



## **CLIENT GUIDELINES**

Dorothy Mertz and Barbara Pollak are our phone coordinators. As a reminder, they can be reached at (847) 729-8181. Please do not call their home phones.

1. Call at least 7 days in advance of appointment
2. Please leave a message at (847) 729-8181 that includes:
  - a. Time and date of message
  - b. Time and date of your appointment
  - c. Your name and telephone number
3. It may take several days to locate a driver but you will be contacted at least one day prior to your appointment.
4. A scheduled trip should be no longer than 2 hours. In the event it may exceed this length, please tell the ride coordinator when you call to request a ride.
5. If we are unable to locate a driver to meet your schedule we may provide a voucher for a cab instead.
6. If you wish to stop at a pharmacy or grocery, please let the driver know beforehand and be sure your prescriptions are ready to be picked up so the time required is minimal. The driver may not be able to accommodate this stop.
7. Drivers are not able to assist you physically. If assistance is need to get to and from the car, please have a caregiver with you to help. If you have a wheelchair or walker, your caregiver is responsible for loading into the car.
8. Rides can usually only be arranged between 9 AM and 5 PM. Please keep this in mind when you schedule your medical or personal need appointments.

9. **Only 2 rides per week can be scheduled.**

10. If you have a **Handicapped Parking** card, please bring it with you when you use our services

11. For cancellations or changes, please call 847 729-8181 as soon as possible. Give your name, date and time of appointment and the driver's name. The phone coordinator will contact the volunteer driver of the change.

12. We require each client to complete and sign a Liability Release Form; we are unable to provide transportation services until the form is returned.

13. All of our drivers know how much you appreciate their efforts for you. PLEASE do not offer them any gratuity. Rather, if you wish, a donation may be made to HELPING HANDS OF GLENVIEW.