

Rossmoor's StairTrac Service

988-7899

StairTrac services are authorized by the Golden Rain Foundation Board of Directors and provided by specially trained Public Safety Staff. The StairTrac is a device that will move a wheelchair up and down stairs. This service is for residents and their guests who are unable to walk up and down exterior stairs. Requests should be made 15 minutes prior to need and services will be provided as soon as possible, but based on officer availability, delays may occur. Appointments for specific times are not accepted.

Guidelines for use:

1. Users should have a wheelchair that is compatible with the StairTrac device. If the user's wheelchair is not compatible, a compatible wheelchair may be available. Lift assists and wheelchair transfers are not provided as part of the StairTrac service.
2. Users must weigh 210 or less.
3. If the conditions for use of the StairTrac device will create a dangerous situation, Public Safety Staff has the discretion to refuse service.
4. Users must sign a waiver prior to each use.
5. StairTrac is limited to 20 assists per manor per calendar year. One (1) assist defined as a use up or down a staircase.
6. StairTrac service is available 7 days a week from 9:00 am - 5:00 pm.