

Policies

- A home visit by the Orange Senior Adult Coordinator will be required before your first trip to explain the service, answer questions and provide referrals for alternate means of transportation if needed.
- A *Passenger Transportation and Waiver* form must be completed and is renewed annually. Forms can be downloaded from our website: www.orangerec.com. A home visit may be scheduled at anytime at the discretion of the Orange Senior Center.
- Appointments are scheduled on a first-come, first-served basis. Medical appointments have priority and can be made up to one month in advance. All other reservations should be made two weeks to 24 hours in advance.
- Requests for transportation to radiation, chemotherapy, recurring physical therapy, dialysis, can only be scheduled twice a week as scheduling allows and are not considered to be medical appointments. Appointments can be scheduled up to two weeks in advance.
- We reserve the right to deny transportation to anyone at anytime for any reason.
- Driver will assist all senior riders entering and exiting the van. However, drivers cannot leave the vehicle or enter a passenger's home to provide physical assistance to riders i.e. lift, carry or transfer anyone.
- Riders must be dropped off and picked up at the same location.
- Riders must be ready at the scheduled pick-up time.
- Seatbelts must be worn at all times while on the van.
- Driveways must be free of ice and snow and must be accessible. Drivers have the authority not to enter unsafe areas.
- The Orange Senior Center is not responsible for any damages to property that may be caused by unplowed areas, low hanging branches or any other hazardous conditions.
- The Orange Senior Center reserves the right to determine if a rider requires an escort to continue receiving van transportation services. An escort must accompany any rider requiring personal assistance. Escort must be 18 years old or older.
- Riders requiring anesthesia during a scheduled medical appointment must be accompanied by an escort, age 18 years or older.

- Riders whose appointments are delayed well beyond their scheduled pick-up times may need to find alternative transportation home if our driver cannot be rescheduled.
- To cancel a ride, please call the Orange Senior Center as soon as possible at 216-831-8601 Ext. 5700.
- A complete listing of Policies & Procedures is available at the Orange Senior Center.

During business and non-business hours

Please leave a message on our voice mail. Please be sure to state your name and phone number including area code.

216-831-8601 ext. 5701
Ohio Relay 1-800-750-0750

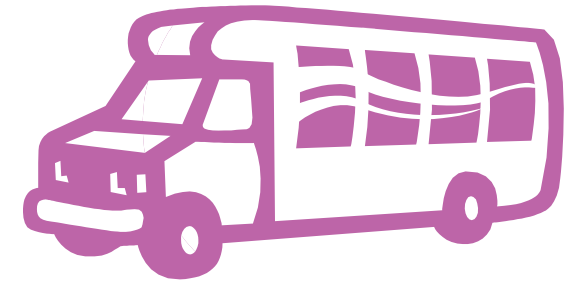
Your Donations to the Orange Senior Center Van Transportation Program are greatly appreciated!

Make checks payable to the Orange Board of Education and mail to:

**Orange Senior Center
32000 Chagrin Blvd.
Pepper Pike, OH 44124**

Orange Senior Center

Medical Transportation Service



**A program of
Orange Community
Education & Recreation
32000 Chagrin Blvd.
Pepper Pike, OH 44124**



www.orangerec.com

216-831-8601 ext. 5703
Ohio Relay 1-800-750-0750

Welcome to the Orange Senior Center Transportation Service

We Provide

- An unassisted, curb-to-curb service available to persons residing within the Orange School District who are 60 years or older and/or disabled residents who have no alternate means of transportation.
- This service is not meant to supply all of a person's transportation needs; it is available to supplement service.
- Referrals for alternative means of transportation are available from the Orange Senior Center.
- The transport van is wheelchair accessible.
- *Note: Orange School District consists of Hunting Valley, Moreland Hills, Orange, Pepper Pike and Woodmere.*

Schedule of Operation

- Van service is available Monday through Friday 9:30 am-3:30 pm.
- Van service is not available on weekends, evenings or Orange School District holidays.
- In the event Orange Schools are closed due to inclement weather, transportation services are cancelled.
- School closings are announced in the mornings on all the local TV and radio stations. You may also call the Orange Schools at 216-831-8601 ext. 5700 to find up-to-date information.

