



Easy Lift Transportation  
**RIDER'S  
GUIDE**

2015-16

# MOBILITY INDEPENDENCE DIGNITY



[www.easylift.org](http://www.easylift.org)

Welcome to Easy Lift Transportation!

Easy Lift is a non-profit, charitable organization established to provide curbside-to-curbside (with additional assistance as required) “Dial-A-Ride” transportation to senior citizens and people with disabilities in south Santa Barbara County who cannot use regular bus service. Easy Lift has excellent vehicles, highly trained drivers, and extensive communication and dispatch systems.

This “how to” guide provides basic information and will assist you during your travels with Easy Lift. As always, our staff, volunteers, and Board of Directors will make every effort to ensure that you receive the best and most reliable service possible.

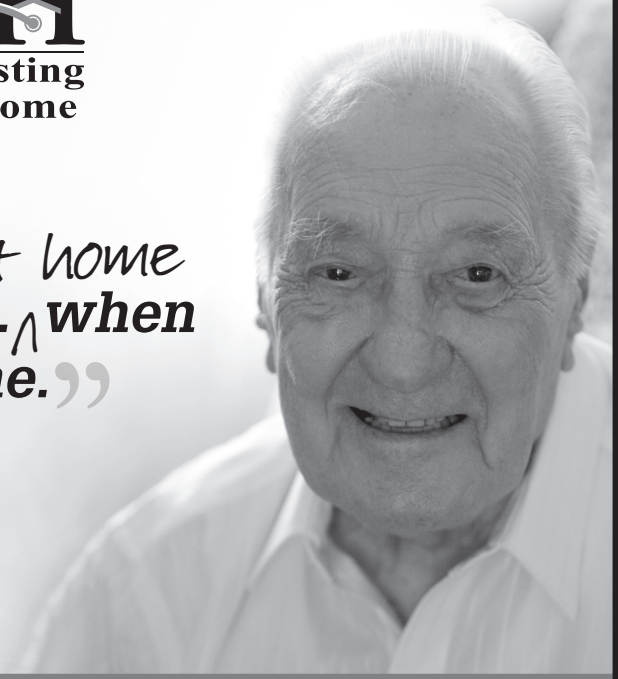
If you have further questions or require any additional assistance, please call (805) 681-1181. Have a safe and comfortable trip!





**DASH**  
Doctors Assisting  
Seniors at Home

*at home*  
“A nurse... when  
I need one.”



## Urgent Medical Care at Home

**7 days a week, 365 days a year**

For Seniors Aged 60+. Surprisingly Affordable.  
Free for Low Income. Medicare Supported.

**Enroll in DASH**  
617-0049 [dashsb.com](http://dashsb.com)

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Policies Effective September 2015.

Our Policies and procedures may change.

# Community Resources

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*Thank you to all participating organizations whose generous support helped offset the cost of this guide.*

*In turn Easy Lift is enabled to fund its core programs and continue to serve south Santa Barbara County.*

# **EASY LIFT QUICK REFERENCE**

## **Reservations & Information**

**(Please put this # in your cell phone or address book)**

**(805) 681-1181**

### **After Hours - Driver Contact Only**

**(805) 896-7830**

### **Address**

53 Cass Place, Suite D

Goleta, CA 93117

[www.easylift.org](http://www.easylift.org)

Fax: (805) 681-1184

### **Service Area**

Goleta to Carpinteria

### **Fares**

\$3.50 cash for each one way trip

Exact fare or 1 ride ticket

Book of 10 ride tickets is \$32.50

### **Office Hours**

Weekdays: 8:00am–Noon & 1:00–5:00pm

Weekends (phone only): 8:00am–Noon & 1:00–4:00pm

Holidays: Please call office to verify hours

The office is closed during the noon hour.

### **Vehicle Hours**

Monday–Friday: 5:25am – 12:30

Saturday: 6:00am – 11:20pm

Sunday: 6:20am – 10:20pm

### **Metropolitan Transit District (MTD)**

**(805) 683-3366**

[www.sbmtd.gov](http://www.sbmtd.gov)



## **Mission**

Easy Lift's mission is to fulfill our community's need for specialized transportation to allow individuals and organizations access to essential programs and services.

## **Values**

Easy Lift's values of Teamwork, Respect, Integrity, Honesty, Professionalism and Trust describes how we interact with our passengers and their families, our community partners and each other.

## **Vision**

Easy Lift's vision is to become the community's recognized advisor for specialized transportation needs.

A Nonprofit Charity - Est. 1979  
**Easy  
Lift**  
**Transportation**



## A BRIEF HISTORY OF EASY LIFT

In 1979, EasyLift was created as a project of the local Easter Seal Society, and in 1981 we incorporated as our own non-profit charitable agency. In the early and mid-eighties, the instability of funding, internal problems, and a lack of public understanding of our vital role in the community resulted in Easy Lift shutting down in the summer of 1987.

