

# **Suffield Senior Center Mini Bus Transportation Service 860-668-3844**

## **Our Mission**

The Suffield Mini Bus is a pre-scheduled transportation service designed to aid and supplement qualified Suffield residents in their transportation needs for activities of daily living. The service is designed to enhance the quality of life for our clientele in their quest to remain independent and self sufficient.

Transportation is provided to Suffield residents over the age of 60 and individuals 18 years of age or older with a disability. It is expected that riders be able to independently enter and exit the vehicle as drivers are not required to assist passengers. If a rider uses a wheelchair or needs special assistance, it is strongly recommended they be accompanied by a personal aide or companion for their safety. Please let us know if a reasonable accommodation is needed in order for you to participate in our program.

The Suffield Mini Bus is not meant to be an emergency service and/or an ambulance service. For emergency services, please dial 911.

## **Daily Schedule:**

### **Monday**

- Grocery shopping in Enfield. Pick up begins around 9:30 a.m. Shopping is approximately one hour.
- Medical appointments in the Hartford area between 9:30 a.m. and 2:30 p.m.

### **Tuesday**

- Medical appointments in Suffield, Enfield and Springfield area between 9:30 a.m. and 2:30 p.m.
- Suffield errands.

### **Wednesday**

- Suffield errands and medical appointments.
- Hartford medical appointments. Appointments should not be scheduled after 2:30 p.m.

### **Thursday** - Two trips for Enfield shopping

- **Early trip:** Pick up begins at 9:30 a.m. Return at 12 noon or 2 p.m.
- **Later Trip:** Pick up begins at 11:30 a.m. Return at 2 p.m.  
Please specify trip time and return time when making reservations.

The **first** and the **third** Thursday of each month - Walmart in East Windsor for 1 ½ hour shopping. Pick up begins at 8:30 a.m.

## **Friday**

- Enfield grocery shopping. You are given approximately one hour at the store of your choice. Pick up begins at 8:30 a.m.

### **General Information:**

The Daily Schedule is a general overview of transportation provided. If you have any questions or transportation needs not addressed here, please call us and we will do our best to accommodate you.

In an effort to try and respond to the needs of the community, we suggest you call with **all** questions and requests for transportation. We may be able to accommodate appointments not mentioned or may be able to assist in finding transportation.

All medical appointments are allocated **one hour**. If you feel you need additional time, this information should be provided to the office in advance so that proper scheduling can be done.

Grocery shoppers, as well as mall shoppers, are not given a “bag limit,” however, we do expect shoppers to be considerate of drivers and other riders.

All times noted are approximate due to the uncertainty of traffic, weather, and time needed to pick up everyone scheduled.

### **Senior Center**

The Mini Bus provides transportation to all Suffield Senior Center programs.

### **Adult Day Care**

Transportation is provided to adult day care programs. The bus starts pick up for adult day care around 8 a.m. and afternoon pick up for return is 3 p.m.

*Please be advised that you will need to plan for alternative transportation during inclement weather closings or early release due to weather conditions.*

### **Enfield Allied Rehabilitation**

Daily transportation is provided.

### **Unscheduled Stops**

All stops must be cleared through the office. Please **do not** ask drivers to make unscheduled stops. All vehicles run on a pre-determined schedule.

**All questions, reservations and schedule changes should be directed to the office at 860-668-3844. Drivers do not take reservations**

## **To Make Reservations**

Voicemail services the office 24 hours a day, 7 days a week. Reservation requests should be called in at least 24 hours in advance. For Hartford and Springfield area appointments, requests should be made **5 business days** prior to the appointment.

When making reservations please leave your **name, address and telephone number**. Your reservation information should include the **day, date and time** along with the **destination**. Transportation requests for medical appointments should be made as soon as possible. Medical appointments should include the name of the doctor, as well as the address and telephone number.

We will **only** confirm appointments upon **request**. If you will be traveling with a companion, please let us know at the time of your reservation.

We cannot guarantee any same-day requests for transportation.

While we do our best to accommodate your transportation requests, in the event that your request **cannot** be honored we will **always** call you.

