**Step One:**  **Call us at 607-467-4000.**

We schedule appointments on a first come first serve policy. If your appointment conflicts with one already scheduled, we cannot help you. Therefore, we ask that you call at least one week prior to your appointment, though it’s best to call as soon as you know you need a ride. Some clients call months in advance.

**Next, provide the details (in this order):**

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* Date and time of the appointment
* Your Name
* Home Address (we pick you up right from your door)
* Phone Number (must be a reliable working number. *Details #5 & 6 on Rules/Policies*)
* Location of the appointment (exact address)

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You will be asked **how long the appointment will take**. This is important in case there are other clients scheduled that day, and for the driver to know since they volunteer their time.

You will also be asked **if you receive Medicaid for Medicare**. The Deposit Foundation receives reimbursement for transporting these clients, which helps keep the program running. If you receive Medicaid, we will need your Medicaid ID number in order to be reimbursed.

**Step Two: Wait for us to call you back with the driver information.**

We will call to tell you the driver’s name, and when they will pick you up. If going to the Binghamton area, the pick-up time is usually one hour prior to your scheduled appointment (Pick up time depends on distance to appointment). However, this time could be earlier if there are other clients scheduled on that trip.

We work very hard to find drivers, but sometimes no one is available. If that happens, we can provide you open dates and times if you need to reschedule. We can also call your doctor’s office to reschedule the appointment directly. *We will not do this without your permission!*

**Step Three: Get to your appointment with ease!**

Our volunteer driver will pick you up at your house and get you to where you need to go. When the last appointment is finished, they will take you back home.

**The steps are the same for scheduling Saturday Shopping trips!**

**Rules and Policies 🡪**

1. **No one can schedule your rides for you.** *You* must contact us. (There are certain exceptions).
2. **Belongings are not to be left in the van**. You *must take them with you* to your appointment.
3. **Wherever you get dropped off is where you must be for pick up**. Any change in this must be coordinated with the driver. If you are not at the designated location at the pick-up time, you may be left behind at the driver’s discretion.
4. **This service is free of charge; however, we do request donations.** This program is expensive, and donations of any amount help us continue providing rides to those in need.
5. **You must have a reliable phone number!** The staff and drivers need to be able to reach you in case of changes/cancellations. The driver will call you the night before to confirm the trip. If they can’t reach you, they cannot confirm the trip and it will be cancelled at their discretion.
6. **If you no longer need a ride, or if there’s a change to your appointment, you need to call the office ASAP!** It’s important that the staff, and driver know of changes ahead of time. The office is only open Mon/Wed/Fri, so if you leave a message when we’re closed, we won’t be able to tell the driver that day. **Therefore, drivers call before the trip to confirm everything.**
7. **\*\*Three strikes policy;** **if you *frequently* cancel trips *or* make changes without proper notice,** **we will suspend services for 6 months. You will be warned if you have a strike. \*\***
8. We never give you the driver’s phone number. If they give you their number, **do not call the drivers for Deposit Foundation rides**. You *must* call our office. If you harass our drivers for rides, we will **suspend services for 6 months**.
9. **Please call at least one week in advance to schedule a ride.** We understand that sometimes you don’t know until the last minute, and in certain cases we try to help. However, the day/time could already be booked, and it’s difficult finding a driver with so little time.
10. **If you *consistently* call the day of, or day before an appointment,** we will suspend services for 6 months.
11. Since we try to schedule multiple clients per trip, on occasion **there may be a long wait time**. **However,** **we usually try to keep wait times minimal** by scheduling clients whose appointments occur around the same time/location.
12. **If you can’t be out long for any reason** such as medical/physical limitations, or if you need to be home for something important such as picking up your child from day care, let us know.
13. **All drivers are volunteers,** so please be courteous, and considerate of their time.
14. **If any driver gives you issue,** or makes you feel uncomfortable, please call and let us know.