

**Community Caregivers, Inc.**  
**456-2898**

**Guidelines for requesting service**

- All requests must be made 10 days in advance; more time may be needed during holidays.
- If possible, please give the office 3 days' notice if you want to cancel a request; we will notify the volunteer.
- Community Caregivers does not provide emergency transportation.
- Volunteers are unable to accommodate wheelchairs. Canes, lightweight walkers and small oxygen tanks are permitted.
- Volunteers must drive their own cars.
- 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 ride.
- Services are provided based upon the availability of volunteers. We will make every effort to fill your request, but we cannot guarantee service.
- You may request up to 2 round-trip rides to appointments each week; only 1 appointment can be requested per day.
- Some services such as housekeeping and other non-transportation services may take 2 weeks or more to arrange. You must call to renew these services every 6 weeks.
- Please give the following information to our office staff each time you call for transportation service:
  - ✓ Your name and telephone number
  - ✓ Doctor's name or destination, address and phone number
  - ✓ Date and time of your appointment
  - ✓ Whether your appointment will take more than 2 hours, including travel time
  - ✓ Whether you have difficulty getting into or out of any vehicle
  - ✓ Whether you require a wheelchair at your destination
  - ✓ Whether a family member or caregiver will accompany you. (The person must be a Community Caregivers client.)
- Your monetary donations are welcomed and appreciated. Checks may be made out to Community Caregivers and mailed to 2021 Western Avenue, Suite 104, Albany, New York 12203. Online donations are also accepted.