When the news of Easy Lift's imminent demise hit the local media, the response was overwhelming. In a groundswell of support, people and non-profit agencies testified to the Easy Lift's critical role in the community.



As a result of this tremendous support, the Board of Directors decided to give it another try. In late August, with three vans in service, a new Executive Director was hired and charged with the responsibility of rebuilding the agency from the ground up. The renewal and rebirth of Easy Lift had begun.

In August of 1987, with just two vehicles in service, Easy Lift managed to schedule 900 rides. The agency was serving a handful of people and hundreds of requests for service were turned away each month. With the passage of the Americans with Disabilities Act (ADA) in 1990, transportation services for disabled individuals were mandated under federal law. This gave rise to more consistent funding sources for Easy Lift, and enabled the agency to grow and operate 363 days per year, and approximately 18 hours per day. In 2015, Easy Lift Transportation celebrated its 36th anniversary

## Hospice of Santa Barbara, Inc.

Hospice of Santa Barbara (HSB) is a nonprofit organization that provides free compassionate care to people within the community experiencing the impact of a life threatening illness or the death of a loved one. Through our patient care services program, individuals can receive comprehensive care from the time they are diagnosed and move interchangeably among programs depending on what services they need at that moment. Programs include:

**Care Management:** Care Management will assess and evaluate the patient to gain a better understanding of the patients' emotional and practical adjustment to their medical status. This includes psychosocial counseling and family counseling as needed. Coordination of medical care to ensure the optimal use of health care resources and Advance Care planning is provided.

**Palliative Care Management:** Palliative Care Management will assess and evaluate the patient to gain a better understanding of the patients' emotional, physical and practical adjustment to their medical status and potentially terminal prognosis. This includes psychosocial counseling and family counseling as needed. Coordination of medical care to ensure the optimal use of health care resources and Advanced Care planning is provided with the focus on quality of life choices.

**Anticipatory Grief:** Anticipatory Grief Care Management provides one to one counseling for the loved ones/caregivers of patients living with a life threatening illness and/or terminal illness. The interdisciplinary team will assess the caregiving needs, make referrals and offer care coordination.

**Bereavement Care Management:** Bereavement Care Management for the surviving homebound spouse or loved one after the death of the patient. The interdisciplinary team will provide individual counseling and support with the concrete and practical issues of loss and bereavement.



For more information, please call 805-563-8820 or visit [www.hospiceofsantabarbara.org](http://www.hospiceofsantabarbara.org).

## **TITLE VI COMPLIANCE NOTICE TO THE PUBLIC**

In compliance with U.S. Department of Transportation Title VI regulations (49 CFR part 21), Easy Lift Transportation operates programs without regard to race, color, and national origin. Contact Easy Lift Transportation at 53 Cass Place Suite D, Santa Barbara, California 93117, (805) 681-1181, or [www.easylift.org](http://www.easylift.org) to request additional information regarding Easy Lift's nondiscrimination obligations.

Any person who believes himself or any specific class of persons to be subjected to discrimination prohibited by Title VI may by himself or by a representative file a written complaint with Easy Lift or with the Federal Transit Administration (FTA) Office of Civil Rights, Attention: Title VI Program Coordinator, 400 7th Street SW Room 9100, Washington, DC 20590. A complaint must be filed no later than 180 days after the date of the alleged discrimination, unless the time for filing is extended by FTA.

## **TRANSPORTATION SERVICES AVAILABLE TO YOU**

If you are mobility impaired, a variety of specialized transportation options are available to you including public transportation via the Metropolitan Transit District (MTD) and specialized curbside-to-curbside with additional assistance as required, paratransit service (Dial-A-Ride) offered by Easy Lift.

While anyone is eligible to ride the fixed route services of MTD, only those who cannot use the MTD due to physical or cognitive reasons are eligible to ride Easy Lift. Easy Lift also offers temporary and conditional ridership. Temporary ridership is offered to individuals who have a temporary disability that prevents them from using MTD. Conditional ridership is offered to passengers who are able to use MTD for most rides, but not all. Examples include rides to and from locations that are not wheelchair accessible from the nearest MTD bus stop.

## **What is Complementary Paratransit Service?**

As defined by the Americans with Disabilities Act (ADA), complementary paratransit is a service that operates in comparable time periods and in comparable areas, within 3/4 of a mile of an MTD fixed bus route. Easy Lift, as the local Consolidated Transportation Service Agency (CTSA), fulfills this paratransit requirement in the South Santa Barbara County area.

## **Some Limitations**

Easy Lift's passengers have a wide array of unique mobility needs. While we do our best to accommodate everyone, a small percentage of potential passengers have requirements we cannot fulfill. Some people requesting service live beyond our service area, while some live in housing where their driveways are narrow, steep, or obstructed to the point of being functionally inaccessible. In these rare cases, we will assess how to safely accommodate the client. In some situations, and in spite of everyone's most sincere efforts, we occasionally have to turn someone away. In these situations, the safety of our clients, other passengers, and drivers always takes priority.

