TAIV is a 501 (c)(3) Non-Profit Organization serving the City of Tomahawk and Towns of Bradley, Birch, Harrison, King, Irma, Nokomis, Ogema, Rock Falls, Skanawan, Somo, Spirit, Tomahawk and Wilson, in the northern part of Lincoln County and parts of Oneida and Price County, Wisconsin.

*(Services are dependent on volunteer availability)*

**Our Mission**

To provide respectful, non-medical, non-professional volunteer assistance to seniors, temporarily home-bound, or the disabled of any age, so they may remain living with dignity in the residence of their choice for as long as feasible.



*Tomahawk Area Interfaith Volunteers, Inc. is a member of*

*WI Faith in Action Network*

*This project is funded in part by the Federal Transit Administration (FTA) as authorized under 49 U.S.C. § 5310 Enhanced Mobility of Seniors and Individuals with Disabilities (CFDA 20.513)*

**TOMAHAWK AREA INTERFAITH VOLUNTEERS, INC.**



**Rider Policies and Waiver Handbook**

TAIV

602 S. Tomahawk Ave.

Tomahawk, WI 54487

Ph: 715-453-8200 / Fax: 715-453-0890

Email: taivcaregivers@hotmail.com

Website: taivnorthernwi.org

The TAIV Rider Program is designed to provide transportation to TAIV’s service area residents who have no other means of transportation available to them. TAIV’s Rider Program is for non-emergency use only. Vehicles do not contain the necessary medical equipment or trained personnel to cover emergency situations. In case of emergency, call 911.

**To Get Started:** All riders must review, complete and submit Rider Application and Riders Policy & Waiver Handbook agreement.

**Schedule a Ride:** Riders must call 48 business hours in advance to request a ride. Rides will be scheduled based on Volunteer Driver availability and cannot be guaranteed. **ALL TRIPS MUST BE MADE THROUGH THE TAIV OFFICE.**

**Pick Up/Wait Time:** Rider should be at the designated meeting place at least 15 minutes prior to their scheduled departure time. Riders are expected to wait for all other riders to have completed their appointments before returning. The vehicle will begin the return trip when all riders are loaded.

**Fares:** TAIV’s Rider Program is a free service provided to those elderly and disabled in our service area. A free-will donation is always welcomed and may be sent to: TAIV, 602 S. Tomahawk Ave., Tomahawk, WI 54487

**Rules:** Seatbelts must be work by all passengers requesting transportation from TAIV. Smoking is not permitted in the transportation vehicle.

**Denial of Ride:** Transportation may be denied for a six month period to anyone who is a “no show” three times within a six-month period. A “no show” occurs when a two hour minimum cancellation notice is not given or when a rider does not appear at the pick-up location. Other reasons for denial may be as follows, but not limited to:

* Vehicle is full or volunteer driver is not available.
* Passenger is disruptive, abusive or under the influence.
* Inclement weather and/or snow/ice are not properly removed in area of travel.
* Unsafe situation for the driver or rider (based on driver discretion).
* Passenger refuses to follow rules such as no smoking, refuses to wear a seatbelt, or does not maintain a clean/safe environment.

*It is impossible to list all situations.* ***TAIV reserves the right to take appropriate action on a case-by-case basis should a situation of questionable conduct occur.***

**Driver Assistance:** TAIV offers door-through-door service. Our drivers are trained to assist the riders throughout the entire appointment as needed.

**Program Contact Information:**

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