

**Helping Hands of Glenview**

C/O Glenview Senior Center  
2400 Chestnut Ave.  
Glenview, IL 60026  
847 729-8181

**RELEASE INSTRUCTIONS**

It is necessary for **Helping Hands of Glenview** to request each person using our volunteer transportation services to complete the attached form. Once we receive the signed release form, it will remain on file for any further requests for service that you may have. **THERE IS NO FEE FOR OUR TRANSPORTATION SERVICES.**

Please complete and return the form as soon as possible. We look forward to assisting you in the future.

**Request for Transportation**

(Please remember we need at least one week notice)

1. Client calls our voice mail system 847-729-8181. After the recorded message and beep, gives their name, telephone number, date and time the service is needed and destination. **Please speak slowly and clearly.**
2. Our phone coordinator checks for messages one a day Monday through Friday.
3. Phone coordinator will then make calls to our volunteer drivers to try to find transportation for client. (Sometimes it takes several days to reach an available driver.)
4. Volunteer driver will then call client to confirm date and time for picking up client. Please mark down driver's name.
5. 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 then notify the volunteer driver of the changes.



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**CONTINUING AND COMPLETE RELEASE FROM ALL LIABILITY FOR  
TRANSPORTATION AND SERVICES OR ASSISTANCE INCIDENT THERETO**

For, and in consideration of, transportation being sponsored by, or furnished me by, HELPING HANDS of GLENVIEW, the undersigned hereby releases Helping Hands of Glenview, the driver of the vehicle transporting me, and any other person in control of such transportation, or assisting with respect thereto, from any and all liability or other responsibility which might otherwise result from any accident, act, incident, omission or claim of any sort by reason of such transportation, service, or assistance incident thereto. It is intended that this release of liability for damages which might occur is to be construed to be as COMPLETE A RELEASE AS POSSIBLE, IT BEING UNDERSTOOD THAT EXCEPT FOR THIS RELEASE, TRANSPORTATION SERVICE OR ASSISTANCE INCIDENT THERETO WOULD NOT BE FURNISHED. This release covers each and every separate incident of transportation and all transportation during the entire period that the undersigned may be using transportation service or assistance incident thereto furnished or sponsored by Helping Hands of Glenview.

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TRANSPORTATION AND SERVICES OR ASSISTANCE INCIDENT THERETO**

\_\_\_\_\_  
Print name

\_\_\_\_\_  
Phone number

\_\_\_\_\_  
Print address

\_\_\_\_\_  
Town and zip code

\_\_\_\_\_  
Client signature

\_\_\_\_\_  
Witness signature

Comments (mobility limitations & general health information) . . . . .

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Print name of nearby relative or friend  
To be contacted in case of emergency

\_\_\_\_\_  
phone number

Date                      Have handicapped parking card: \_\_\_\_ YES    \_\_\_\_ NO

Return form to  
**Helping Hands of Glenview**

C/O Glenview Senior Center  
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Helping Hands of Glenview received release: \_\_\_\_\_

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**CLIENT GUIDELINES**

Barbara Pollak and Janet Pamillo 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 needed 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.



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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.