## **Easy Lift's Service Area & Times**

Easy Lift's service area extends from Winchester Canyon west of Ellwood in North Goleta, through the town of Carpinteria, within 3/4 mile of MTD bus routes. Easy Lift's service times also mirror MTD's service times. Some MTD bus routes end earlier than others, and transportation along these bus routes is limited to MTD service times. For questions regarding MTD bus routes, please call MTD at (805) 963-3366, or visit them online at [www.sbmtd.gov](http://www.sbmtd.gov). If you have any questions about specific locations or times you may contact Easy Lift at (805) 681-1181.

## **Americans with Disabilities Act (ADA) Definition of Disability**

The purpose of the Americans with Disabilities Act, which was signed on July 26, 1990, was to establish a national mandate to eliminate discrimination against people with disabilities. It enforces

non-discrimination in all aspects of American life, both public and private, and provides enforceable standards. The ADA's main purpose is to remove barriers to accessibility for people with disabilities.

Under the ADA, a person with a disability is defined as:

“An individual with a physical or mental impairment that substantially limits one or more major life activities, such as breathing, seeing, hearing, speaking, walking, working, caring for oneself, performing manual tasks, learning, etc.; an individual who has a record of such a physical or mental impairment; an individual who is regarded as having such an impairment.”

## HOW TO ARRANGE YOUR TRANSPORTATION

Arranging transportation with Easy Lift is fast and simple. Every day, Easy Lift receives several hundred phone calls. It is our goal to reduce the time our passengers must remain on the phone making their reservations. Our reservationists can serve you best if you have the following information ready before you make your call:

**Your name...and whether you will be traveling alone or with a guest.**

**The date of your appointment.** You may book a ride at least one day in advance of your trip, and up to two weeks prior, though due to increased ridership it is recommended to call at least 7 days prior to your appointment date.

**The complete name and address of your destination.** When you call to book a ride, you must have the destination address ready, even if you have visited the location previously. Please let the reservationist know if you require additional assistance beyond the curb.



## Family Service Agency...Strengthening People, Building Community

Family Service Agency (FSA) has long been regarded as one of Santa Barbara County's most reliable and effective human service organizations. Established in 1899, FSA's mission is to strengthen and advocate for families and individuals of all ages and diversities, helping to create and preserve a healthy community.

Our transformative and essential programs ensure access to food, shelter, and other basic needs, as well as youth mentoring, case management, advocacy and a wide-array of mental health programs.

Through our **Senior Services Program**, FSA offers older adults, age 60 plus, the tools they need to live meaningful, independent and healthy lives.

It's no secret that our senior population is growing and changing. Many have adult children at home, are raising grandchildren, or caring for their elderly parents. Marital discord, financial woes, depression, and unresolved life issues are just some of the challenges older adults face.

Our **Senior Mental Health** services provide individual, family and couples counseling with an emphasis on direct, solution-oriented treatment strategies and well-defined therapeutic goals. FSA's **Caregiver Mental Health & Support** services helps caregivers recognize, embrace and manage their role as a caregiver through individual, family or group counseling. Our **Long Term Care Ombudsman** advocate for people living in long-term care residential facilities. FSA also produces the **Senior Expo** of Santa Barbara, the largest annual health fair for older adults in Santa Barbara County.

Additional Family Service Agency programs include Youth & Family Behavioral Health, Big Brothers Big Sisters of Santa Barbara County, School Counseling Services, and Family Support Services. Thanks to generous community support, our services are provided free or on a sliding fee/donation scale and no one is denied assistance because of an inability to pay.

FSACARES.ORG  
(805) 965-1001



**The time that you would like to arrive at your destination.** In order to efficiently schedule your ride, the reservationist will need to know the time that you want to arrive at your destination. This will allow our computer system to efficiently calculate your pick-up window.

**The time that you would like to be picked up from your destination.** All rides, even return rides, must be scheduled in advance. For appointments in which your return time is uncertain, such as medical appointments, please allow extra time. If you are running late for a scheduled return trip, it may take the office staff up to an hour or more to find another return ride. If you will be riding with an oxygen tank, please be sure to mention this to the reservationist when you book your ride.

### **How Far in Advance Should I Call?**

You can book a ride any time in advance of your trip up to two weeks prior and no later than the day before, though it is recommended to schedule your trips up to 7 days prior to your appointment. The important thing to remember is that Easy Lift is not an unlimited resource. Rides are booked on a first call, first served basis. As you are one of hundreds of passengers who use Easy Lift every day, the further in advance you book your ride, the easier it is for the reservationist to find a time that will work for you.

### **Return Reservations**

Although it can be difficult to estimate how much time you may spend at a particular appointment, it is important to remember that if your appointment runs past your scheduled return time, you may have to wait up to several hours for another van to be dispatched. Therefore, it is always a good idea to schedule your return trip late enough to be sure that you will be ready when your vehicle arrives.

