

# Suffield Senior Center Mini Bus Transportation Service

(860) 668-3844

## Our Mission

The Suffield Mini Bus is a pre-scheduled transportation service designed to aid and supplement qualified Suffield residents in their transportation needs for activities of daily living. The service is designed to enhance the quality of life for our clientele in their quest to remain independent and self-sufficient.

Transportation is provided to Suffield residents age 60 years or over and individuals 18 years of age or older with a disability. It is expected that riders be able to independently enter and exit the vehicle as drivers are not required to assist passengers. If a rider uses a wheelchair or needs special assistance, it is strongly recommended they be accompanied by a personal aide or companion for their safety.

Please let us know if a reasonable accommodation is needed in order for you to participate in our program.

The Suffield mini bus is not meant to be an emergency service and/or an ambulance service. For emergency services, please dial 911.

## General Information:

The Daily Schedule is a general overview of transportation provided. If you have any questions or transportation needs not addressed here, please call us and we will do our best to accommodate you.

In an effort to try to respond to the needs of the community, we suggest you call with **all** questions and requests for transportation. We may be able to accommodate appointments not mentioned or may be able to assist in finding transportation.

All medical appointments are allocated **one hour**. If you feel you need additional time, this information should be provided to the office in advance so that proper scheduling can be done.

Grocery shoppers, as well as mall shoppers, bag limit of **three** shopping bags for each shopper.

All times noted are approximate due to the uncertainty of traffic, weather and time needed to pick up everyone scheduled.

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### To Make Reservations

Voicemail services the office 24 hours a day, 7 days a week. Reservation requests should be called in at least 24 hours in advance. For Hartford and Springfield area appointments, requests should be made **ten business days prior** to the appointment.

When making reservations please leave your **name, address and telephone number**. Your reservation information should include the **day, date and time** along with the **destination**. Transportation requests for medical appointments should be made as soon as possible. Medical appointments should include the name of the doctor, as well as the address and telephone number.

We will **only** confirm appointments upon **request**. If you will be traveling with a companion, please let us know at the time of your reservation.

We cannot guarantee any same-day requests for transportation.

While we do our best to accommodate your transportation requests, in the event that your request **cannot** be honored we will **always** call you.

To **cancel your ride**, please call us no later than 7:30 a.m. on the day of your appointment.

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**Daily Schedule:**

**Monday**

- Grocery shopping in Enfield. Pick up begins around 9:30 a.m. Shopping is approximately one hour.
- Medical appointments in the Hartford area between 9:30 a.m. and 2:00 a.m.

**Tuesday**

- Medical appointments in Town, Enfield and Springfield area between 9:30 a.m. and 2:00 p.m.
- Suffield errands.

**Wednesday**

- Suffield errands and medical appointments



**Senior Center:**

The Mini Bus provides transportation to all Suffield Senior Center day programs.

**Adult Day Care:**

Transportation is provided to adult day care programs. The bus starts pick up for adult day care around 8 a.m. and afternoon pick up for return is 1 p.m.

*Please be advised that you will need to plan for alternative transportation during inclement weather closings or early release due to weather conditions.*

**Enfield Allied Rehabilitation**

Daily transportation is provided.

**Unscheduled Stops**

All stops must be cleared through the office. Please **do not** ask drivers to make unscheduled stops. All vehicles run on a pre-determined schedule.

**All questions, reservations and schedule changes should be directed to the office at 860-668-3844.**

Drivers **do not** take changes or reservations.

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**Wheel Chair Transportation:**

Persons traveling in a wheel chair are advised to bring an aide to assist them from the bus to their appointment. Drivers are **not** responsible to get wheel chair riders into buildings.

Electric motor scooters and/or electric wheel chair are allowed on the bus. Driver will assist passenger with securement system, lift and seat belts, but cannot assist riders using power chair or scooters with the operation of their equipment. Under **NO condition** will a loose wheel chair be allowed on buses.

Passengers who is not using a wheelchair or other seated mobility aid, but have difficulty managing the steps to enter a bus can request assistance to use the lift to board or alight the vehicle.

