



# Waterford Senior Center

3621 Pontiac Lake Road, Waterford, MI 48328  
(248) 682-9450 Fax-(248) 738-4710



Dear Van Passenger:

Attached you will find a copy of our Transportation Policies and Procedures. **We ask that you please take a moment to review these important guidelines.** Your cooperation in adhering to these simple policies will be greatly appreciated and will help to ensure smoother, more efficient service for all of our van passengers.

Also, in an effort to improve our van service to you, we are requiring all passengers to complete the enclosed Transportation Information/Release Form.

**We ask that you please return your completed Information/Release Form to us as soon as possible at the address shown above. We must have this form on file prior to providing van service to you. Please retain the balance of the packet for your information.**

Thank you for your cooperation and for using the Waterford Senior Center Van Service. Please feel free to contact our office should you have any questions.

Sincerely,

A handwritten signature in cursive script that reads 'Mary Donnelly'.

Mary Donnelly  
Transportation Supervisor

*Our Mission: To be the focal point in the Waterford community for services, programs and activities associated with vital aging.*

**Waterford Senior Center**  
**TRANSPORTATION POLICIES/PROCEDURES**

The policies and procedures that follow are set up to protect you, the passenger, the van driver, the vehicle, and the Senior Center. It also ensures the smooth operation of our transportation services. Please be aware that these policies will be enforced! Thank you for your cooperation.

- **The recommended donation for this service is \$3.00 per one-way trip.**
- **Reservations must be made at least five (5) days in advance whenever possible.** The more advance notice, the better. You may schedule up to two (2) months in advance for medical appointments. Rides are scheduled on a first come/first served basis. We cannot guarantee transportation.
- **Our service hours are: Monday-Friday, 8:30 a.m. - 3:00 p.m.** No service is available on weekends or major holidays when the Senior Center is closed.
- **Medical appointments take priority over all types of transportation needs.**
- **In the event you need to cancel a scheduled ride, we ask that you please contact the Senior Center at 248-682-9450 as early as possible.**
- **Errands are limited to one (1) per day.** If absolutely necessary to do more, it must be scheduled through the Center. **PLEASE DO NOT ASK THE DRIVER FOR FAVORS!**
- **Our goal is to arrive as close to the the scheduled pick up time as possible.** Due to unforeseen circumstances, we may be a few minutes earlier or later than the scheduled pick up or return time. **Please be ready at least 15 minutes before your scheduled time.**
- **Our transportation service is curb-to-curb.** This means that you, the passenger, must be waiting to meet the van on arrival. The drivers are not allotted time between runs to locate you. **Please be prompt.**
- **Our drivers are allowed to offer limited assistance getting into and out of the vans.**
- **Available seatbelts must be worn at all times.**
- **Please do not touch the door handles when the vans are moving.**
- **Please wait until the driver opens the door before entering or exiting the van.**

- **All passengers are expected to be cooperative and courteous** to other passengers as well as the driver. We are a transportation service not a cab service. At times our scheduling may require us to pick up other passengers en route when you are on the van.
- **We cannot transport children or pets** (with the exception of service dogs).
- **The Waterford Senior Center reserves the right to refuse wheelchair transportation to those passengers whose equipment does not conform to the vehicles safety devices.**
- **No smoking is permitted in the vans.**
- **All driveways must be free of branches, other obstacles, and debris** which could scratch or damage the vehicle. **Driveways must be free of snow and ice in the winter.** It is at the van driver's discretion as to the driveway's condition and/or safety. If the driver feels that he/she should not proceed due to unsafe conditions, the ride will be cancelled. As the passenger, you will be notified by phone of the cancellation.
- **Any infractions of the transportation policies and procedures may result in the refusal of our transportation service.**
- **Service can be provided upon receipt by the Center of this signed and dated document.** Failure to complete and sign this document will result in the refusal of our transportation service.

**Thank you for using this service. If we can serve you better, please let us know.  
Have a great ride!**

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**WATERFORD SENIOR CENTER  
TRANSPORTATION INFORMATION/ RELEASE FORM**

(PLEASE PRINT)

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ ZIP CODE \_\_\_\_\_

BIRTHDATE \_\_\_\_\_ PHONE NUMBER \_\_\_\_\_

EMERGENCY CONTACT PERSON \_\_\_\_\_

RELATIONSHIP \_\_\_\_\_ PHONE \_\_\_\_\_

PHYSICIAN'S NAME \_\_\_\_\_ PHONE \_\_\_\_\_

CURRENT MEDICATIONS \_\_\_\_\_

HOSPITAL AFFILIATION/PREFERENCE \_\_\_\_\_

PHONE \_\_\_\_\_

PLEASE LIST ANY SPECIAL CONDITIONS WHICH WE SHOULD BE AWARE OF:

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

Your medical history will be kept on file at our office for one (1) year. **Please update medical information by calling the Senior Center as changes occur.**

I have read and understand the Waterford Senior Center Transportation Policies and Procedures and accept them as terms for continued van services. I do hereby release the Waterford Senior Center, the Waterford School District and Waterford Township, from any and all claims, or causes of action for damages or losses of any kind for any and all activities connected with the use of the Senior Center Transportation services.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

**Please return this completed form to:  
Waterford Senior Center, 3621 Pontiac Lake Rd., Waterford, MI 48328  
Attn: Transportation**