

By signing below, you are acknowledging that you have read and understood the following statements:

- Your information will be shared with our drivers for the purposes of arranging your trips.
- If you require a carer to assist you with your journey, it is your responsibility to arrange this. Our drivers provide transport only, and are not trained to assist people with differing mobility requirements.
- When booking a journey, we usually require a minimum of 2 working days' notice.
- Our coordinator will ask questions that will help them to organise your journey.
- Once a driver has been identified, our coordinator will call you back to confirm your journey.
- Cancellations should be notified to us at your earliest possible convenience by phoning us.
- The cost of the journey is payable to the driver, in full, on the day of the journey.
- We do not transport wheelchairs.

Signed:

.....

### *Emergency contact*

Name: .....

Friend or Relative: .....

Tel No: .....

### *How did you hear about the service?*

.....

The information on this form will be held in accordance with The Data Protection Act 1998 and will be used by the Community Action Isle of Wight for purposes associated with the voluntary car scheme and will only be divulged to a third party in the event of an emergency.



Reg Charity No. 1063737

Comp Reg No. 3340032



## **Membership Scheme**

**Transporting elderly and frail residents to appointments and helping them to access the services they need.**



**Telephone: 01983 522 226**

## About the Scheme

Across the Island there is a network of volunteer drivers who give their time freely, using their own cars to provide a door to door service.

The service is available for members (Mon to Fri 9–5) to attend:

- ◆ Medical appointments Hospital appointments/visits
- ◆ Day Centres and Social Trips

## What will it cost?

- ◆ Annual membership is £35 per person or £50 per household couple. Renewable annually on 1st September.
- ◆ There is a mileage charge of 45p per mile, paid directly to the volunteer driver, who will provide you with a receipt for the cost of the trip A minimum charge of £3.00 per trip (e.g. journey under 6 miles)
- ◆ Mileage costs are calculated from the driver's home and return.
- ◆ Accompanying carers do not pay membership fees.
- ◆ Drivers cannot accept tips or gifts

## Other Terms to note

- ◆ Optio is reliant on the goodwill of the volunteer drivers. It is not possible to guarantee every trip request will be met but we try our best.
- ◆ Optio is not an emergency service. All trips must be booked at least 2 working days in advance.
- ◆ Optio is not a medical/care service. People in need of medical support en route to an appointment should contact their GP or the Hospital.
- ◆ Our volunteer drivers are not trained to carry people in or out of cars. If you need this support, you must ensure that a carer or helper is available.
- ◆ The driver will normally wait for up to an hour. Beyond this the driver may go home between trips and the return trip would be classed as a second trip and charged accordingly.
- ◆ It is not possible to take young children due to seat belt concerns.

### Please Note

If your appointments are cancelled/changed, please let the Helpline know as soon as possible, or there will be a **charge** for the driver's mileage.



Riverside, The Quay, Newport, Isle of Wight. PO30 2QR

Tel: 522226

## NEW MEMBERSHIP REGISTRATION FORM

(please complete both sides of this form)

Please note: Optio is reliant on the goodwill of the volunteer drivers and membership does not guarantee that every trip request can be met, but we will do our best.

Name: .....

Address: .....

Postcode: .....

Tel No: .....

### *Reasons for using this service*

Unable to access other forms of transport       Disability

### *Do you have a walking aid?*

Walking frame       Walking Stick       Crutches

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### **Membership costs to 31 August 2020—Cheques payable to CAIW**

Joining April 2019—£50 individual £65 Household

Joining May 2019—£47 Individual £62 Household

Joining June 2019—£44 Individual £59 household

Joining July 2019—£41 Individual £56 household

Joining August 2019—£38 Individual £53 household

Joining September 2019 onwards—£35 Individual £50 household