

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 over the age of 60 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.

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 2:30 p.m.
- Suffield errands.

Wednesday

- Suffield errands
- Medical appointments in Hartford area between 9:30 a.m. and 2:30 p.m.

Thursday- One trip for Enfield shopping.

Pick up starts around 9:30 a.m. Return are at 12 noon. Every month on Thursday we have one trip to Walmart and one trip to Trader Joe's check the senior center newsletter. Pick-ups begins at 8:30 a.m.

Friday

- Enfield grocery shopping. You are given approximately one hour at the store of your choice. Pick up begins at 8:30 a.m.

Suffield and Enfield medical appointments run daily Monday-Friday between 9:00am-2:30pm.

For Springfield and Hartford area appointments must give 2 weeks' notice.

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.

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 (Mondays and Wednesday). 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.

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.

When We Do Not Operate

As an agency of the Town, we observe all Town holidays.

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 permit service animals to accompany individuals with disability on board the vehicles. The service animal must be under the control of its owner at all time.

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.

Passenger 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 aids are welcome to join the passenger to help if needed.

Please fill out the application on 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**.

**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 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.

The Town of Suffield, Senior Center & Mini Bus Transportation operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964 or disability under the Americans with Disability Act. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI or Americans with Disabilities Act may file a complaint with the Suffield Senior Center, 145 Bridge Street, Suffield CT 06078, (860) 668-8830.

For hearing impaired: Dial 7-1-1
Information needed in another language or reasonable accommodation requests: contact Senior Center Director at (860) 668-8830

Dla osób niedosłyszących: Wybierz 7-1-1
Informacje potrzebne w innym języku lub uzasadnione wnioski o rezerwacje: skontaktuj się z dyrektorem Centrum Seniora pod numerem (860) 668-8830.