



PROVISO TOWNSHIP TRANSPORTATION FREE SENIOR RIDE PROGRAM



CLIENT RESPONSIBILITY POLICY FOR ELIGIBLE PROVISO TOWNSHIP RESIDENTS

To participate in the Senior Ride Program, clients must:

- Be a senior citizen (60 years of age or older) and a resident of Proviso Township.
- Register with Senior Services at 4565 Harrison in Hillside or call **708-449-4307**.
- Know there may be limitations that could impact your eligibility; which must be determined prior to your utilizing the service.
- Know that our Township vehicles **are not** wheelchair accessible and provides curb to curb service; therefore, clients are required to walk without driver assistance.
- Engage another individual (21 years of age or older) to accompany you, if you need assistance.
- Clients must be ready for pick-up 15-minutes prior to their scheduled time, to avoid delays. Drivers are not allowed to wait for extended periods of time, to insure they are able to maintain their schedules.

To Schedule Ride Appointments:

- You can schedule appointments up to 4-weeks in advance by calling **708-344-7430** or Emailing to **mgraziano@provisotownship.illinois.gov**. **Cut off time to schedule is 2 business days (48 workday hours) in advance - Monday through Friday, 8:00 a.m. to 4:00 p.m.** We do not accept appointments left on Voice Mail. Non-compliance could result in your request **not** being honored.
- Clients are allowed one-free round trip per-day. We suggest that you schedule your ride(s) immediately after confirming your appointment(s).
- Please be prepared to provide us with your appointment information: Your Name, Date(s), Time(s), Pick-up/Drop-off Location Name (s), Address, City and Telephone Number(s).
- Non-Medical trip appointments must be scheduled after 10:00 a.m.
- **We DO NOT TRANSPORT to/from work, other residences or volunteer sites.**

Township Policy Requires ALL Passengers to:

- Call the office prior to 3:15 p.m. to ensure a return trip.
- Always wear seatbelts while riding in Township vehicles. Those who refuse will forfeit their ride privileges - **NO EXCEPTIONS**.
- Not smoke, eat, and drink, curse, or exhibit rude, inappropriate behavior towards staff and/or other clients. Offenders will forfeit their ride privileges - **NO EXCEPTIONS**.
- Please do not ask our drivers to enter driveways, make unscheduled trips, and assist with walking or to carry packages (There's a **4-bag maximum per client/trip**). Note: You must be able to handle/carry all of your packages without driver's assistance.
- Make dispatchers aware of over-sized walkers or if a care-giver will be accompanying you.

*****Clients failing to adhere to this Policy could risk forfeiting their ride privileges*****

Non-Medical - Transportation Locations

Clients are transported to Grocery Stores, Pharmacies, Libraries, Banks, Beauty shop Barber shop and other authorized locations, within Proviso Township, **closest to their residence*** **No Exceptions.**

These appointments are scheduled for after 10:00 a.m. by calling 708-344-7430.

MONDAYS ONLY

Malls (Macy's Entrance)	Oak Brook
Malls (Food Court Entrance)	Yorktown

MONDAY THROUGH FRIDAY

*Aldi's Bellwood – Broadview – Forest Park – Melrose Park – Northlake	
*Jewel Osco Elmhurst – Melrose Park – La Grange Park – North Riverside – Westchester	
*Target Broadview – Hillside – Melrose Park	
*Wal-Mart Northlake – Forest Park	
*Tony's Foods Melrose Park – Berwyn	
*Walgreens	Various Locations
CVS	Bellwood
Food-4-Less	Melrose Park
Torres Foods	Melrose Park
Torres Foods (former Berkeley Foods)	Berkeley Square
Mariano's	Westchester
Mall (Food Court Entrance)	North Riverside
Living Fresh	Forest Park
Illinois Secretary of State's Office	1903 N. Mannheim Road - Melrose Park
Social Security Administration	230 Mannheim Road - Hillside
Department of Human Services	2701 W. Lake Street, Melrose Park

Since Oak Park, Oak Brook, Berwyn, Hinsdale and Elmhurst are not in Proviso Township; Medical clients will be transported Only to Hospitals and Affiliates within those areas

The policies set forth are subject to change without notice.