Dear Easy Lift Passenger:

**CAC's Healthy Senior Lunch Program may be perfect for you.**

Are you over 60 years of age?

Are you just too busy to cook?

Would you enjoy the fun and companionship of eating lunch with friends?

Then please join us for lunch each weekday at one of these locations:

Goleta Valley Community Center

Back Door Deli, Santa Barbara

Westside Community Center, Santa Barbara

Presidio Springs, Santa Barbara

Pilgrim Terrace Cooperative Homes, Santa Barbara

Carpinteria Veterans Memorial Hall

*Do you have a medical condition that makes shopping and preparing meals too difficult?*

Is it too difficult for you to travel to a community center for lunch?

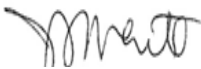
Then you may be eligible to receive a hot, nutritious meal, delivered 5 days per week directly to your doorstep.

Whether meals are delivered to your home, or you enjoy them at a center:

- Each meal served meets one-third of the daily dietary guidelines for seniors.
- A nutritionist makes sure that you're getting the nutrients you need
- You can be assured of having at least one square meal a day.
- Each meal contains an entrée, vegetable, a starch and a beverage.
- All meals are also low in sodium
- All adults aged 60 or older are eligible, regardless of income.
- We request a small donation for meals, but no one is ever turned away because they can't afford to contribute.

To learn more and to sign up for our programs please call us at 805-683-4458

Sincerely,



Christopher Barrett

Nutrition Services Director

Community Action Commission of Santa Barbara County



A DIVULGATE NONPROFIT

Community  
Action  
Commission

OF SANTA BARBARA COUNTY

## **Changing or Canceling Reservations**

Changes to your reservations must be made at least one day in advance, all the way up to two weeks in advance. Time changes of one hour or less may only be made the day before your reservation.

Ride cancellations must be made by 3pm the day prior to the reservation by calling (805) 681-1181. Any ride cancelled after 3pm the day prior will be marked Insufficient Notice.

Easy Lift depends on efficient scheduling in order to deliver the maximum number of rides to our passengers with the resources that are available. When a rider schedules a trip and then cancels without proper notice, this can cause serious transportation and scheduling problems and may result in another passenger not receiving a critical ride.

## **NO SHOW AND INSUFFICIENT NOTICE POLICY**

There are costs to Easy Lift for each scheduled trip, whether a passenger actually rides or not. This includes such things as staff time to schedule the ride and the cost involved with printing schedules, etc. Most importantly, every trip that is cancelled without proper notification means there is one less ride available for another passenger. Reducing no shows and insufficient notices will help other passengers get the rides they need.

A “No Show” is when a passenger does not take a scheduled ride and does not notify us in advance. If we do not receive notification that a passenger will not be taking their ride by the time our driver arrives at the pick-up location, the ride will be marked a No Show.

“Insufficient Notice” is when a passenger cancels a ride, but fails to give enough notice for the ride time to be offered to another passenger. Ride cancellations must be made by 3pm the day prior to the reservation by calling (805) 681-1181. Any ride cancelled after 3 pm the day prior will be marked Insufficient Notice.



# CARING TOGETHER

Caring for a loved one over 60?



**Family Service Agency is here for you.**

**CaringTogetherSB.org - 805.965.1001 ext. 226**



A PRIVATE NONPROFIT

Community  
Action  
Commission  
OF SANTA BARBARA COUNTY

Serving Santa Barbara County since 1967

## Join us for lunch



Senior lunches are available! Monday through Friday seniors can enjoy a nutritious, hot, noon meal in the company of fellow seniors. A small donation is suggested, but no one is turned away. We also deliver daily meals to homebound seniors.

**For more information please call:**

**South County 805-683-4458 • North County 805-925-3010**



Our policy for No Shows and Insufficient Notices is as follows: Passengers with three or more No Shows or Insufficient Notices in one month will receive a written warning. Passengers with six or more No Shows or Insufficient Notices during three consecutive months will receive a seven day suspension. Passengers with three or more No Shows or Insufficient Notices within one month of first suspension or six within three months of first suspension will receive a one month suspension. All suspensions after the first suspension will be for one month. Subscription riders will lose their subscription privileges for one month after three or more No Shows or Insufficient Notices in any given 30 day period.

This policy does not apply to passengers who have missed a ride due to unexpected circumstances such as a medical delay, local emergencies, inclement weather, etc.

In all cases, before suspending service, written notice will be sent of the proposed suspension along with instructions for appeal. All appeals must be received within 30 days of the mailing date of the proposed suspension. If no appeal is received or an appeal is not granted, the suspension will begin 30 days from the mailing date of the proposed suspension. While a passenger is suspended, they may not make reservations or take rides. All reservations made for the suspension period will be cancelled.

Before reinstating service, a passenger must have paid all money owed. If you have any questions about Easy Lift's No Show and Insufficient Notice policy, please contact the office at (805) 681-1181.

