



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 Faxing to **708-544-1188**. **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.

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*****

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

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
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

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

2020 HOLIDAYS

HOLIDAY	DATE OBSERVED
NEW YEAR'S DAY	Wednesday, January 1
MARTIN LUTHER KING BIRTHDAY	Monday, January 20
PRESIDENTS' DAY	Monday, February 17
GOOD FRIDAY	Friday, April 10
MEMORIAL DAY	Monday, May 25
INDEPENDENCE DAY	Friday, July 3
LABOR DAY	Monday, September 7
COLUMBUS DAY	Monday, October 12
VETERANS' DAY	Wednesday, November 11
THANKSGIVING DAY	Thursday & Friday, November 26 & 27
CHRISTMAS EVE	Thursday, December 24
CHRISTMAS DAY	Friday, December 25
NEW YEAR'S EVE	Thursday, December 31

Proviso Township may be closed on additional days, please make sure to call our offices