



Non-Emergency Medical Chaperone Volunteer Program: Providing a Safe Way for Older Adults and People with Disabilities to Get to Medical Appointments.

Medical chaperone volunteers help older adults and people with disabilities get to their doctor or outpatient treatment appointments. Chaperones accompany clients traveling from their homes to their doctor's office using available local medical transportation providers. Chaperones offer physical support as well as emotional comfort to their clients, ensuring a safe and comfortable experience.

This program, offered by the Agency on Aging of South-Central Connecticut (AOASCC), addresses the need for more individual assistance by offering a vetted and trained volunteer to accompany an older adult or a person with a disability to and from a medical appointment. Chaperones do not drive, instead their sole purpose is to help and attend to the client. Chaperones can be used to relieve a caregiver, assist individuals who may not know someone who can accompany them to their appointments, and/or serve as a responsible adult at time of discharge.

Service Areas:

This program primarily covers the towns of New Haven, East Haven, West Haven, Meriden, and Ansonia. We will accept, whenever possible, people from neighboring towns such as North Haven, Wallingford, and Hamden.

Transportation Services:

The program works closely with the Interfaith Volunteer Caregivers Transportation Program (IVCG) who can help those individuals aged 60 or older who reside in the New Haven area. Chaperones can also accompany clients using other transportation services such as My-ride, the VA, Valley Transit, Mary Wade, Veyo, Uber, etc. Clients should request chaperone support at least 2 weeks before their scheduled appointment to make sure a transportation service is properly scheduled, and the chaperone can ride with the client.

How to obtain the service:

If you or someone you know could benefit from this service, please contact the Agency on Aging of South-Central Connecticut (AOASCC). For those individuals who speak English, please call Cherie Strucaly at 203-785-8533, x 2907 or by email at cstrucaly@aoascc.org. For those individuals who speak Spanish, please contact Elinette Alicea at 203-785-8553, x 3180 or by email at ealicea@aoascc.org.

Upon receipt of a request for service, an AOASCC staff member will follow up to further explain the service and answer any questions. It will also be the time when the staff member will gain insight into the specific needs of the client to assign an appropriate volunteer chaperone.