## Santa Barbara County 2-1-1 Health and Human Services Helpline

2-1-1 is an easy to remember Health and Human Service phone number connecting you to resources tailored to your needs and circumstances. We take into account accessibility, eligibility requirements and other factors.

2-1-1 is Free, Confidential, and available 24 Hours Day 7 Days a Week in 150 Languages.

What happens when you dial 2-1-1?

When you dial 2-1-1, you will speak to one of our live representatives. We will ask you some questions about yourself and your situation. The call is a confidential conversation; we will use your answers to determine the best resources for you. You will be provided accurate information on various programs available in your city.

What is the difference between 2-1-1, 9-1-1 and 4-1-1 phone numbers?

- 2-1-1 Community Health and Human services
- 9-1-1 life threatening emergency services
- 4-1-1 Business directory

Dial 2-1-1 to find Health and Human Services including:

- Senior Services
- Food Assistance
- Counseling
- Housing
- Legal Assistance
- Health Care

And much more ...



Visit us at: [www.211sbco.org](http://www.211sbco.org)

# **HOURS OF OPERATION**

## **When Can I Ride?**

Easy Lift operates Monday through Friday from 5:25 am to 12:30 am; first pick-ups are around 5:50 am and last pick-ups are around 11pm going to Santa Barbara or Goleta and 10:45pm going to Carpinteria. On Saturdays, we operate from 6:00 am to 11:20 pm; first pick-ups are around 6:30 am and last pick-ups are around 10:30 pm. On Sundays, we operate from 6:20 am to 10:20 pm; first pick-ups are around 6:50 am and last pick-ups are around 10 pm. Please check with our office to verify holiday hours.

## **When Can I Call?**

Our reservation lines are staffed seven days a week: Monday - Friday from 8:00 am to 12:00 pm and 1:00 pm to 5:00 pm and Saturday - Sunday 8:00 am to 12:00 pm and 1:00 pm to 4:00 pm. We are closed during the noon hour. Please check with our office to verify our holiday hours for the reservation line.

Easy Lift works on a first call, first serve basis; therefore, in order to give all of our passengers an equal chance to schedule a pick up, we must limit your reservations to two round-trip reservations or one three-way reservations per call. If you need to make more than two reservations you may make multiple calls in one day.

## **EASY LIFT FARES**

While a passenger pays \$3.50 to ride Easy Lift, the actual cost to Easy Lift of transporting someone is around \$53.00 per trip! This includes the cost for reservation staff, the driver's pay, fuel, maintenance, insurance for the vans, etc. Fortunately, our community is committed to supporting specialized transportation for senior citizens and people with disabilities.

## Casa Rhoda

Enjoy the comforts of HOME....  
There is no place like "Casa Rhoda"

Casa Rhoda 1, 2, 3, & 4 are licensed residential care facilities providing assisted living for the elderly in Santa Barbara, California. Four lovely Casa Rhoda homes can accommodate ambulatory, non-ambulatory, Alzheimer's, dementia, and hospice care. Special services can be extended to insulin dependent diabetics, catheter care, ostomy care, wound care, and much more... Licensed vocational nurse on-site, registered nurse on-call, and doctor on-call for house visits.

The homes are lovely, accommodating, private residences with sunny patios and an abundance of flower gardens. They are located in a peaceful secure residential neighborhood close to a major shopping center and quiet parks.

"Casa Rhoda was by far the best Assisted Living care home for my father that he lived in the last seven years of his life."  
John Bishop Jr.

"We chose Casa Rhoda after visiting at least ten other facilities in Santa Barbara. We have been grateful for the tremendous care our mother has been receiving from the healthy meals to the friendly attentive caretakers. It truly is a special place."  
The Louie Family

Please call for a tour and additional information.  
Rhoda Ann Demonteverde, Administrator / LVN, (805) 252-5836  
[www.casarhoda.com](http://www.casarhoda.com)

## **How Much Does it Cost to Ride?**

The fare to ride on an Easy Lift van is \$3.50 in cash for each one-way trip. Ride tickets may also be purchased in advance. Ride tickets are \$32.50 for a book of ten tickets. Drivers are not able to make change, so it is important that passengers have the exact fare or a ride ticket.

## **How to Purchase Ride Tickets**

Ride tickets are sold in books of 10 for \$32.50, a 9% discount over the regular price. We have four convenient ways to purchase tickets: (1) online; (2) by mail; (3) by phone; or (4) in person. Ticket purchased online, by mail or by phone are mailed within 1 day of receipt of your order. Tickets cannot be purchased from drivers.

1. To purchase tickets online you'll need a PayPal account and a major credit card, please visit [www.easylift.com](http://www.easylift.com).
2. To purchase tickets by mail, please send a note indicating how many books you would like to purchase and a check payable to Easy Lift Transportation, 53 Cass Place Suite D, Goleta, CA 93117.
3. You may also purchase tickets by phone with your Visa or MasterCard. Call us at (805) 681-1181.
4. If you would like to have your tickets immediately, you may come into our office Monday through Friday from 8am to 12 noon and 1pm to 5pm to purchase tickets with check, money order, or Visa/MasterCard. The office is not open to the public on weekends. Our office is located at 53 Cass Place Suite D in Goleta. We are 100 feet from the Santa Barbara Airport tower facing Firestone Road, which runs parallel to Hollister.

