



TRANSPORTATION HANDBOOK

Ellington Senior Center



Eligibility:

Curb-to-curb round trip transportation is available to Ellington residents, age 60+ or to individuals age 18+ on Social Security Disability.

Participants must be independent and oriented, or have an adult aide or companion. Drivers cannot assist individuals in or out of their homes/destinations. Drivers will assist passengers who are unable to use the stairs onto the lift and into the bus. All passengers are expected to follow the rules & regulations written within the Ellington Senior Center Handbook, available in print and on our website.



40 Maple Street, Ellington, CT 06029



55 Main Street, PO Box 187, Ellington, CT 06029



860-870-3133



seniorcenter@ellington-ct.gov



seniorcenter.ellington-ct.gov



Registration:

Complete the **Ellington Senior Center Membership Form** and **Form 5**, available on our website or pick up in person at the Ellington Senior Center.

Passengers under 60 years of age who are eligible for transportation based upon disability are required to provide proof of Social Security disability with their registration forms.

Completed forms may be mailed, dropped off, or emailed to the Ellington Senior Center Transportation Coordinator.



Cost:

A suggested annual donation of \$30.00 and \$3.00 per ride is appreciated. Cash or checks, payable to 'Ellington Senior Center' are accepted and may be given directly to drivers.

Transportation Services are provided for:

- Grocery Shopping
- Local Errands
- Medical Appointments (we do not provide rides for outpatient procedures)
- Senior Center Activities & Events



Scheduling Rides:

Rides may be scheduled by phone or email.

Rides are scheduled on a first come, first served basis.

Medical rides take precedence.

Be prepared to give the following information when scheduling a ride: appointment date, time, address, and estimated length.

Passengers will be given a scheduled pick-up and return ride home time and must adhere to the schedule. Extra boarding time will be given to passengers who require it.

A 24-hour cancellation notice is required.

Passengers will receive a reminder call one day in advance of their scheduled ride.

"NO SHOW" POLICY:

If a client is not ready on time, the driver will call the provided number and is instructed to wait 10 minutes before considering the client a "no-show". Three or more last minute cancellations, or no-shows, will result in a suspension from the service.



Hours of Operation for Transportation Services:



8:45 AM – 3:30 PM



8:45 AM – 3:30 PM



8:45 AM – 3:30 PM

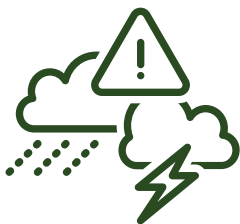


8:45 AM – 3:30 PM



8:45 AM – 12:00 PM

Transportation services follow the Ellington Senior Center schedule and do not operate on weekends or holidays.



Inclement Weather:

Rides may be canceled due to unsafe conditions.

Client driveways and sidewalks must be cleared of ice, snow, or debris. Driver has the right to refuse ride if driveway and sidewalks are deemed unsafe.



Grocery Shopping:

Rides for grocery shopping are given on Tuesday mornings, pick-ups beginning at 8:45 AM (3 bag & 1 hour shopping limit).



Local Errands & Activies:

Rides are available to the bank, library, post office, Ellington Senior Center, etc. Medical rides do take precedence.



Know Before You Ride:

- No smoking.
- Passengers must have good hygiene.
- No excessive colognes or perfumes.
- Vehicle passageways must be kept clear of obstacles.
- No offensive behavior will be tolerated.
- Seatbelts are required.

Winter Weather Policy:

If the Ellington public schools are closed or delayed, so are Ellington Senior Center transportation services.



Medical Rides:

Transportation is provided for appointments in the following towns: Ellington, Enfield, Farmington, Hartford, Manchester, Newington, Somers, South Windsor, Stafford, Tolland, and Vernon.

We do not provide rides for outpatient procedures.

Medical appointments must be scheduled between the hours of 8:45 AM and 2:30 PM.

Passengers using respirators or oxygen tanks are responsible for ensuring they are properly secured.

Passenger is responsible for communicating with the Ellington Senior Center if an appointment is running late.

Medical rides are partially funded by grants received from the Connecticut Department of Transportation and North Central Area Agency on Aging, "funded in part by The Older American's Act".



Wheelchairs must be equipped with seatbelts and footrests and be properly secured. The wheelchair lift weight limit is 800 lbs.



Service Animals:

It is the policy of the Ellington Senior Center to allow individuals with disabilities to be accompanied by their guide dog or service animal.

A service animal is one that is individually trained to do work or perform tasks for an individual with a disability. Emotional support animals and pets are not considered service animals under the Americans with Disabilities Act.

Riders must maintain control of their service animals at all times.

The service animal must remain on a leash, harness, or tether unless it interferes with the animal's work or the person's disability prevents its use.

Service animals must be well-behaved, housebroken, and not pose a threat to others.

Service animals are allowed to sit on the floor or on the rider's lap, but not on seats.

Questions or complaints regarding the service animal policy can be directed to the Ellington Senior Center via mail, email, or by phone.

Notifying the Public of Rights under Title VI Town of Ellington

The Town of Ellington operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Town of Ellington.

For more information on the Town of Ellington civil rights program, and the procedures to file a complaint, contact (860) 870-3100, TRS 711; or visit our administrative office at 55 Main Street, P.O. Box 187, Ellington, CT.

A complainant may file a complaint directly with the Connecticut Department of Transportation by filing a complaint with the Office of Contract Compliance, Attention: Title VI Coordinator, 2800 Berlin Turnpike, Newington, CT 06111.

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590. If information is needed in another language, contact (860) 870-3100.

Americans with Disabilities Act policies are available in writing at the Ellington Senior Center as well as on our website at:

<https://seniorcenter.ellington-ct.gov/transportation>