

## FREQUENTLY ASKED QUESTIONS

### What is Medical Escort Transportation Service?

A volunteer driver will escort the passenger into the facility for their medical appointment. The driver will be available when the passenger is ready to return home.

### Who are the drivers?

Our drivers are local citizens who volunteer for the Aging and Disability Resource Center. All volunteers are properly insured and have passed both a DMV driving record check and criminal background check.

### Are there any fees for this services?

There are no set fares. Donations are appreciated and allow us to offer this service.

### Can I tip the driver?

No, please do not. Our drivers receive reimbursement for their mileage. If you offer them any additional money it will adversely affect their insurance. Your thanks is priceless.

### What if I need a handicap parking permit?

Even though the passenger does not drive, he/she can get a handicap permit. Contact our office for an application to get a permit to use in any vehicle you travel in.

### How do I make an appointment?

Call the Aging and Disability Resource Center of Vilas County at least 2 business days in advance of your needed ride.

This program is made possible with funding from:

**Wisconsin Department of Transportation  
& Vilas County**

**WE'RE HERE  
TO HELP YOU.**



Aging and Disability Resource Center

Vilas County Courthouse  
330 Court Street  
Eagle River, WI 54521

Phone: 715-479-3625  
Toll-free: 1-800-374-1123

## VOLUNTEER TRANSPORTATION PROGRAM

PASSENGER BROCHURE



**715-479-3625**  
or  
**1-800-374-1123**



## WELCOME

The Aging and Disability Resource Center of Vilas County provides the volunteer transportation program for elderly and disabled citizens of Vilas County and is supported by state, federal and local tax dollars. The program has prioritized medical and nutritional transportation as its primary mission.

**Reminder: Requests for transportation require a 2 business day advance notice.**

## HELP US HELP YOU!

When calling to arrange a ride please be prepared with the following information:

- ✓ Your name, pick-up address and phone number where you can be reached.
- ✓ The name of your health insurance company.
- ✓ Destination (Please have the doctor's name and address).
- ✓ Appointment date and time and the approximate length of the appointment.
- ✓ Information about any special circumstances the driver needs to know about in advance.

## PROGRAM GUIDELINES

Your cooperation with the following guidelines will help to insure a safe and pleasant trip for both you and your volunteer driver.

- 1. All trips must be scheduled through the Transportation Coordinator.** Please do not contact the driver directly to schedule trips.
- 2. Be ready for your driver prior to the scheduled time.**
- 3. Cancellations require 24 hour advance notice.** A great deal of coordination is required for the smooth operation of this program. The more notice we have, the better.
- 4. Stopping at a pharmacy to pick-up prescriptions after a doctors appointment is allowed.**
- 5. All passengers must be able to transfer themselves in and out of the driver's vehicle with no more than a basic hand or arm assist.**
- 6. You must wear your seat belt when riding with a volunteer driver.** Seatbelts are required by law.
- 7. The property of the volunteer drivers must be respected by those using the program.** Please respect the rules that each driver may have for their vehicle. They will share this information with you and attempt to accommodate your needs.
- 8. There is no smoking in the volunteer's vehicle.**
- 9. Volunteers are reimbursed at the maximum IRS rate.** Passengers will be asked to confirm the mileage by co-signing a form at the end of the trip.
- 10. The Aging and Disability Resource Center will send the passenger a letter at the end of the month requesting a donation towards the ride.** Any contribution to the program helps to keep this valuable resource available to those in need.
- 11. Rides will not be provided on weekends or holidays.**
- 12. Trips for errands are available once per week upon request.**

