



## Office for the Aging

6085 State Route 19N  
Belmont, NY 14813  
Ph: 585-268-9390  
Ph: 866-268-9390  
FAX: 585-268-9657

### TRANSPORTATION GUIDELINES FOR CLIENTS

The Office for the Aging arranges rides for persons **60 and older**. **VOLUNTEERS** provide the rides and are reimbursed mileage by the Office for the Aging. Contributions of at least **\$4.00/ride** are suggested. **Do not give money to the volunteer**, send it to the Office for the Aging, 6085 Route 19N, Belmont, NY 14813.

**Due to limited funding and limited volunteers, this program is a last resort for your transportation needs. We will conduct a screening to determine eligibility for this program. If you have other family, friends or supports that can assist with transportation, we ask that you please call them first.**

**Rides are not guaranteed**, but are arranged as volunteers are available. We reserve the right to deny a ride based on availability and eligibility. If for any reason, you can't go on the ride you set up with the OFA, **you must call our office and cancel the ride.** If a ride is not cancelled, it is counted as part of the monthly total of rides you received.

#### **Transportation is available for (in order of priority):**

1. Medical Appointments (but not Medicaid clients)
2. Grocery Shopping (Limit 2/mo. and to the closest grocery store)
3. Pharmacy
4. Bank
5. Support Groups/Counseling
6. Office for the Aging Luncheon Centers/Functions

Rides are for local appointments, or to specialists in Olean, Hornell, Dansville or Warsaw. If a ride is needed to other areas, some volunteers hire privately. Arrangements are made by the client who pays the volunteer directly.

#### **TO ARRANGE A RIDE**

1. **At least 5 BUSINESS DAYS before you need the ride**, call the Office for the Aging (585)268-9390 or toll-free 1-866-268-9390 between 9:00am -12:00pm.
2. **Client must call OFA to set up the ride, or driver will not be reimbursed for the ride.**
3. Medical rides are arranged, as needed.
4. Grocery Shopping rides are limited to **2 times** a month and to the closest available store.
5. Clients must be able to walk by themselves, or need minimal assistance (no wheelchairs).
6. Seatbelts must be worn while riding in volunteers' vehicles.
7. Clients can't take pets in volunteers' cars; and must keep pets under control in client's home when volunteer picks up client.
8. No smoking is allowed in volunteer vehicles, unless volunteer permits it. Do not ask volunteer to stop for smoke breaks during the ride. If you wish to smoke, do so before you enter the vehicle or after you reach your destination.
9. Drivers only take clients to places set up through the Office for the Aging. (**NO EXTRAS** after client is picked up by driver the day of the ride.)

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## LOCAL TOWNS' PUBLIC TRANSPORTATION

Houghton and Fillmore area Senior Citizens can call the Houghton Community Van (567-2264) for rides to the Fillmore Senior Luncheon Center. Donations are encouraged and gratefully accepted.

## PUBLIC TRANSPORTATION

**ACCESS ALLEGANY**-(585)593-1738 Allegany County Transit and Allegany Rides (Arc's transportation system) has partnered to combine their fixed routes to provide rides in county and to Olean. All buses are handicapped accessible. Call ahead to check schedules or visit website [www.accessallegany.org](http://www.accessallegany.org).

**MEDICAL TRANSPORT SERVICE, INC. (MTS)** – (585)593-1977 Medical rides door-to-door, ambulance and wheelchair van

**HORNELL AREA TRANSIT (HAT)**-(607)324-7910 Fixed routes, handicapped accessible, charges, at least 24 hour notice for a route deviation. Provides service in Steuben County but does have service to and from Alfred, Almond and Canaseraga, [www.hatrides.com](http://www.hatrides.com).

**FAITH IN ACTION** – (607) 324-1138 Volunteer transportation program that serves the fringes of Almond, Alfred & Canaseraga and all of Steuben County. [www.fiasteuben.org](http://www.fiasteuben.org)

**ALLEY-CATT Taxi**-(716)-372-0817 Private Pay Taxicab located in Olean NY.

## MEDICAL TRANSPORTATION FOR MEDICAID CLIENTS

Medicaid clients must use **Medical Answering Services (MAS) of the Western NY Region** for their medical appointments. The MAS requires at least 3 business days notice for the rides that they arrange. **Their toll-free phone number is 1-866-271-0564.** If you need special arrangements due to physical limitations, make sure you let MAS know when you call and they will find the appropriate ride for you. (E.g. – blind, walker, wheelchair, oxygen etc.). MAS can also arrange rides by fax 1-315-299-2786 or get a user name and password to set up Medicaid transportation online at [www.medanswering.com](http://www.medanswering.com).