To **cancel your ride**, please call us no later than 7:30 a.m. on the day of your appointment.

## **When We Do Not Operate**

As an agency of the Town of Suffield, we observe all Town holidays.

We follow the same schedule as Suffield Public Schools for **weather related** closings. Please watch WFSB news (channel 3) for closings and delays.

In the case of inclement weather, it is at the discretion of the Director to close if conditions are not considered safe. Please remember closings are for the safety of our passengers and our drivers. If there is any doubt, you can always confirm with the office at 860-668-3844.

## **Services We Do Not Provide**

We **Do Not** provide transportation home from any day surgery or when a person will be given any form of anesthesia.

Dialysis requests will be considered on a case-by-case basis depending upon availability and scheduling.

## **Wheelchair Transportation**

Persons traveling in a wheelchair are advised to bring an aide to assist them from the bus to their appointment. Drivers are **not** responsible to get wheelchair riders into buildings.

Electric motor scooters and/or electric wheel chair travel is only allowed if the chair can be secured with wheelchair restraints. Under **NO condition** will a loose wheelchair be allowed on buses.

Please fill out the application on last page, tear out and return with your donation. By submitting your application, you agree that you have read and understand Mini Bus policies and schedules.

**Membership Donations** - All Donations are tax deductible.

The annual donation requested is \$35 for a single person and \$50 per couple. **Your check payable to Suffield Mini Bus** may be sent to:

**Suffield Senior Center and Mini Bus  
145 Bridge Street  
Suffield, CT 06078**

### **Reserve Fund Donations**

Greatly appreciated are the additional donations made to the Suffield Mini Bus Reserve fund. We are very proud that Suffield taxes have never been required for the purchase of our vehicles. All vehicles have been purchased through donations made by our riders and their families. Additionally, many people leave this fund as their memorial donation. If you would like to contribute, please make checks payable to **Suffield Mini Bus Reserve Fund**.

## **Other Transportation Services**

1. **The American Cancer Society** has volunteers who drive people to appointments that are cancer related. **800-227-2345**
2. **Title 19-** Medical transportation is available for people on Medicaid in or out of town.  
First Transit: **888-743-3112**  
Low-income, non-emergency: **877-423-6794**
3. **ITN North Central CT:** Membership and pay as you go. **860-758-7833**
4. **Allied Transportation Services** for seniors or disabled persons **860-741-3701**  
**ext. 320**
5. **Suffield Community Aid** **860-668-1986**
6. **CRT-RSVP** Volunteer medical transportation outside of our area or hours of operation **860-519-3484**
7. **WayToGoCT** – helps people find solutions to transportation needs. **860-667-6207**

**Please be advised that we are not affiliated with any of the above transportation services. They are added for your convenience.**



**Suffield Mini Bus  
Information & Application**

Name:

\_\_\_\_\_

Address:

\_\_\_\_\_

Telephone No.:

\_\_\_\_\_

Date of Birth:

\_\_\_\_\_

Wheelchair used? Yes\_\_\_\_\_ No\_\_\_\_\_

Special Assistance required? Yes\_\_\_\_\_ No\_\_\_\_\_

**Person to Notify in case of Emergency:**

Name:

\_\_\_\_\_

Relationship:

\_\_\_\_\_

Telephone No.:

\_\_\_\_\_

Primary Care Physician:

\_\_\_\_\_

Physician's Telephone No:

\_\_\_\_\_

**Signature:**

\_\_\_\_\_

**Date:**

\_\_\_\_\_



The Town of Suffield, Senior Center & Mini Bus Transportation operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964 or disability under the Americans with Disabilities Act. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI or Americans with Disabilities Act may file a complaint with the Suffield Senior Center, 145 Bridge Street, Suffield CT 06078 (860)668-8830.

For hearing impaired: Dial 7-1-1  
Information needed in another language or reasonable accommodation requests: contact Senior Center Director at 860-668-8830.

Dla niedosłyszających: Wybierz 7-1-1  
Informacje potrzebne w innym języku lub uzasadnione wnioski o zakwaterowanie: skontaktuj się z dyrektorem Centrum Seniora pod numerem 860-668-8830.