

TOWN OF COHASSET
COHASSET ELDER AFFAIRS
91 SOHIER STREET
Cohasset, MA

TRANSPORTATION POLICY

Any Cohasset resident 60-years of age or older, and anyone assisting an elderly or disabled person is eligible to ride the vans. Any resident under 60 years of age who is disabled is likewise eligible to ride.

SCOPE

Transportation within 15 miles of Cohasset is provided for medical appointments. In addition, Cohasset offers transportation for local shopping, necessary errands, and cultural/leisure outings as scheduled. Medical appointments can generally be scheduled Monday through Fridays, and for other transportation, a monthly schedule is published in the Cohasset Elder Affairs (CEA) Vista newsletter, The Cohasset Mariner and at the CEA office. Unless it is a miscellaneous "around town trip," unscheduled stops in route will not be made unless they are approved by Elder Affairs.

Transportation is provided door-to-door, unless otherwise specified. All rides are on a first come, first serve basis, and when we are unable to accommodate a request, we will attempt to make alternative arrangements. Individuals requesting medical transport should give as much notice as possible. Rides with less than 24-hour notice may not be accommodated. Medical appointments should be made for morning or early afternoon. We do not provide medical transportation for emergencies. Such requests should be directed to 911.

EXPECTATIONS/RULES OF CONDUCT:

- Van passengers shall respect the rights of others and not harass or annoy other passengers, or the driver. Conversation between the driver and the passengers should be kept to a minimum. At no time should drivers or passengers discuss any topic which may be deemed a sensitive topic to others, and *must refrain from discussing other passengers, confidential topics, or subjects which may incite controversy*. Please show respect for all personal views. Van passengers are to respect the rights of other passengers and refrain from any harassment or annoying behavior.
- For the health of all drivers and passengers at no time should a passenger with a known communicable condition ride the van. CEA clients and drivers should abstain from riding in or driving the van until they are no longer contagious.
- Seniors must provide the office with all necessary information as soon as a medical appointment is made. Information is to include: date, time, location and approximate time needed at the appointment. There may be times when more than one party will be traveling, and the needs of each party must be taken into consideration. Passengers may have to wait for others to finish their appointments.

All passengers must wear seat belts. This is state law and the driver will not proceed until belts are fastened. Drivers will not assist in fastening seat belts unless specifically requested to do so.

Passengers are expected to travel independently. Drivers will only escort seniors on and off the van. If the senior is unable to travel without help due to physical and or health reasons, a personal care attendant, family member/friend, will be requested to accompany them, however, you must make a reservation for the companion to guarantee a seat.

Passengers are expected to be ready upon pick-up. The van will pick up passengers and return them home unless an exception to these arrangements is made beforehand. If a passenger is unable to keep his/her appointment, we request they cancel as soon as possible so that others may take advantage of the space.

For the safety of both the passenger and the driver, driveways and sidewalks must be accessible. If inaccessible, particularly due to snow or ice, drivers will refuse pick up/drop off.

For shopping trips, the number of bundles is limited to three. Drivers will assist drivers with bundles only as far as the doorway.

Passengers are not to smoke, eat, or drink in the van. Passengers are also required to take trash with them when they exit the van.

At no time will the CEA van stop for the purchase of alcohol.

Out of town trips must serve two or more passengers to be continued. Trips will be cancelled for low ridership.

In the event that Cohasset schools are closed due to inclement weather, there will be no van transportation on that day.

Reservations for rides are made by calling the CEA office at (781) 383 9112.

All medical transport MUST be coordinated with the Services Coordinator or the Transportation Assistant.

DENIAL OF SERVICE

- Cohasset Elder Affairs has the right to deny service to any individual who does not abide by the Expectations or the Rules of Conduct and/or it is deemed unsafe to transport for health and/or mobility reasons.
- If a client is suspected of having a communicable disease that would endanger the health and welfare of others, it is their responsibility to contact their medical provider and provide appropriate documentation to confirm medical clearance to attend senior center activities/programs and use transportation services.