

F.I.S.H. Volunteer Medical Transportation Policies
Effective July 2018

1. **F.I.S.H. rides should be used as a last resort option:** It is important for clients to have tried to arrange transportation with family, friends, and other resources prior to calling F.I.S.H.
2. **All requests for rides must be made by calling the F.I.S.H. line (978-443-2145).**
3. **Requests must be made a MINIMUM of one full week in advance of the appointment (preferably earlier, if possible). For example, a ride request for a Wednesday must be made by Tuesday of the prior week.**
4. **Rides must take place between 9AM and 4PM, Monday through Friday (excluding holidays),** when the Senior Center is open and staffed. To accommodate this:
 - Appointments in the Metrowest area must take place between 10:00 AM and 3:00 PM.
 - Appointments in the Boston area must take place between 11:00 AM and 2:00 PM.
 - Keep in mind that Friday afternoon appointments are difficult to fill.
5. **All clients must provide the following to the F.I.S.H. Coordinator:**
 - Individual contact number and Emergency Contact number
 - Whether the client uses a mobility device (i.e. wheelchair, walker). (Note: If the client cannot ambulate and transfer independently, the client will be referred to other transportation services.)
6. **F.I.S.H. cannot provide the ride to the client** if the driver is unable to finalize details of the ride directly with the client via telephone.
7. **There are no guarantees that F.I.S.H. will be able to arrange a volunteer driver for the client:** If F.I.S.H. cannot find a driver for the client, he/she will be called three days prior to the appointment so that the client can make other arrangements.
8. **If the ride is no longer needed, the client must call the F.I.S.H. line (978-443-2145) to inform the F.I.S.H. Coordinator, as soon as this is known. The F.I.S.H. Coordinator, in turn, will inform the driver:**
 - Failure to inform F.I.S.H. of the cancellation will result in the driver arriving at the client's house at the set date and time. If the driver doesn't find the client there as expected, the driver will call the Senior Center. The Senior Center will attempt to reach the client or an emergency contact, and may need to call the Police to do a wellness check. It is vital that the client inform F.I.S.H. if he/she is no longer in need of the arranged ride.
 - If a client frequently fails to notify the F.I.S.H. line of ride requests no longer needed, F.I.S.H. reserves the right to prohibit use of the service by the client.
9. **No side trips are allowed:** The driver only provides transportation to and from the medical facility where the appointment takes place.
10. **F.I.S.H. reserves the right to cap the number of rides per month** given to a client that has frequent use of FISH services.

- 11. The client is responsible for all tolls and parking fees (including transponder toll).**
- 12. F.I.S.H. drivers may not accept money for their service. If a client would like to make a donation to the “Friends of Sudbury Senior Citizens, Inc.” in honor of FISH.**