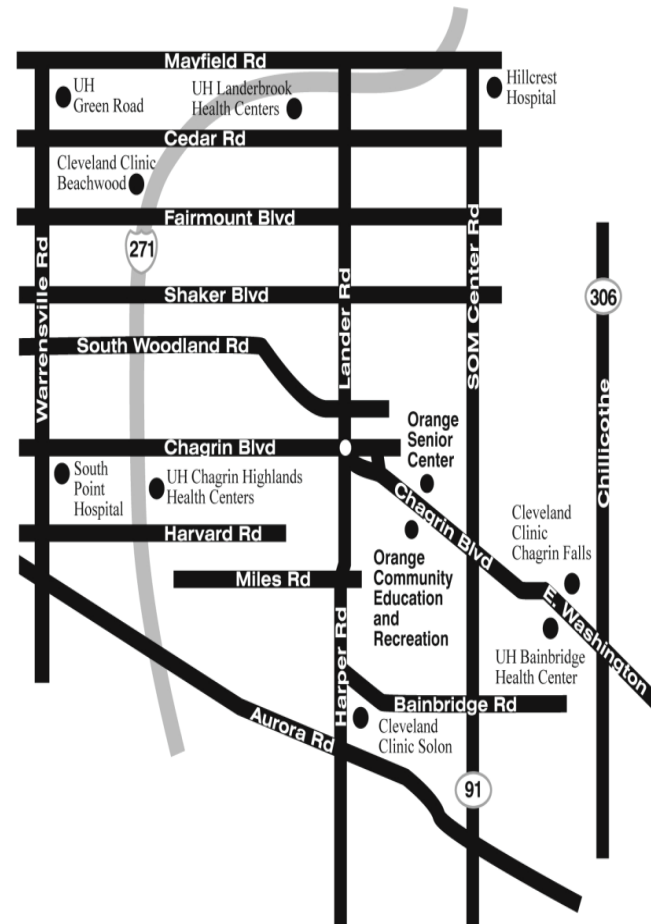
Where

The van will transport passengers to the areas bordered by:

- **Hillcrest Hospital, on the north,** (Mayfield Road)
- **Cleveland Clinic Solon, on the south,** (Aurora Road)
- **University Hospitals Chagrin Falls, on the east,** (E. Washington Street)
- **South Point Hospital, on the west** (Warrensville Center Road)
- **And all places in-between.**

Where

- **Medical appointments, Shopping, Banks, Drug Stores, Beauty or Barber Shops, Malls, and Other Locations.**
- Medical appointments have priority and can be made up to one month in advance.
- All other reservations should be made no sooner than two weeks to 24 hours in advance.



To Request Transportation

To schedule a ride call the Orange Senior Center at 216-831-8601 ext. 5703
Monday - Thursday
9:30 am-3:30 pm

To request a ride please leave the following information on our voicemail:

- **Name, address, phone number**
- **Destination address, phone number**
- **Date, time, length of appointment**

Please inform us if you are using a wheelchair or if you will be bringing an escort.

Cost

- **Suggested donation is \$3 for a one way trip; \$6 for a roundtrip.**
- Tips/gifts are prohibited.
- Although there is no *required* fee for the van service, your support in the form of donations is needed in order to continue the van service operation.
- *The Transportation service is made possible through financial support from the communities of Hunting Valley, Moreland Hills, Orange Village, Pepper Pike and Woodmere, private donations, a grant from the Ohio Department of Aging through the Western Reserve Area Agency on Aging, The Ohio Department of Transportation and Orange Community Education & Recreation.*

