



Guidelines for Requesting Service

To register with the ElderCARE Lake County program
A \$10.00 Application Fee is required (this is a one-time fee)

- **All transportation requests must be made 10 days in advance**; more time may be needed during holidays.
- Some services such as visits to the residence and going to the supermarket can take two weeks or more to organize.
- Services are offered based on the availability of volunteers. We will do our best to complete your application, but we cannot guarantee service.
- Volunteers are not allowed to give out their phone numbers. Please call the office if you need to contact a volunteer or if you have a question about a trip.
- If possible, you wish to cancel your request please call the office 3 days in advance and we will notify the volunteer.
- Volunteers must drive their own vehicles.
- Volunteers cannot accommodate wheelchairs. Canes, light walkers, and small oxygen tanks are allowed.
- We do not offer emergency transportation.
- **You may request one (round trip) ride to the appointment once a week.**
- Please give the following information to our office staff each time you call for transportation service:
 - ✓ Your name, address and phone number
 - ✓ Name, address and telephone number of the doctor
 - ✓ Date and time of your appointment
 - ✓ If your appointment will take more than two hours, including travel time
 - ✓ If you have difficulty getting in or out of any vehicle
 - ✓ If you need a wheelchair when you arrive for your appointment
 - ✓ If a family member or caregiver will accompany you
- Services are provided free of charge. However, your monetary donations are welcome and appreciated. We suggest a donation of \$ 10.00 for each trip (round trip) for our transportation service. You can send the check to the address below.