

# TRANSPORTATION

## HUMAN SERVICES DEPARTMENT ELLINGTON SENIOR CENTER

### OVERVIEW

Since 2001, the Ellington Senior Center has provided transportation services to residents at least 60 years old as well as to residents who have a disability and are at least 18 years old. Individuals who are disabled must provide a copy of their benefit award letter from the Office of Social Security Administration.

Transportation services are offered to residents by trained drivers who carry a current CDL drivers' license. Rides are scheduled for medical appointments, nutrition, social and recreation programs. Individuals can reserve rides for weekly grocery shopping to the Ellington Big Y or Stop & Shop in Rockville. Daily rides to the Senior Center are available for social events, recreational activities and/or to attend the meals program. The "*Ellington Medical Appointments Transportation Services*" (**EMATS**) program offers residents rides to non-emergency medical appointments.

For more information about programs and activities at the Senior Center you can visit the Senior Center website at <http://seniorcenter.ellington-ct.gov>

### REGISTRATION

#### **Registration Packets Include**

1. Applications Required:
  1. **Registration Form-** Application/Waiver
  2. **FORM 5-** Additional application required; if you need transportation for medical appointments under the **EMATS- Ellington Medical Appointments Transportation Services applications.**
2. Policy and Procedures Guidelines
3. Newsletter and/or Brochure
4. Envelope- self- addressed to Ellington Senior Center Transportation Office

### PROCEDURES

A Registration Form (application) must be completed annually and returned to the Senior Center by mail. An annual donation of \$30.00 is suggested for transportation services. Mail completed application and suggested donation payable to the "Ellington Senior Center Transportation Program" in provided envelope. You will be notified once your application is received.

If you are also applying to the **EMATS "Ellington Medical Appointment Transportation Services"** program an additional application, Form 5-Consumer Registration Form is required.

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The **EMATS** program is partially funded by a grant award from North Central Area Agency on Aging, Inc., “...funded in part by the *Older Americans Act (OAA)*”. **EMATS** provides transportation services for non-emergency medical appointments within a 30 mile radius. Transportation is offered for doctor and dental appointments and rehabilitation services only. There is a first-come, first-serve policy. One hour is allowed for standard medical appointments. A suggested donation of \$3.00 per round trip is appreciated.

Medical Transportation requests must be reserved at least 48 hours in advance. A Transportation Secretary is available Monday through Friday between the 9:00am to 12:00pm to take your request at (860) 870-3133. Rides are scheduled Monday through Thursday between the hours of 9:00am to \*1:30pm; on Friday between the hours of 8:30am to 10:30am. . **\*For medical appointments not in the local area, the last appointment time is 12:30pm.**

Drivers do not wait with you for your visit. Drivers will return to pick you up at the designated time allotted. Transportation is not offered for outpatient procedures. No transportation services are offered for patients in nursing homes, rehabilitation centers or hospitals.

## GUIDELINES

- Cancellations must be made at least 24 hours prior to scheduled ride.
- Clients must be able to access and exit the vehicle at street side. Curb to curb service is the standard service. A companion is recommended to accompany you if further special assistance is required for your safety. The Senior Center **does not** provide companions.
- Riders must be ready 15 minutes prior to pick up time.
- Driveways and walkways must be kept clear of all obstacles, debris, snow and ice.
- Grocery Shopping-1 hour 15 minutes is allowed. Maximum of 3 grocery bags per person.
- Maple Street Kitchen- shuttle service provided for 12:00 pm meal.
- No offensive behavior or language is tolerated.
- No smoking.
- Appointments must be made with the transportation secretaries and not the drivers.
- Clients must be physically clean, well groomed, and take steps to prevent and/or address problems of offensive odors due to personal hygiene, overpowering perfume, after shave or cologne.
- Individual(s) will comply with safety procedures. Safety comes first for riders and drivers, therefore, adjustments can be made to secure safety.
- Inform transportation office if changes to your registration form occurs during the year.

## NONCOMPLIANCE

- Staff have the right to deny rides to an individual who does not comply with the Policy Guidelines.

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- Three (3) cancellations with less than 24 hours' notice or "no shows" (when driver arrives at your destination and you do not take transportation) will incur a suspension of transportation services for one month.
- One (1) noncompliance with any other guideline will incur a suspension of transportation services for one month.
- Repeated noncompliance with the guidelines may incur a suspension greater than one month.

You will be notified in writing by the Senior Center Director of any suspension for transportation services.

## RIGHTS TO APPEAL

You have a right to appeal a decision made to your transportation services if you consider the decision unfair or not justified. Make the appeal in writing within one week of your notification and submit to: Sheila Grady, Senior Center Director, P.O. Box 187, 40 Maple Street, Ellington, CT 06029

## WEATHER CONDITIONS/UNFORESEEN CIRCUMSTANCES

The Senior Center staff have the right to cancel or postpone scheduled rides because of hazardous weather, road conditions or weather forecasts. The Senior Center follows the same schedule for delayed openings, closings and early dismissals as does the Ellington Public Schools. Stay tuned to local television channels 3, 8 and 30 for up to date notices and delays.

Riders must be mindful that pick up time can be delayed depending on unforeseen circumstances (weather, road conditions, traffic, vehicle malfunctions, drivers unable to report to work and or any other unexpected delays).