

## SENIOR RIDE FACT SHEET AND GUIDELINES

### FOR SENIOR RIDE CLIENTS AND REFERRING ORGANIZATIONS

Senior Ride is a program of Travelers Aid of Greater Birmingham. Travelers Aid is a nonprofit social service organization. Rides provided by our program are not connected to nor paid for by any insurance company. **Rides are funded through grants, donations, fund raisers and United Way.**

Travelers Aid does not own or operate vehicles. Rides are purchased from public and private transportation companies and paid for by Travelers Aid on the rider's behalf.

**Senior Ride serves low income elderly (72 and older) and/or disabled adults in Jefferson County who have no means of personal transportation (self or family) available to them, are not able to utilize the public transit system, do not qualify for any other transportation program and for whom, because of income, paying for transportation would be a financial hardship.**

**Senior Ride provides transportation to and from health care appointments only.** This includes scheduled doctor, dentist & psychiatrist appointments; vision care, radiation therapy, chemotherapy, etc....

We are unable to transport for counseling; to pick up prescriptions, for exercise or water therapy, day treatment programs, physical therapy, methadone clinic, dialysis or any other subscription type rides. Additional stops are not allowed (i.e. grocery store, pharmacy, McDonalds, etc....).

When physicians are located within the same complex (example-Kirklin Clinic, Simon Williamson Clinic) riders are encouraged to schedule multiple appointments for the same day.

Ride reservations are accepted Mon.-Fri. between 8:30 am & 12:30 pm. only. Riders should **be prepared** to provide the weekday & date of the appointment; the time they need to arrive by, the name of the clinic or building; the physical address of the building including zip code, and the doctor's name and telephone number.

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Currently we are asking riders to provide the general field of medicine for their appointment, for example-vision, dental, cardiology, pulmonary, orthopedic, etc.... This is so we can track medical fields for potential funding sources. This information is not mandatory and a rider may choose not to provide it.

**Senior Ride is not a taxi service.** Riders are grouped and some travel may be involved before the rider reaches their drop off point.

**Ride reservations are accepted Monday through Friday between 8:30 a.m. and 12:30 p.m. only.** Advanced notice is required. Senior Ride does not provide same day or emergency transportation.

Advanced 2 hour notice (prior to scheduled pick up window) of a ride cancellation is required. **No shows and late cancels are charged \$11.50.** This is to recover what is charged to Travelers Aid. Payment must be made within 30 days. If payment is not received the rider will be suspended from the program until payment is received.

The pick-up window is one hour prior to the scheduled appointment time. When dropped off riders are given a call back number to use when their medical visit is **completed.** Riders should wait for pick up in the same location they were dropped off unless prior arrangements have been made. Drivers will not come into a facility to look for a rider and they will wait no longer than 10 minutes.

Transportation is **curb to curb.** Riders must be able to independently get from their home to curbside and into the vehicle. This includes riders in wheelchairs. Drivers are not allowed to enter a rider's home, assist a rider down steps or in any way lift a rider.

One companion is allowed to ride along **only if the rider requires personal assistance** and prior approval has been granted. We do not transport minor aged children. If a rider has concerns about the transportation service they are requested to contact management at Travelers Aid as soon as possible.

**Senior Ride: A Program of Travelers Aid of Greater Birmingham**  
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