



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. 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.

Volunteers receive a \$15 stipend each time they help accompany a client to and from a medical appointment.

Volunteers can serve as many clients as their schedule allows, but every effort is made to match volunteers who live within close proximity to their clients. On average, each accompanied trip takes 2-3 hours.

Volunteer Requirements and Responsibilities:

Requirements:

- Volunteers must be 18 years or older
- Need to complete a volunteer application form
- Need to meet with an Agency on Aging of South Central CT staff member and pass a background check
- Need to receive program training prior to service.

Volunteer responsibilities include:

- As a volunteer you will make friendly contact with your client to confirm his/her upcoming appointment.
- Meet the client at their home the day of the appointment before the transportation service arrives.
- Travel to and from the appointment with the client using a local transportation provider.
- Assist the client navigate the medical facility so that they reach their doctor's office.
- Ensure that the client is securely and comfortably back in their home after the appointment.

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 are able to 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.

To become a volunteer: If you or someone you know would like to volunteer, please contact the Agency on Aging. Please call Cherie Strucaly at 203-785-8533, x 2907 or by email at cstrucaly@aoascc.org. For Spanish speakers, please contact Elinette Alicea at 203-785-8553, x 3180 or by email at ealicea@aoascc.org.