

St. Anthony Park Area Seniors (SAPAS) Transportation Team Protocol

1. Are you experiencing a life-threatening emergency?
 - **Call 911.**
2. Are you in need of quick transportation (less than one week's notice) for a non life-threatening medical situation?
 - Check with your family or friends to see if they can help.
Name _____ # _____
Name _____ # _____
 - You can also try Suburban Taxi (612-444-4444). Upon request, drivers will escort you to the clinic door.



3. Are you going to a medical appointment that you would appreciate having a family member accompany you on?
 - Contact your family member
Name _____ # _____
Name _____ # _____
4. Do you have a medical appointment or a request to attend a SAPAS activity or event that is at least **one week away**?

Key Information:

- In order to get a ride you need to be a registered SAPAS participant and have had an initial visit from the Program Coordinator and have completed a SAPAS Participant Application.
- SAPAS uses volunteers to fulfill these ride requests.
- Do NOT call volunteers directly to ask for a ride.
- Do feel free to contact us months in advance if you know of an appointment. Scheduling well in advance works best for some drivers.
- No rides will be provided for seniors living in a nursing home.
- Seniors need to be able to transfer into a vehicle without any assistance.
- The volunteers all have busy lives, so please do not ask them to take you to any unplanned additional locations. Please call our office to schedule another driver for any additional transportation needs.
- The volunteer drivers do not receive any money when providing transportation. We mail cost sharing letters to those who have received our services at which time you may make a donation to the program if you wish.
- If you no longer need a driver, for any reason (your appointment was cancelled, your son/daughter is driving you, etc.), please contact the office *as soon as*
(over)

possible so that we can stop working on the request and can reassign the driver.

- You may always leave a message on our answering service (651-642-9052) about ride needs or cancellations. We appreciate knowing *as soon as possible* if you have any new requests or changes.



- If you have weekly standing health-related appointments to the same destination, we will work to fill one appointment per month. We do not have the capacity to fill weekly standing requests. We will also work to fill one request during a month for rides to places other than to program-sponsored events. (For instance, we will look for a volunteer to take you to Aldi, Cub or Target at most once per month.) We will help you to get signed up for Metro Mobility so that you can do other shopping trips and go to your other weekly appointments.



Process:

- Please call the St. Anthony Park Area Seniors (SAPAS) office at 651-642-9052. Tell us the date, time, location and length of the appointment. Also let us know if you have any other requests regarding this ride (wheelchair, walker etc.)
- Joan Blake is the primary coordinator of these rides. She is part-time and can also be reached at sc@sapaseniors.org.
- SAPAS staff will contact you right away when a driver has been found to fulfill your request.
- The volunteer driver will call you the night before your appointment to confirm the details.
- If we are unable to find a volunteer for your transportation request, we will call you 48 hours in advance. Volunteers are not paid or “on call” for assignments. Therefore, we have to work within their availability on any given day and sometimes we are unable to schedule a volunteer driver. Note: *If the appointment is far away, we have fewer volunteers who will drive a long distance.*