



Dear New Transportation Client:

To begin the process of being a registered van transportation client through the Orange Senior Center's transportation service a partnership with Senior Transportation Connection please fill out the forms provided and return to the Orange Senior Center. Enclosed you will find a **Senior Transportation Connection Client Registration** and **Consent/Disclosure Statement** form. The information provided on the form will not only provide us with vital information that we may use in the case of an emergency, but also allow us to satisfy reporting requirements mandated by one of our federal funding sources. Please be assured that all information is maintained in a confidential file and is used for general statistical reporting purposes only. All forms must be turned in to the Orange Senior Center before transportation services can begin.

Once you return the enclosed forms to the Orange Senior Center a home visit will be scheduled by the Older Adult Coordinator to answer any questions or concerns about Senior Transportation Connection. All first time riders must have a home visit before services can begin.

Senior Transportation Connection may be reached at **1-800-983-4782** to schedule appointments. Appointments are taken on a first-come, first-served basis. Medical appointments are given priority, and the service may also be used to accommodate your shopping, banking, or personal needs. The transportation service runs Monday thru Friday, between the hours of 9:00 a.m. and 4:00 p.m. In some cases, earlier pick up times may be able to be accommodated. The Call Center is able to take appointments 8:00 am-5:00 pm Monday through Friday.

This is a door-to-door service. Passengers that cannot ambulate beyond door-to-door service must have a companion. The van may arrive 15 minutes before or after the scheduled pick up time. If you are finished with your appointment earlier than expected contact the call center at **1-800-983-4783**. In addition, if you need to make a change or to cancel an appointment, a 2 hour notification will enable us to best serve all clients.

A donation of \$3 one-way (\$6 round trip) is suggested for the service. These donation fees are critical to our ability to continue to provide a quality service.

Please do not hesitate to contact us at **216-831-8601 x 5703**; should you have any further questions regarding the enclosed forms or service offered by the Orange Senior Center/Senior Transportation Connection.

Sincerely,

Margaret M. Miller
Senior Adult Coordinator

Lucy Alexander
Senior Adult Program Associate