## **HOW EASY LIFT SCHEDULES YOUR RIDE**

On average, a ride can last about twenty minutes. However, the amount of time it takes to travel from your home to your destination is only one part of the trip. First, the van must travel from its last drop-off point to your home. Keeping this travel time as short as possible is absolutely necessary for Easy Lift to run efficiently.



LATINO ELDER OUTREACH NETWORK

LEON

SANTA BARBARA COUNTY

Recognizing and meeting the needs of elder Latinos in  
the Santa Barbara County.



Ayudando a los Adultos Mayores de la Comunidad Latina  
en el Condado de Santa Bárbara.

For more information contact:  
[LEONsantabarbara@gmail.com](mailto:LEONsantabarbara@gmail.com)

(805) 699-6281

**Se Habla Español**

## **Ride Windows**

When you call to make a reservation you will be given a 30 minute pick-up and drop-off window time. For example, if you need to be somewhere by 9am, your window time will be between 8:15 and 8:45am. We will offer the best window time possible to get you to your destination on time. You can call the day of your ride 5 to 10 minutes before the beginning of your window to get a better estimated pickup time. We will radio the driver to determine their ETA.

## **Why does Easy Lift use Ride Windows?**

Easy Lift schedules using a half-hour pickup window because it allows us to provide more rides to more passengers with fewer ride denials and saves on fuel and driver time. Generally passengers are given pick up windows very close to what is requested. In fact, the ADA requires that Easy Lift offer times within an hour of what is requested. However, Easy Lift is a community transit system (not a taxi service) and passengers should be prepared to share rides with other clients and accept flexibility in pick-up and drop-off times.

## **PICK-UP AND DROP-OFF PROCEDURE**

To ensure that your trip goes smoothly, Easy Lift has developed the following pick-up and drop-off procedures. Some passengers have additional needs and may arrange for “additional assistance” in advance. For more information, see “How Drivers Will Assist You.”

### **Where to Wait**

Easy Lift provides curbside-to-curbside (with additional assistance as required) service. Therefore, the driver will wait for a passenger at the curb of a public street, in front of or as close to the rider’s house, building, or other safe designated pick-up location as possible.

"Casa Rhoda was by far the best Assisted Living care home for my father that he lived in the last seven years of his life."

John Bishop Jr.

# Casa Rhoda

Enjoy the comforts of HOME with care, love & compassion

## Specialities

24 hour assisted living care  
LVN onsite, RN on call & Drs. on call for home visits  
Alzheimer's, dementia & hospice accomodations  
Individualized care  
Diabetic care management  
Ambulatory & Non-ambulatory

**Please call for a tour and more information**

Rhoda Ann Demonteverde, Administrator / LVN  
(805) 252-5836



For drop-offs, the driver will drop the rider off at the sidewalk or another safe waiting area next to the curb of a public street, in front, or as close to the designated drop-off location as possible. Unless a passenger has arranged for special assistance in advance, the rider must be waiting at the sidewalk, or at another safe waiting area in front of or as close to the entrance of the pick-up location as possible.

Easy Lift will ensure that the service available to each passenger actually gets the passenger from his or her point of origin to his or her destination point. However, drivers are not allowed to negotiate multiple stairs, carry packages or purses, enter private homes, or go beyond the ground floor lobby of office buildings or care facilities.

### **Apartments, Office Complexes, and Shopping Centers**

Easy Lift has designated standard pick-up and drop-off sites at major activity centers and certain destinations such as large medical centers, malls, college and university campuses, and many nursing homes. If a rider schedules a trip to one of these destinations, the reservationist will tell the rider where the pick-up point is located and the rider will need to wait at that location for the van.

### **Nursing Homes, Adult Programs, and Day Care Centers**

Passengers picked up at nursing homes, adult programs, or day care centers must be present when the Easy Lift van arrives. Drivers are not permitted to go beyond the ground floor lobby of care facilities, or go into rooms to pick up riders. Nursing homes and day care centers must have facility personnel ready to assist the passenger, if necessary.

### **How Long Must a Rider Wait**

Sometimes our vehicles may arrive early or late due to traffic or other unforeseen circumstances. It is important to be ready at least 5 minutes before the beginning of your window time. If your driver is 5 minutes outside of your window time, you should contact the office (805-681-1181) to determine their ETA.

## DASH PROVIDES IN-HOME URGENT CARE FOR SENIORS

*DASH (Doctors Assisting Seniors at Home)* provides urgent care services to Santa Barbara seniors in their homes. According to one of the founders, Dr. Michael Bordofsky, “*DASH* is geriatric care meets house calls, while also meeting urgent care needs.”

