

Grand Seniors at Mountain Family Center
AAA Region 12

Transportation Program

2023



Need a Ride?

We can help you!

Grand Seniors welcomes you to our transportation program. We offer transportation to residents of Grand County ages 60 and older, and for adults living with a disability (ages 18 and older) who have active Medicaid benefits.

We are happy to provide non-emergency medical and a limited variety of other transportation services within and outside Grand County.

It is our mission to help you live an independent life in the county you love! Grand Seniors at Mountain Family Center's Board, Management and Driving teams are committed to your safety and well-being as we get you to your destination. In exchange, we ask that you support our program through the suggested contribution schedule (listed in this document and on our website, note: **ride will never be denied due to inability to pay**) and adhering to the passenger rules also listed within this booklet.

We welcome your suggestions, compliments or complaints and encourage you to communicate with us however you wish, whether in person, by phone, via email or by U.S. mail. You are valued and appreciated and we are fortunate to be able to offer vital services and programs that are important to you.

It is the goal of the Grand Seniors department to meet the needs of Grand County seniors in order to maintain their independence in the County they love!



Grand Seniors Team

Helen Sedlar, Executive Director
970-557-3186

Missy Posey, Transportation Manager
970-887-3222

Katie Stuvell, Program Manager
970-557-3186

Linda Crane, Program Specialist
970-557-3186

Client Services Drivers:

Karen Pojar
Tom Williams
Hap Wood
Kim Long
Ann Williams

Mountain Family Center
970-557-3186
480 E. Agate St. PO Box 638
Granby, CO 80446

Grand Seniors Transportation Center
970-887-3222
480 E. Agate St.
PO Box 42
Granby, CO 80446

IMPORTANT SCHEDULING INFORMATION WE REQUIRE

72 HOURS IN ADVANCE

Our driver's hours are 8:30AM to 5PM, Monday through Thursday

- 1.** If your appointment runs late (outside of our hours of operation) you will need to make other arrangements to get home. Suggestions for a ride may be a friend, family member, private taxi or Home James. We understand delays at the doctor's office are outside of your control, but it is out of ours as well and we must work within the guidelines and the resources that we have so we can sustain the level of service we provide to as many folks as we can. GS is not responsible for any costs incurred if other arrangements need to be made.
- 2.** We live in a snowy climate and reserve the right to cancel a ride at the last minute if we feel driving conditions are unsafe for you or our drivers. If we are outside the county and cannot get back due to road closures or blizzard conditions, we will help you make arrangements for a hotel and meals as our driver's will be in the same predicament, however you are responsible for your own costs.
- 3.** We require each passenger be considerate of our drivers and other passengers. This includes being civil and respectful to others as well as respecting our time constraints and schedule. The privilege of receiving services from GS will be lost if the standards listed in this document are not followed and so we appreciate your adherence to our policies.

THANK YOU FOR YOUR SUPPORT

Passenger Contribution

*Your contribution to our Transportation Program helps fund our fuel, insurance, driver's wages and vehicle maintenance so we can get you where you need to go. GS does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in employment or provision of services. **The following suggested contribution amounts are appreciated, but voluntary, and services will never be denied if you cannot contribute toward the cost of the service.***

WITHIN GRAND COUNTY (round trip)

Trip to lunch site within your own town	\$3.00
Daytime trip within your own town limits	\$3.00
Beyond 15 miles from your address within Grand County	\$7.00

(This means anything within your own town is \$3.00, outside of your town with the County is \$7.00)

OUTSIDE OF THE COUNTY (round trip)

Denver medical trips	\$40.00
Steamboat Springs/Summit County medical trips	\$35.00

NOTE: It is at the driver's discretion to make any other stops, aside from bathroom breaks, while on a medical appointment trip outside of county.

OFFICE HOURS

Monday - Thursday

9AM to 3PM

Transportation Services need to be scheduled with our office at least 72 business hours in advance of your appointment.

Contact us by phone at 970-887-3222

DRIVER'S HOURS

Monday - Thursday within and outside Grand County.

