



## Faith in Action Georgetown

P. O. Box 743 Georgetown, TX 78627

512-868-9544

www.FaithInActionGT.org

**HOURS: Monday-Friday, 9:00 am - 12:00 pm, 1:00 pm - 4:00 pm**

## Transportation Policy

### Eligibility Requirements

- Age 65 or older – Our mission is to help seniors maintain their independence and quality of life by providing transportation and other volunteer services.
- Walk independently. (Cane and walker is fine. Volunteer Drivers do not transport wheelchairs or transfer/lift a person.)
- Georgetown resident. (Communities such as Independent Living & Assisted Living that provide transportation are not eligible).
- Able to make own arrangements – communicate clearly the ride request to the office and respond to confirmation phone call from Volunteer Driver.

### Ride Requests

- **Advance notice**
  - Within Georgetown: 3 weekdays
  - Out of Georgetown: 5 weekdays (medical only), limit to once per week
  - Weekends and Holidays do not count.
  - **Special note for Austin Rides**
    - Medical appointments only.
    - If doctor has an office in Georgetown or Round Rock, please schedule there, instead of Austin.
    - Appointment must be scheduled between 10:00 am – 2:00 pm.
- Requests for services are made through the Client Services Coordinator at **(512) 868-9544, Monday – Friday.**
- Please **do not** call the volunteer directly. Make all requests and changes through the office.
- **Ride Information** needed to Schedule Rides
  - Date and Time of appointment (duration of appointment if more than 1.5 hours)
  - Destination Name and Address
- **Two** rides per week can be requested with up to two destinations per ride (if both are in Georgetown). If you have a second stop, please advise office at time of request. Please do not ask the Volunteer Driver for additional stops if you have not already scheduled it.
- **Couples** can have up to **three** rides per week (one of them can be out of town if medical).
- **Confirmation** – A Driver will contact you to coordinate pick up time. If you have not heard from a Driver by 11:00 am the day before your appointment, contact the office **(512) 868-9544, Monday-Friday.**
- **Medical appointment** rides receive top priority.

### Cancellations or Changes

- Please contact the office immediately to ensure we have time to communicate update to the Driver.
- Excessive cancellations or schedule changes may require FIAG to discontinue your service.
- If Georgetown ISD cancels school due to weather, we will cancel all appointments.
- We do our best to cover all ride requests. You may be asked to reschedule a ride due to high volume or limited volunteer availability.

## Van Rides (Faith in Action Go-Van-Go Bus)

### Van Policies

1. Van Rides are considered as one of your rides.
2. Van Rides are first come/first serve.
3. To schedule a Van Ride, contact the office 3 weekdays before the scheduled route to be placed on the schedule.
4. The Van Driver will contact you the day before to notify of the route (1<sup>st</sup> Route or 2<sup>nd</sup> Route).
5. You will have 1.5 hours to shop.
6. Limit of 3 cloth grocery bags (or 9 plastic grocery bags). Recommend Freezer/Insulated bag for cold items.
7. No purchase of cases of water allowed.
8. No food or drinks allowed on the van - you may bring a bottled water.
9. Schedule
  - a. **Tuesday:** HEB on Hwy 29
  - b. **Wednesday:** Wal-Mart
  - c. **Thursday:** HEB on Williams Dr.
10. Client will be picked up from their listed residence only.
11. Walkers and rollators will not be transported on the van. At the destination, the Van Driver will acquire a shopping cart or motorized shopping cart for each passenger as needed.
12. Clients may not be dropped off at locations other than their residence.
13. All Clients must be dropped off at the designated shopping location (as determined by pre-arranged schedule).
14. All purchased items must be stored in the back space in the van.
15. There will be no items placed in the aisle which may impede passengers entering or exiting the van.
16. All clients will provide numbers for immediate contact in case of an emergency.
17. If Clients have a cell phone with them, that number will be listed in addition to another emergency contact number.
18. The emergency contact should be either a relative or friend who can provide immediate information in case of emergency.
19. Emergency contact should be notified in advance of the potential for being contacted and be open for contact.
20. Inaccurate or inoperative emergency contact information is grounds for expulsion from the program. Client is responsible to inform FIAG of any updates to emergency contact information.

## Holidays Observed

- Good Friday
- Memorial Day
- 4<sup>th</sup> of July
- Labor Day
- Thanksgiving Day and the day after
- Last two weeks of December through New Year's Day

It should be noted that policies and procedures of Faith in Action Georgetown will be reviewed and revised on a regular basis. The most recent edition can be obtained at our website [www.FaithinActionGT.org](http://www.FaithinActionGT.org) and/or our physical location: 2995 Dawn Drive, Suite 106, Georgetown, TX 78628.