**Person using respirators or portable oxygen:**

We provide transportation to the individuals using respirator or portable oxygen tank. The driver will direct the passenger to the designated seat where his/her oxygen tank can be safely secured.

Individuals with sling, backpack, etc. type of oxygen tank will be responsible to make sure that their oxygen tank is secure at all time, and cannot be left in another seat or unattended. Personal aides are welcome to join the passenger to help if needed.

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**When We Do Not Operate**

As an agency of the Town, we observe all Town holidays. We follow the same schedule as Suffield Public Schools for **weather related** closings. Please watch WFSB news (channel 3) for closings and delays.

In the case of inclement weather, it is at the discretion of the Director to close if conditions are not considered safe.

Please remember closings are for the safety of our passengers and our drivers. If there is any doubt, you can always confirm with the office at

**860-668-3844.**

There is no weekend or evening service.

**Services We Do Not Provide:**

We **Do Not** provide transportation home from any day surgery or when a person will be given any form of anesthesia.

Dialysis requests will be considered on a case-by-case basis depending upon availability and scheduling.

**Service Animals:**

Mini Bus permits service animals to accompany individuals with disability. The service animal must be under the control of its owner at all time.

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Please fill out the application on the last page, tear out and return with your donation. By submitting your application, you agree that you have read and understand Mini Bus policies and schedules.

**Membership Donations** - All Donations are tax deductible.

The annual donation requested is \$40 for a single person \$60 per couple. **Your check payable to Suffield Mini Bus** may be sent to:

**Suffield Senior Center and Mini Bus**

**145 Bridge Street**



**Suffield, CT 06078**

**Reserve Fund Donations**

Greatly appreciated are the additional donations made to the Suffield Mini Bus Reserve fund. We are very proud that Suffield taxes have never been required for the purchase of our vehicles. All vehicles have been purchased through donations made by our riders and their families. Additionally, many people leave this fund as their memorial donation. If you would like to contribute, please make checks payable to **Suffield Mini Bus Reserve Fund.**

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**Helpful Telephone Numbers**

First Selectman's Office	860-668-3838
Suffield Ambulance - Non-Emergency	860-668-3881
Suffield Community Aid	860-668-1986

Suffield Fire - Non-Emergency            860-668-3888  
Suffield Medical Associates                860-668-1211  
Suffield Police - Non-Emergency        860-668-3870  
Town Clerk                                860-668-3880

CT Department of Social Services        860-424-4908  
Social Security Administration Hartford   877-619-2851

Poison Control                            800-222-1222

**Area Hospitals**

Baystate Medical Center                413-794-0000  
Hartford Hospital                        860-545-5000  
Johnson Memorial Hospital                860-684-4251  
St. Francis Hospital                        860-714-4000

**Suffield Mini Bus**

**Information & Application**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone No.:

Date of Birth:

Wheelchair used? Yes\_\_\_\_No\_\_\_\_\_

Special Assistance required? Yes\_\_\_\_No\_\_\_\_\_

**Person to Notify in case of Emergency:**

Name: \_\_\_\_\_

Relationship: \_\_\_\_\_

Telephone No.: \_\_\_\_\_

Primary Care Physician: \_\_\_\_\_

Physician's Telephone No: \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

Other Transportation Services

1.) **The American Cancer Society** has volunteers who drive people to appointments that are cancer related.

Call **(800) 227-2345**

2.) **Title 19-** Medical transportation is available for people on Medicaid in or out of town.

**(877) 423-6794**

**3.) ITN North Central CT: Membership and pay as you go. For information call,  
(860) 758-7833**

**4.) Allied Medical Transportation Services for seniors or individuals with a  
disability, call**

**(860) 741-3701 ext. 220**

**5.) Suffield Community Aid- For information call**

**(860) 668-1986**

**6.) Nutmeg Senior Rides: (860) 758-7833**

**7.) Medlink Medical Transportation Services (860)550-1025**

**8.) Executive Cab: (860)305-9529**

**AAA Cab: (860)623-8888**

**9.) CRT Medical Transportation Program (860)539-6233 or (860)519-3484**

**Please be advised that we are not affiliated with any of the above transportation  
services. They are added for your convenience.**