8:30AM to 5PM

Rider Requirements

We're pleased to be able to help our fellow citizens get where they need to go, however with all good things come certain rules and regulations. Here are ours for this program:

1. Grand Seniors (GS) offers transportation for senior citizens (ages 60 and older) and residents living with a disability in Grand County.
2. GS provides transportation to medical appointments, grocery stores, nutrition sites, banks, post offices, and GS-sponsored recreational, social and educational events, when able.
3. GS does not provide shopping/errand services. Any person who is not physically able to shop and/or complete errands should arrange for someone to ride along to provide assistance.
4. Due to liability issues, any person who is in need of assistance and/or is unable to physically or mentally function without assistance must be accompanied by an able bodied person who will take responsibility for that individual's welfare.
5. Participants are encouraged to make reservations and/or cancellations **AT LEAST 72 business hours in advance**. Earlier reservations/cancellations, when possible, are appreciated.
6. No smoking will be allowed in GS vehicles. This includes e-cigarettes.
7. No intoxicated person may enter a GS vehicle.
8. Abusive, profane, and loud language shall not be allowed.

9. Abusive or exploitative behavior, including but not limited to intimidation, physical violence, harassment and demeaning another's character shall not be allowed. We reserve the right to refuse service for these offenses.

10. Participants shall respect the property of other persons. Participants shall not take items which belong to other persons.

11. A participant's body and clothing shall be free of offensive odors and excessive perfumes. A passenger may be asked to refrain from riding in the vehicle in the case of offensive or excessive odor.

12. Safe and clear access from the vehicle to the participant's home door is required.

13. Participants shall make arrangements with driver for placement of all walkers, canes, crutches and other personal items so there is no danger of injury to themselves or others while these items are in vehicle.

14. No disruptive behavior that distracts the driver from safe operation of the vehicle will be allowed.

15. Participants shall wear seat belts while the vehicle is moving.

16. Please respect our driver's time and privacy. They do not schedule the rides, that is done via GS office by calling **970-887-3222**. No exceptions.

17. GS does accommodate clients with registered and certified service animals as defined by the ADA (American Disability Act).





Contact Us

To schedule a ride, please call the Grand Seniors office between 9AM to 3PM, Monday through Thursday.
970-887-3222

You can also visit our web site at www.MountainFamilyCenter.org/Seniors for an overview of all of our programs.

Our email address is:
grandseniors@mountainfamilycenter.org, however we do not accept ride requests via email. You must call to reserve your ride.

Este documento está disponible en español.

You have a right to complain!

If we don't know there is an issue, we can't fix it.

Please let us know if you have a concern or complaint about our transportation program.

Come talk to us, call us, email, or mail to us.

Our complaint policy and complaint form can be found on our web site at www.mountainfamilycenter.org/seniors

970-887-3222 (GS Office)
970-557-3186 (MFC Office)
970-455-1067 (Vintage)
303-866-2800 (SUA)

Grand Seniors
General Email:
grandseniors@mountainfamilycenter.org
Executive Director Email:
HelenSedlar@mountainfamilycenter.org

What else does MFC offer?

The Transportation Program:

This is Grand Seniors' core service offered to area seniors and adult residents with disabilities. Along with GS's non-emergent medical transportation service, transportation can also be provided to nutrition centers located in Granby and Kremmling, as well as for shopping and recreational activities within and outside of the county.

Health and Fitness:

MFC can refer you to Vintage (Area Agency on Aging) for individualized nutrition education. Call if you are interested! Our fitness classes are currently on hold, but we hope to offer them again in the future. Contact Fraser Valley and Granby Recreation Districts for information about Silver Sneakers and other recreation classes that may be available.

Educational Opportunities:

These include Ask-A-Lawyer Day, AARP Driver Safety Class, and Lunch and Learn Resource Series. Other information and referral services are provided on a case-by-case basis upon request. H&R Block provides tax preparation services during the tax season at a discounted rate for seniors and low-income individuals.

Social and Recreational:

Recreational activities vary and can include sleigh and hay rides, pontoon excursions, rafting trips, trips to a Colorado Rockies game, trips to the Rocky Mountain Repertory Theatre, as well as elk viewing in Rocky Mountain National Park. These activities provide an excellent opportunity for socialization and community engagement.

Support:

Grand Seniors can refer individuals looking for Caregiver support. Vintage is an excellent resource for these services. Visit **yourvintage.org/caregiver-support** for more information.