



# Senior Transportation Services

Senior Transportation Services, Inc

860-224-7117

April 2022

## What are Senior Transportation Services?

The mission of Senior Transportation Services [STS] is to assist older residents of Berlin, Meriden, New Britain, Southington, Wallingford and Plainville, ages 55 and over, to live independently in their own homes. STS Volunteer Drivers provide curb to curb, safe, reliable and economical healthcare transportation to out of town appointments, pharmacy and care facilities to visit loved ones. This allows our clients to age in place without being homebound.

## Ride Notes - Driver

Available at the office:

- Masks
- Cleaning supplies, sanitary wipes
- Seat belt extensions
- Car Magnets - We have all had the situation where the car magnets get lost.

As a reminder please be aware that if Parking in a lot or a Garage requires a fee, the client is responsible for that cost. Clients are reminded that they are responsible, so if needed ask for the fee. If client does not have the money, pay the fee and let the office know for reimbursement.

We are looking for Drivers who would deliver flowers for our flower sale in May. There will be advance orders and some may require delivery. Please let us know if you are available Friday May 6, or Saturday May 7.

## Ride Notes - Clients

If there are changes in Mobility for a client (canes, walkers, oxygen) please notify the office so that we can add a note to your file. The better informed we are about any special circumstances the better we are able to assist both the clients and having the drivers aware of the situation.

Appointment Reminders - We are currently taking appointments one year in advance. Client volume is picking up, so it is always a good idea to get your appointments in the system as soon as possible.

With the increase in clients, we are starting to get stricter with the 10-working day rule. Appointments have to be made at least 10 Business days prior to the ride.

As mentioned above, if a parking fee is required (parking garage, parking lot, or space with parking meters) the client is responsible for the charge.

Drivers are allowed to stop at a Pharmacy or a bank on a scheduled ride. Please let the office know prior to assignment. Do not ask Drivers for additional stop without office approval.

STS is always trying to improve our service and get the word out that we exist. Please let your friends and family know that we are out there, looking to service as many people as we can.

If you have any questions, please contact the office.

**Mail:** Senior Transportation Services Inc. 830 Corbin Ave., New Britain, CT 06052

**Email:** [seniortransportationservices@yahoo.com](mailto:seniortransportationservices@yahoo.com)

**Phone Number:** 860-224-7117

## Donations to STS

The staff and Board Members would like to Thank everyone who has donated to Senior Transportation Services Inc, our company exists only through individual donations, Grants and Sponsorships.

If you would like to make a donation to help us continue our services, you can:

1. Go to our website, [www.seniorrides.org](http://www.seniorrides.org) and click on "How you can help", or

2. Mail your donation to Senior Transportation Services, Inc., 830 Corbin Ave, New Britain, CT 06052. We are a 501(c)(3), non-profit organization and your monetary donation is a tax deduction.

## Fundraising

We are looking to create some Fund-Raising Events, please let us know if you have any ideas. We want to hear from our Drivers and Clients as to what would interest them. Any and all suggestions will be considered,

Be sure to save the date for our Mother's Day week-end flower sale – **May 6 & 7**. It might not feel like spring yet but it will be here before we know it! This Fundraiser was successful for us last year and we look forward to having it again. Here is a picture of last year's plants. Attached is an order form to pre order plants. If you wish to pre order please send in the form by April 22nd.



## Facebook Page

Our Facebook page is back up and running! If you're looking to support STS in more ways than one, we definitely suggest visiting our Facebook page and following us. The next time you're on Facebook search for **Senior Transportation Services, Inc.** to stay up-to-date with all events, fundraising and programs soon to come!

## Inclement Weather

Every morning the weather is considered by the Executive Director. If there is any reason to think that proceeding with any scheduled rides could be dangerous for either the Driver or Client, it will be cancelled. We have to consider the safety of everyone. All Roads, Driving, and Sidewalk conditions must be considered in these decisions.

