



Harpswell
Aging at Home

NEED A RIDE?

A Guide for Harpswell Residents

***HAH's Volunteer Transportation Team
Is Ready to Give You a Lift!***





Sometimes, you may need a ride—to doctor's appointments, the grocery store, the pharmacy, the library, or a meeting with friends (to name just a few examples). Perhaps a temporary difficulty (you're recovering from surgery, your car's in the shop) means you can't drive for a short while. Or maybe you're facing a permanent physical or mental challenge that prevents you from safely operating a vehicle.

If you're facing such a situation—don't despair. Harpswell Aging at Home (HAH) offers a free transportation service, backed by a large group of volunteer drivers.

HAH partners with People Plus in Brunswick to provide the necessary vetting of both drivers and riders in order to keep everyone safe. They also help schedule rides.

Three Steps to Success

How do you avail yourself of this service?

Follow these three steps:



Step 1: Register

- Fill out the form included in this packet, and mail it to:
People Plus, PO Box 766, Brunswick ME 04011
(using the pre-addressed, stamped envelope also provided), or
- Drop off the completed form in person at People Plus, 35 Union Street, Brunswick.
- If you need help mailing or delivering your registration form, call HAH at (207) 295-9088.
- As part of the registration process, you'll be asked to sign a form in which you agree to waive claims of liability against People Plus and HAH's Volunteer Transportation Network.
- Once you've registered, you don't *have* to use the service—but it will be there if and when you *do* need it.



Step 2: Request rides

Whenever you need a ride, call People Plus' Volunteer Transportation Network (VTN) at (207) 729-0757 to request one. When you call, you'll be asked for the following information:

- Date and time of your appointment.
- Address of your destination.
- Whether you need a one-way or round-trip ride.
- Estimated length of time you'll be at your destination. (One hour is typical for doctor's appointments, shopping, etc. If you think you'll need more time, let the volunteer team know when you call to request the ride.)
- Whether you have special needs regarding vehicle types; for instance, do you have difficulty getting into and out of a tall SUV or truck, or a vehicle that sits very low to the ground?



- Whether you have ability challenges (for example, you're hard of hearing) that will affect your ride experience. To use this service, you must be able to stand and get in and out of a vehicle with minimal assistance—though HAH may be able to arrange for wheelchair transport.
- Who your emergency contact is and how to reach him or her.



Step 3: Talk with your volunteer driver by phone.

Once your request for a ride has been entered into the Transportation Team's system, a volunteer driver who can provide your ride will call you to introduce him- or herself and confirm all the details of your ride.





Frequently Asked Questions

- **When should I call to request a ride?** If possible, call at least 3 days ahead of your appointment to request a ride. Feel free to schedule a ride months ahead of time if you like.
- **What if a driver isn't available?** There may not always be a driver available for your requested ride. In such cases, the HAH Transportation Team will contact you as soon as possible. You may decide to reschedule your appointment or find an alternative way to get there.
- **What if my plans change?** Once you've scheduled a ride, if your plan changes (e.g., your doctor has rescheduled your appointment), please let the HAH Transportation Team know as soon as possible.
- **What if I have a pet needing transportation?** Let the HAH Transportation Team know if you have a service dog or a pet that has a vet appointment. Both can be transported through this service. Please get approval for this when you call to request the ride, as some volunteer drivers may have allergies. Drivers take such factors into account when deciding which rides they'll sign up for.



Special Accommodations

Once you are registered through People Plus VTN, the HAH Transportation Team can help make some special accommodations for our Harpswell residents. For example, the Transportation Team will work to find you a driver who can:

- Take you to an appointment outside of the designated service area which consists of Harpswell and surrounding towns.
- Provide rides for repeated appointments that occur more than 4 times per month.
- Take you to an appointment scheduled outside the regular times (9am-5pm on weekdays). Our HAH Transportation Team will often drive you to appointments that are scheduled after hours or during weekends if important.
- Transport your wheelchair if you use one, or retrieve a wheelchair at your doctor's office, bring it out to the driver's car, and help you into the chair.

For these special requests, please call People Plus VTN as you normally would and set up your pickup. They will tell you that the ride you are requesting is outside the standard protocol but that drivers are free to accept the

drive if they want. Generally, People Plus VTN contacts the HAH Transportation Team directly with these special requests from Harpswell residents so they can better assist our Harpswell riders.

Just remember—HAH's Transportation Team stands ready to help. Register now, so you'll be ready to request a ride when you need it!



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