



## STARS Program Information Guide

### Hours of Operation:

**Monday – Thursday 9:30 am – 4:30 pm** (this time is flexible with Pick up and Drop off times)

We are closed Friday-Sunday, and statutory holidays. We do not check voicemail on these days.

### Cost:

The STARS bus is a free transportation program, however, if you feel inclined to donate any support can help. You can speak to the driver about how to donate.

### How to book rides:

Call Nicola, the STARS program Coordinator, to find out information about the program, to register, to book rides and to cancel (if your appointment is more than 24 hours away). Call volume is high so we kindly ask that you call once and leave one voicemail. The STARS coordinator will call you back within **one to two business days**.

### To register:

You must register in the program prior to receiving rides. Call the STARS coordinator and we complete the registration over the phone. We do have online registration forms available if clients prefer.

### To book rides:

Call the STARS coordinator to book. You must have previously registered before we can confirm a ride with you. Once you call and we book a date with you, we will call you the day before to confirm your ride. If you book an appointment for the Monday we will call you the Thursday the week before to confirm. **Medical appointment bookings we ask to book 2 weeks in advance**. Other rides can be booked from a minimum of two days' notice to two months' notice. We operate on a first come first serve basis. If you are calling to see which events are available we can let you know when you call. Our bus operates on a calendar schedule. When you are booking appointments try to book on the days when the bus is operating in that location. Once we have volunteer drivers we will have more flexibility in which locations we can take you and might be able to accommodate regular appointments/rides.



## **The STARS Bus Calendar:**

**Monday:** Abbotsford

**Tuesday:** Chilliwack

**Wednesday:** Grocery Shopping

**Thursday:** Connect Café with Compassionate Neighborhood (Social Program)

## **STARS client expectation and etiquette:**

**Voicemail:** The Coordinator will call the day before your appointment to confirm your pickup time. If you do not answer they will leave a voicemail. It is expected the client checks their voicemail regularly. The call volumes are high and if an appointment is missed it is the client's responsibility. If the client's voicemail does not work, please call us and leave us with a voicemail letting us know this and we can provide you with a contact to get this fixed.

**Scheduled Appointment:** Once you have an appointment booked with us, please be ready 15 minutes before and 15 minutes after your scheduled appointment time.

**Bus is Late:** We cannot predict traffic, but our bus is known to be punctual. In the off chance the bus is running later than 15 minutes, please **DO NOT call the driver**. The driver cannot answer the phone, the driver will contact you to let you know his anticipated pick up time when it is safe to do so. Any further problems can be referred to the STARS Coordinator.

**Client is late/no show:** It is an expectation of the client to call the Coordinator if they know in advance they cannot make an appointment. If the client is unwell or needs to cancel within 24 hours it is expected they contact the driver with a voicemail to let them know. If the client fails to do so, and the STARS bus shows up they will be given 3 no-show warnings which will be given with a notice by the door, and the 3<sup>rd</sup> will be a call from the Coordinator with potential removal from a scheduled program.

If a client is late the driver will wait no longer than 5 minutes for the client. If the client is late on a regular basis, they will be given 3 warnings with the 3<sup>rd</sup> being a call from the Coordinator with potential removal from the scheduled program.



### **Volunteer drivers:**

We are currently looking for Volunteer drivers to offer trips to alternative locations. Volunteers will work within their own schedule and will accommodate any trips that work within their schedule.

### **Volunteer Monitors:**

We are currently looking for volunteer monitors. Monitors are people who lend a helping hand to seniors at events with; accompaniment, light lifting, reaching, pushing a wheelchair, or reading items.

### **Contact:**

**For information, registration, booking rides, and to cancel in advance (your appointment is still more than 24 hours away):**

STARS Program Coordinator: Nicola Esau – 604-793-7216

**Only contact driver(s) when you are needing to be picked up from the location you were dropped off at, or to cancel within 24 hours.**

**\*DO NOT CALL DRIVERS TO BOOK/CHANGE RIDES\***

Driver: Rob Simpson – 604-701-2555