## Driver Recognition for 1st Quarter

**Driver with the Most Rides – Sharon Guite: 147 rides**

**Driver with the Most Milage – Ray Gawlak: 1,610 miles**

**Driver with the Most Hours - Ray Gawlak: 74.75 hours**

**Driver Appreciation -**

## Happy Birthday to our Drivers

**May Birthdays – Ken Wargo, Victoria Lepak, Jack Eisenmann and Keith Richardson.**

**June Birthdays – Johanna Furgalack, Margaret Lemrise, Paul Marson, John Loughran and Irving Johnson.**

## Volunteer Drivers Wanted

If you know anyone who is looking for a volunteer position, have them consider becoming a volunteer driver for Senior Transportation. It's so easy, the minimum commitment is **only 2 rides per month**. Go to our website at [seniorrides.org](http://seniorrides.org) and click on Volunteers or call (860-224-7117) and speak to the Volunteer Coordinator, Kaiya.

# Frequently Asked Questions

**Question:** When I'm on the Ride Scheduler, what is the purpose of the column category 'Total Time'?

**Answer:** The amount of time put in 'Total Time' is the estimated time by the client that the appointment should take. That is out there only for the Drivers convince to get an idea of how long they will have to wait. This is not to be confused with the Milage report. **When reporting milage the Driver should also be entering in the time that the ride took, starting from when you leave your driveway, to the time you return to your driveway.** EXAMPLE: You leave your home at 9:00am for a pick-up at 9:20am. You pick up the client and drive to the appointment, getting there at 9:45am. The client leaves their appointment at 10:30am, you take them back home, then get back to your home at 11:15am. The actual appointment only took 45 minutes, but your time providing the ride was 2 hours and 15 minutes. All the time allotted while providing your volunteer service needs to be submitted through the Mileage Report. This time allotment is used to report volunteer hours to our various sponsors and used for Grant writing.

**Question:** Who do I call if I have any changes for my appointment? Do I need to let my Driver know?

**Answer:** Any changes that need to be made to a Client appointment (such as a cancelation, time/date change, etc.) must to be called into the office. When calling in your appointment the Program Coordinator can make the necessary changes needed for the Client, while also informing the Driver of updated changes.

\*\*Any comments, suggestions or questions on how we could improve and enhance our service can always be called in or emailed to us at any time to [seniortransportationservices@yahoo.com](mailto:seniortransportationservices@yahoo.com). We look forward to hearing from you!

## **Additional Resources Available**

**FOOD** - Mobile Foodshare -A truck delivers food weekly at various areas in each of the Towns we service. There is no income requirement or no residency requirements. Call Foodshare at 800-292-3570 for times and places to pick -up food.

**HOUSING** - TEMPORARY HOUSING ASSISTANCE PROGRAM - Prevent evictions, and help with mortgage payments during the pandemic. Call 1-800-785-3111 between 8AM - 5PM

**CONNECTICUT ENERGY ASSISTANCE PROGRAM ( CEAP)**  
Homeowners and Renters who pay separately for heat CALL 1-800-842-1132

**FINANCES - FREE FINANCIAL COACHING** - Connecticut residents dealing with creditors or finding resources for managing their money, call the local United Way office.

**VOLUNTEER INCOME TAX ASSISTANCE** - Free Income Tax preparation for anyone making under \$57,000/YEAR. Call 211 for help.

## **Senior Transportation Services is Partially Funded and Sponsored By:**

United Way of Southington – Funds Courtesy of Main Street Community Foundation

CDBG – City of New Britain

Community Foundation of Greater New Britain

City of Meriden – SCAAA

North Central Area Agency on Aging, Inc.

Community Chest of New Britain & Berlin

United Way of Meriden and Wallingford

United Way of Southington, Inc.

American Savings Foundation

Maximilian E. & Marion O. Hoffman Foundation, Inc.

Farmington Bank Community Foundation

Hartford Healthcare

Hospital of Central CT

Meriden Rotary

