



The Town of Grand Island Golden Age Center  
(716) 773-9682



## TRANSPORTATION SERVICES IMPORTANT INFORMATION

### **SCHEDULING AN APPOINTMENT:**

To schedule an appointment with Transportation Services, please call **716-773-9682**, between the hours of 8:30am - 4:00pm. Please keep the following information in mind:

- Medical appointments are given top priority, and should be called in as far in advance as possible. All other requests will be scheduled around medicals.
- Please notify the scheduling office staff if you will be bringing your aide to the appointment, so that an extra seat can be reserved.
- Call the office between 1:00-2:00 pm, the day before your appointment, for your pick up time.
- Requests for transportation services must be called in the following manner:
- **Two (2) days advance notice for on-Island appointments.**
- **Seven (7) days advance notice for off-Island transportation.**
- **For wheelchair bound clients, please allow Five (5) days notice for on-Island appointments and AND Ten (10) days notice for Off-Island transportation.**
- We have **THREE** vehicles to schedule & accommodate several requests at once. Our priorities:
  1. Medical Appointments – *Doctors, Dentists, Chiropractors, X-rays, etc.*
  2. Nutrition – *Dining at the Center or Grocery Shopping.*
  3. Financial – *Banking, Social Security Admin, Medicare/Medicaid, Post Office, Town Hall, etc.*
  4. Personal - *Connections to Metro Bus, Employment, Hair salon, Dry Cleaners, etc.*
  5. Other – *Any requests for transportation will be considered, but scheduling will depend on availability of vehicles and drivers.*
- Our service is a “cluster” service, and we reserve the right to group clients in such a manner that allows everyone to arrive at their appointment on time.
- We will **NOT** transport you to more than **ONE** medical appointment in one day. If you are in need of picking up medication or a prescription and it’s already been called in, we would be happy to take you to the pharmacy on the way home to pick it up to speed your recovery.

### **PREPARING FOR YOUR APPOINTMENT & PICKUP:**

Please follow the steps below to ensure that you are prepared for your pickup:

- Be ready **15 minutes** before your scheduled pickup time, as the driver may arrive early. Also, please allow **15 minutes** leeway after the stated time, for your driver to arrive. If the driver has not arrived at your location by then, please call the Center and let us know.
- Clients must be able to walk from their own home to the van, and from the van to their destination. If a wheelchair is needed, you must bring an aide.
- **PLEASE REMEMBER:** In the winter months, your driveway must be clear. The van will not pull in any driveway that has not been plowed or shoveled, and you will be expected to walk to the street for a pick-up.

### **TIPS FOR A SUCCESSFUL, PLEASANT TRIP:**

#### **Please be considerate of driver and other passengers:**

1. Personal hygiene and cleanliness is not only good for your own health, but also eliminates offensive body odors which may upset other passengers.
2. Do **NOT** use perfumes **OR** other strong scents (*lotions, etc.*).
3. Keep conversation pleasant.
4. Do **NOT** ask for additional stops. You will only be taken to your scheduled appointment location.
5. Help us keep the vehicles clean. Do **NOT** drop tissues, wrappers, or other waste on the floors of the vehicles.



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### **Please cooperate with our safety and insurance guidelines:**

1. You **must** allow the driver to open and close vehicle doors.
2. You **must** allow the driver to give you a “*hand assist*” in and out of the vehicle.
3. You **must** buckle your seatbelt, and remain buckled until you leave the vehicle. The vehicle will **NOT** move until all passengers are buckled safely.

### **PREPARING FOR YOUR RETURN TRIP:**

Please follow these steps to ensure that you get picked up from your destination:

- It is the client’s responsibility to call the office when they are available for return pickup. **REMEMBER**, Do **NOT** call the office until you are completely finished with your appointment and be sure that you are in the **SAME** location where you were dropped off.
- The driver will be notified that you are ready for your return pickup, and will meet you at your location as soon as possible. If the driver has not arrived within thirty (30) minutes, please call the office to let us know.
- Once the van arrives at your location, it will wait only **5 MINUTES**. Please be prompt in responding to the van’s arrival. If you are not out in this amount of time, it will be your responsibility to find another means of transportation.
- Van service runs until 3:00 pm, therefore, appointments **MUST** be **done by 2:00 pm**. You **MUST** call our office by 2:00 pm to request your pick up. Your understanding and consideration are appreciated.

### **ATTENTION SHOPPERS:**

1. Please limit the number of bags per trip that “*you can handle*” to **NO MORE THAN 4 BAGS**. You will be given approximately **1 HOUR** to shop.
2. The driver will help you get the bags out of the van, but getting them into your house or apartment is your responsibility. Please keep in mind, you can shop several times a week.
3. For those that are ***too ill or frail to do their own shopping***, we offer a **Shopping Program**. The client must provide us with the shopping list and money, in an envelope, for their shopping order.
4. Monthly field trips will be scheduled to area stores or malls, discount stores, and social opportunities, determined by popular choice. Please drop your suggestions in the Suggestion Box or call the office with your feedback and suggestions.

*We strive to make people feel welcome, and it is important for all of us to be friendly and treat others with courtesy and respect. Thank you for using our **Transportation Service!** We look forward to seeing you again soon.*