRANSPORTATION POLICY

**Our Transportation Program aims to offer our members safe, efficient and needed transportation. It consists of:**

## **Individual Rides to:**

- Medical Appointments (Not available when anesthesia or sedatives are used during the appointment)
- Dental Appointments
- Physical Therapy
- SAHW Activities & Events

## **Other Services Provided:**

- Pick up prescriptions
- 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, option 1** or emailing [rides@stayathomeinwilton.org](mailto:rides@stayathomeinwilton.org). Your request should include:
  - ✓ Best contact telephone number (cell phone preferred).
  - ✓ Destination address, preferred pick-up time, appointment time, and approximate return pick-up time
  - ✓ Any special requests i.e. mobility issues/equipment and any other special needs
- All ride requests must be submitted one week in advance. Ride requests submitted with less than one week's notice or less than 3 business days **may not be fulfilled** due to Volunteer Driver availability.
- Last-minute noncritical emergencies will always be considered but transportation cannot be guaranteed.

- 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 canceled.
- If the Member does not receive a confirmation call, the Member should call (203)762-2600, option 1 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 the scheduled ride. If the Member is unable to reach their Volunteer Driver, they should call (203)762-2600, option 1 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
- Rides are only available Monday-Friday from 8:00 AM – 5:00 PM
- Evening rides past 5:00 PM are limited to Stay at Home in Wilton functions.
- Transportation will not be permitted if anesthesia or sedatives are used in your appointment.
- 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