*DASH* has proven to be a valuable resource for those who are too ill to get in to see their own doctors in a timely manner or are just too sick to leave their homes.

If you are enrolled in *DASH* and feel ill, you simply call *DASH*. Within one to two hours, a Registered Nurse or Nurse Practitioner comes to you. They evaluate your symptoms and communicate with the on-call physician, who may also visit. Nurses carry many common medications, so treatment can often begin right away.

*DASH* is meant to supplement, not replace your own doctor. The *DASH* team communicates with your doctor at the time of your enrollment, and provides updates whenever *DASH* treats you.

To enroll in *DASH*, you must be at least 60 years old, live in Santa Barbara, Goleta, Montecito or Summerland, and have an established relationship with a primary care physician.

So if you wake up with a cough, fever, bladder infection, stomach flu, or unusual rash, simply call *DASH*. You don't have to worry about trying to get a doctor's appointment or finding transportation to urgent care. Help is on the way to you.

*DASH* provides services from 7 AM to 7 PM, 7 days per week. It's affordable with a low monthly cost—and for seniors living in low-income housing or receiving Medi-Cal, *DASH* is offered at no cost.

For more information or to enroll in *DASH*, visit [www.dashsb.com](http://www.dashsb.com) or call 617-0049 to set up an appointment.

**DASH**  
Doctors Assisting  
Seniors at Home

## **How Long the Driver will Wait for Passengers**

When the vehicle arrives, passengers need to board the vehicle within five minutes of its arrival. For example, if your driver arrives at 1:45pm and you do not board the bus by 1:50 pm, the driver will leave and the ride will be marked a no-show.

## **How Drivers Will Assist You**

It is important to realize that Easy Lift is a non-profit provider of transportation services, and that our drivers are not trained or equipped to be personal care attendants. However, Easy Lift drivers may assist riders getting on and off the vehicle. They may also escort a rider to and from the sidewalk or another safe waiting area located next to the street, the lobby of an office complex, the front door of a residence or the ground floor of a multi-story building. Please let the reservationist know if you require additional assistance beyond the curb. If a rider is unable to use the steps to board the van, the driver will board the passenger using the wheelchair lift.

## **Securement on Board**

Easy Lift will make all attempts to secure wheelchairs. However, if the wheelchair exceeds normal size, the driver may ask the rider to transfer to a seat, as it may be difficult to safely secure the passenger within the mobility device. Passenger safety is our first and foremost concern.

Easy Lift requires that all riders use seat belts. Drivers may assist riders with their seatbelts, if requested, and drivers will also secure the tie-downs for a wheelchair passenger. If a rider is traveling with a child who is 4 years of age or younger, or weighs 40 pounds or less, then they must supply a “hook up” car seat. Children 8 or younger and under 4’ 9” in height must use a booster seat. Easy Lift does not supply car seats or booster seats, they must be provided by the passenger.

## Introducing LEON

LEON (Latino Elder Outreach Network) is a collaborative group of individuals who come together each month to coordinate efforts on behalf of Latino elders. We operate under the umbrella of the Adult and Aging Network, which is an advisory body to the Santa Barbara County Board of Supervisors.

LEON acts as a clearinghouse for information, data gathering and best practices related to the needs of Latino Elders. Our goal is to engage and empower the Latino community, and to educate the public about the needs of, and resources available to Latino elders. Current membership includes representatives from public, private and non-profit agencies.

For more information about LEON, contact:  
LEONSantabarbara@gmail.com  
805-699-6281





## **Multiple Stops**

Drivers **are not** allowed to make multiple stops. If you would like to stop off at a separate location before your final destination, this is considered a separate ride and must be scheduled in advance.

## **RIDING THE VAN**

### **Friends, Companions, and Personal Care Attendants**

Companions/guests may travel with passengers provided that there is space available, and companions/guests are charged the same fare as the rider. There may only be one companion/guest in a wheelchair or scooter, or two ambulatory companions/guests. Personal care attendants are not required to pay the fare as long as they are traveling with an eligible rider. Please be sure to notify the reservationist that an additional passenger will be traveling with the rider during the trip, since seats are subject to space availability.

### **Transportation of Packages and Animals**

Riders who wish to transport more than two bags of groceries (or anything else) are required to provide a transportable cart. Drivers cannot carry packages. Riders may travel with a service animal, defined as a guide dog, signal dog, or other animal trained to work or perform tasks for persons with disabilities. Please inform the reservationist if a rider plans to travel with a service animal.

### **Entering & Exiting the Vehicle**

Safety is our utmost concern. As a result, drivers will assist all passengers entering and exiting the vehicle. In addition, if there is more than one passenger per vehicle, please wait until the driver is ready to assist you before trying to enter or exit the vehicle on your own. This applies to passengers, caretakers and children (basically anyone entering or exiting the vehicle).

