

## Policies

- All new van riders should call the Orange Senior Center at 216-831-8601 ext.5703 to obtain necessary rider forms and schedule a home visit. Current riders may call **STC** for more information.
- 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 before your first trip. Forms can be downloaded from our website: [www.orangerec.com](http://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. All reservations should be made 2 weeks to 2 days 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.
- 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. The van may arrive 15 minutes before or after the scheduled pick up time.
- 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.
- To cancel a ride, please call Senior Transportation Connection (STC) as soon as possible at 1-800-983-4782
- Call **STC** if you are finished with your appointment earlier than expected.
- Seatbelts must be worn at all times while on the van.

### During business and non-business hours

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

**1-800-983-4782**

**Ohio Relay 1-800-750-0750**

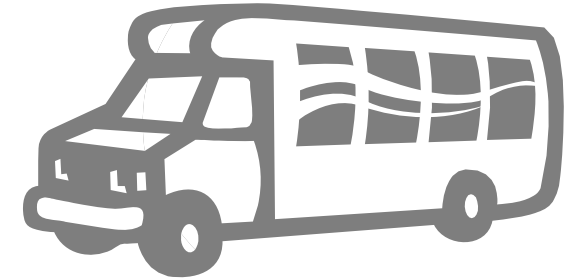
**Your Donations to the Orange Senior Center Van Transportation Program are greatly appreciated!**

**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 Transportation

**A partnership with  
*Senior Transportation Connection (STC)***



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



**[www.orangerec.com](http://www.orangerec.com)  
[www.ridestc.org](http://www.ridestc.org)**

**1-800-983-4782  
Ohio Relay 800-750-0750**

# Welcome to the Orange Senior Center Transportation Service

## A partnership with *Senior Transportation Connection (STC)*

### Services Provided

- 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. Please inform us if you are using a wheelchair or if you will be bringing an escort.
- Medical appointments have priority. All reservations should be made no sooner than 2 weeks to 2 days in advance.
- *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 9:00 am - 4 pm.
- Van service is not available on weekends, evenings or some Orange School District holidays.
- Van Service (STC) closes for inclement weather when Cuyahoga County or the Ohio Department of Transportation declares a safety emergency and asks for individuals to stay at home and clear the roads.

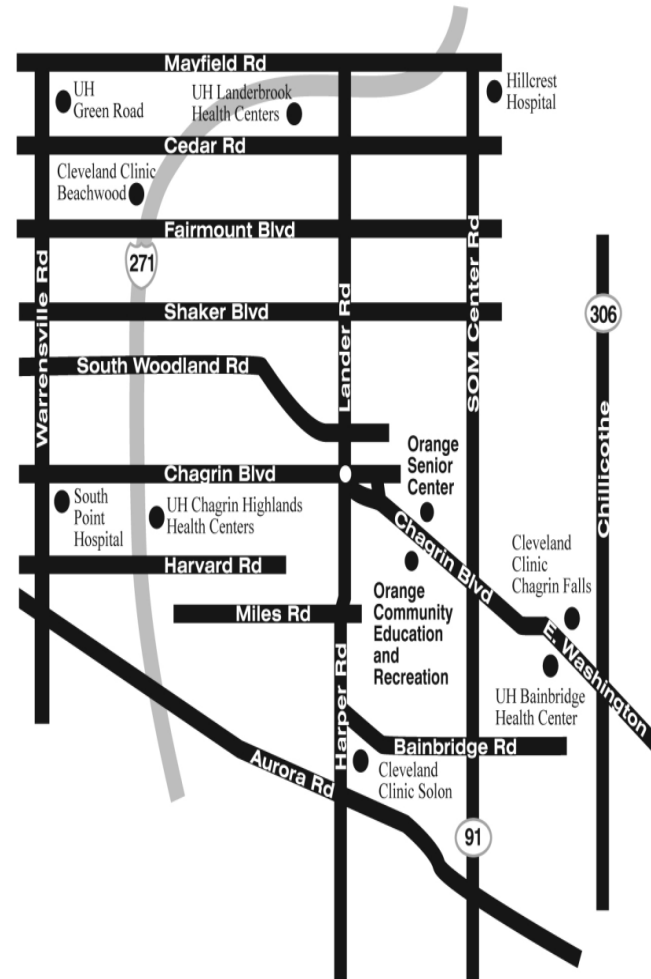
### Where

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. All reservations should be made no sooner than 2 weeks to 2 days in advance.



### To Request Transportation

To schedule a ride call the Senior Transportation Connection (STC) at **1-800-983-4782** Monday - Friday 8 am-5pm

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.*