

# FISH OF NEW FAIRFIELD

## User Guidelines

**FISH (Friends in Service Here) is a network of dedicated volunteers in New Fairfield who provide transportation to medical and dental appointments in and out of New Fairfield, Danbury, Bethel, New Milford or Brookfield and to the merchants, New Fairfield Food Bank, Senior Center, etc. within New Fairfield.**

**\*\*\*Please note that out of town rides are for medical/dental appointments only.**

**Medical appointments take priority over other types of rides.** Clients must be ambulatory and be able to get in and out of a vehicle on their own. We cannot provide transportation for wheelchair bound residents. If a client has a home health aide, that aide must accompany the client on all rides provided by FISH volunteers. FISH provides rides when family members, neighbors, the HART bus and other options are not available. **Fish volunteers provide rides Monday through Friday before 5 p.m.** Rides are not available on weekends or holidays.

### **How to arrange a FISH ride:**

- Call the **FISH number** (203-312-5627) at least three working days before your appointment. (It's best to call as early as possible.)
- Provide the date, time, location and duration of your appointment.
- A driver will then contact you to arrange the ride. **Please do not request a specific driver because we may not be able to accommodate that request.**

### **Please help FISH volunteers**

- DO schedule your ride early – at least three working days before your appointment & earlier if possible.
- **DO NOT contact schedulers or drivers directly. All calls must first go through the FISH number.**

**FISH does not guarantee that you will be accommodated but every effort will be made to do so.**

### **Other transportation option: The SweetHART Bus**

The SweetHART Bus “Dial-a-Ride” provides curb-to-curb service in New Fairfield Monday through Saturday. Service is available Monday through Friday between 7:45 a.m. and 4:05 p.m. for medical appointments, stops for shopping, banking and other needs and for the Nutrition Program at the New Fairfield Senior Center. Service on Saturday is available from 10:25 a.m. until 3:50 p.m.

**To schedule a ride call the toll-free number at least 24 hours in advance at 203-744-4070, Option 3.**

Brochures about the Dial-a-Ride service are available in Town Hall and at the New Fairfield Senior Center. Further information is also available at <http://hartransit.com/sweethart-0>.

**FISH is led by a Board of Directors who are all FISH volunteers.**

**Drivers do not accept money for their volunteer service, but if you wish, you may send a donation to FISH OF NEW FAIRFIELD by check made out to FISH of New Fairfield, 6 Bayview Terrace, New Fairfield, CT 06812 or by using the Donate Now button on our website [www.FishofNF.org](http://www.FishofNF.org)**