## **Seat Belts**

Seat belts must be worn at all times. Seat belts may not be pulled away from the chest or worn inappropriately, and seat belts must remain fastened until the van has come to a complete stop and the ignition has been turned off. If you are unsure when it is okay to unfasten your belt, please ask the driver.

## **Transporting Oxygen Tanks**

All the tanks must be firmly secured before the passenger can be transported. Tanks may be secured to wheelchairs, but Easy Lift staff will need to confirm that the installation is safe. Otherwise, Easy Lift can only safely transport small tanks. If you will be riding with an oxygen tank, please be sure to mention this to the reservationist when you book your ride.

## **Driver Appearance and Rules of Conduct**

Easy Lift drivers must be uniformed and participate in an intensive training period. Drivers also undergo a thorough background check through the Department of Motor Vehicles and drug testing. Drivers have the authority to refuse transportation to any passengers who are disruptive, abusive, or refuse to wear their safety belts.

## **OFFICE LOCATION & DIRECTIONS**

Our office is located at 53 Cass Place Suite D in Goleta. We are 100 feet from the Santa Barbara Airport tower facing Firestone Road, which runs parallel to Hollister. Our office entrance is just past Cass Place and has a front lawn and parking spaces. Our sign is on the building. For detail directions, please call (805) 681-1181 and speak to a representative.

## **OTHER SERVICES OFFERED BY EASY LIFT**

### **Easy Lift Mobility Training Service**

To provide transportation options for seniors and the physically challenged, Easy Lift created our Mobility Training Program. Our mobility trainer will work one-on-one with individuals to teach them such skills as how to read and use the MTD bus schedule, where to catch the MTD bus they need, and so on. Our trainer will even ride with program participants on a repeated basis until they feel comfortable navigating the fixed route bus service on their own.

### **Contract and Charter Services**

Easy Lift's Dial-A-Ride program is dedicated to service individuals living independently. It is not expressly designed for group homes and/or programs desiring transportation of their clients/residents for programs or recreational purposes. Organizations needing to get clients to activities can meet their transportation needs by contracting with Easy Lift for service. We offer special group rates, usually billed by the hour, which vary depending upon the logistics involved.

If more than two people (not including approved attendants) wish to travel to and from the same location/destination, they are required to use either contract or charter service.

Unlike Dial-A-Ride, contract transportation may be pre-scheduled on a recurring basis for whatever duration may be required. Contract and charter services are scheduled subject to availability.

### **Project Safe Streets**

Many organizations operate their own vans but have no way to train their drivers. Through our driver trainer, East Lift's Project Safe Streets program provides training tailored to meet each agency's specific needs.

## HOW WE STAY IN TOUCH

### Passenger Newsletter and Survey

It is our goal at Easy Lift to maintain the highest standards of customer service and rider satisfaction. One way we accomplish this is by sending periodic newsletters and passenger surveys to each of our riders. This way we can keep you informed, and it also gives our riders an opportunity to provide us with valuable feedback.

In an effort to become more eco-friendly, please sign up for our electronic mailing list at [www.easylift.org](http://www.easylift.org)

## COMMUNITY SUPPORT

Easy Lift Transportation has relied upon the generosity of the local community to sustain its service to the south coast for twenty-five years.

Opportunities for charitable giving can be in the form of:

- Cash donations via check or credit card.
- Bequests naming Easy Lift in a will or living trust
- Donation of securities
- Charitable trusts

You are encouraged to consult your tax advisor when considering making any charitable contribution. All donations are very much appreciated and necessary to support the continued operations of our charitable organization. Please contact our Executive Director at (805) 681-1410 if you would like to discuss a contribution to Easy Lift Transportation. We will be happy to talk with you and your financial advisor about the different opportunities for charitable giving.

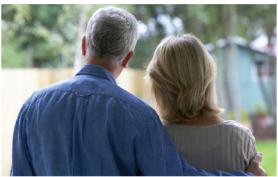
To make a donation online, please visit [www.easylift.org](http://www.easylift.org). For donations by mail, please send your check payable to Easy Lift Transportation to 53 Cass Place, Suite D, Goleta, CA 93117.

Thank you.

# hospice

OF SANTA BARBARA, INC.

*A Volunteer Hospice Organization*



*Our mission is to care for anyone experiencing the impact of a life-threatening illness or grieving the death of a loved one.*

## **Hospice of Santa Barbara services include:**

**Professional Counseling:** Individual therapy and support groups for loved ones experiencing a loss.

**Patient Care Services:** Comprehensive continuum of care, providing care management, palliative care, spiritual care and volunteer services to meet the immediate and critical needs of those living with a life-threatening illness.

**Children and Family Services:** Professional grief counseling for children and teens on area school campuses and at our main office.

To learn more, or to schedule an appointment, please call **(805) 563-8820**  
or visit our website: **[www.hospiceofsantabarbara.org](http://www.hospiceofsantabarbara.org)**

All Hospice of Santa Barbara services are free of charge  
and available in English & Spanish



*Get Connected. Get Answers.*

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