MUNICIPALITIES
WITHIN
PROVISO TOWNSHIP

Bellwood 60104

Berkeley 60163

Broadview 60155

Brookfield (*Portion*) 60513

Forest Park 60130

Hillside 60162

La Grange Park 60526

Maywood 60153

Melrose Park (*south of North Avenue*) 60160

Northlake (*south of North Avenue*) 60164

North Riverside (*Portion*) 60546

Stone Park 60165

Westchester 60154

Western Springs (*Portion*) 60558

2023 HOLIDAYS

HOLIDAY	DATE OBSERVED
NEW YEAR'S DAY	Monday, January 2
MARTIN LUTHER KING BIRTHDAY	Monday, January 16
PRESIDENTS' DAY	Monday, February 20
GOOD FRIDAY	Friday, April 7
MEMORIAL DAY	Monday, May 29
JUNETEENTH	Monday, June 19
INDEPENDENCE DAY	Tuesday, July 4
LABOR DAY	Monday, September 4
COLUMBUS DAY	Monday, October 9
VETERANS' DAY	Friday, November 10
THANKSGIVING HOLIDAY	Thursday & Friday, November 23 & 24
CHRISTMAS HOLIDAY	Monday, December 25
CHRISTMAS HOLIDAY	Tuesday, December 26
NEW YEAR'S HOLIDAY	Monday, January 1, 2024

CLIENT AGREEMENT

Although there will be times the Department of Transportation may not be able to meet the needs of every senior who would like to utilize our transportation service, we assure you that every effort is made by the Board of Trustees of Proviso Township to bring a meaningful service to the senior residents of the Township.

Due to the nature of our funding, the Township is limited in the number of cars we are able to provide to the Transportation program, the number of staff we can employ and the amount of overall resources. These restrictions are due to insurance regulations and may cause limitations in the type, frequency and manner in which we are able to deliver services. Your patience and understanding regarding these limitations is appreciated.

Our goal is to keep **this service FREE for the Proviso Township senior residents who qualify based on criteria that are set by the Board of Trustees.** The eligibility criteria, however, could change due to circumstances beyond our control. *Due to space considerations of this notice, we are unable to list all the possible criteria.*

CLIENT ACKNOWLEDGMENT

Please initial next to the following statements to acknowledge and ensure your compliance with our rules and regulations:

_____ I acknowledge that Township vehicles **are not** wheelchair accessible and that all clients are required
Initial to walk without driver assistance. **Drivers will not assist clients with walking and/or getting in and out of the vehicle.**

_____ I acknowledge that all clients must be ready for pick-up **15-minutes prior** to their scheduled time.
Initial Drivers are allowed to wait *only* 5 minutes after the scheduled time, to ensure they stay on schedule.

_____ I acknowledge that I cannot request the driver to make unscheduled trips or to carry packages.
Initial **There's a 4-bag maximum per client/trip. Clients must be able to handle/carry all packages without driver's assistance.**

_____ I acknowledge that all clients must call the office prior to 3:15 p.m. to ensure a return trip.
Initial

_____ I acknowledge that it is prohibited to smoke, eat and drink, curse, or exhibit rude, inappropriate
Initial behavior towards staff and or other clients.

_____ I acknowledge that **all appointments must be scheduled at least 2 business days** (weekends not
Initial counted) and up to **4 weeks in advance**. Last minute request will not be honored.

_____ I acknowledge that I may have another individual (21 years of age or older) to accompany me.
Initial

_____ I acknowledge that all clients are allowed **one free** round-trip per day.
Initial

_____ I acknowledge that all clients **must wear a facemask** that covers their mouth and nose.
Initial

_____ I acknowledge that all clients must always wear seatbelts while riding in Township vehicles. Those
Initial who refuse will forfeit their ride privileges.

_____ I acknowledge that due to the large number of clients in our Transportation program, wait times
Initial may be longer than usual at times.

*We Assure you that every effort is made to bring a meaningful service to as many senior residents as possible in the Township.

I hereby acknowledge and agree to adhere to the rules and non-compliance can lead to forfeiture of this service.

Client's Printed Name

Signature

Date

Please complete the registration process by providing:

Completed copy of this Client Agreement, proof of age (a current state ID) and residency (Gas or Light bill or Social Security statement).

You can mail, deliver in person, fax or email the documents to:

**Proviso Township
Senior Services Department
4565 Harrison Street
Hillside, IL 60162**

FAX: (708-202-1265) Email: Lrizzo@provisotownship.illinois.gov