

## ***Westwood Council on Aging Transportation Policies and Programs***

The Westwood Council on Aging seeks to provide safe, efficient transportation to eligible Westwood residents. The COA has two eight-passenger vans that are equipped with wheelchair lifts. This program is coordinated by the Center's Assistant Director and full time Van Driver.

The following policies have been developed to insure the most equitable and efficient use of this service.

***Eligibility:*** Transportation is available to Westwood adult residents, 60 years of age and over and disabled residents, regardless of age. A companion may accompany a senior or disabled resident to a medical appointment. Service is door to door but riders must be able to get to and from the van.

***Hours and Area of Operation:*** Transportation service is in operation Monday through Thursday from 8:30 a.m. to 2:30 p.m. and Friday from 8:30 a.m. to 1:00 p.m. for appointments within a ten-mile radius. A limit of twelve (12) rides per consumer will be available per month.

***Scheduling:*** Medical appointments are given priority scheduling over non-medical transportation. Reservations are made on a first-come, first-served basis. Appointments can be scheduled up to one month in advance and clients are encouraged to reserve the van as soon as they schedule their appointments.

**Reservations must be made a minimum of two days in advance. We are unable to accommodate same-day requests.**

Call the COA at 781-329-8799 to schedule an appointment.

The following information is required to schedule transportation:

- Name, address and phone numbers (home and cell) of consumer
- Date and time of medical appointment or other destination and approximate return time
- Address and phone number of medical provider or other destination
- Whether or not a wheelchair or other assistance will be required
- An emergency contact, if we do not already have one on file.
- A consent and release form must be filled out before riding the van

Please note that there is a 15 minute window for pick up times. We do our best to accommodate everyone in a timely manner, however sometimes things happen which are beyond our control.

**Suggested Donation:** \$3.00 round trip medical appointment and shopping trips  
\$2.00 round trip Senior Center program

## **MEDICAL TRANSPORTATION**

Medical transportation takes priority and is available daily. If a reservation for a medical appointment cannot be scheduled due to a scheduling conflict (another prior appointment is scheduled) then the client may be asked to reschedule the appointment as we may not be able to accommodate the request.

**The transportation program is *not* to be used for medical emergencies. In these situations, contact Emergency Medical personnel by dialing 9-1-1. We also cannot transport individuals to or from medical procedures.**

## **NON-MEDICAL TRANSPORTATION**

**Shopping Trips:** Shopping trips to local department stores are scheduled every other Wednesday. (Please see our bimonthly newsletter for specific dates and destinations.)

**Errands:** Errands within a five mile radius are schedule on Wednesdays alternating with the shopping trips. (Please see our bimonthly newsletter for specific dates.)

**Food Shopping:** Food shopping is scheduled for every Friday morning. Participants are restricted to four shopping bags per person. (Please see our bimonthly newsletter for specific destinations.)

**Programs at the Center** ~ When possible, the van will be available for transportation to Center programs. However, medical appointments take priority.

**Cancellations:** Please call the Senior Center as soon as possible if you must cancel and/or reschedule your reservation for the van.

**Safety:** The use of seat belts will be strictly enforced. Drivers are not allowed to transport individuals who are not belted into the vehicle. Individuals with medical reasons for not wearing seat belts will be exempt from this rule if they furnish a note from their physician to the COA office.

Canes, walkers and other such devices must be secured with the exception of a blind person's cane.

Smoking, eating and/or drinking in the van is not allowed.

We strongly encourage that riders carry a "File of Life" which contains their medical information. These are available at no charge from the COA.

**All passengers must follow the drivers' instructions. Violation of these policies may result in loss of privileges.**

**Inclement Weather:** Van appointments will be cancelled whenever unsafe road conditions exist. When school is cancelled, the Senior Center will be closed and transportation service will be cancelled. Please listen to local radio or TV stations for information as to whether the van will be in operation.

### **OTHER Transportation Opportunities**

"Westfare" Taxi Vouchers are available to income eligible senior and disabled residents who no longer own a car. A client may purchase a maximum of four books of six coupons each month (24 coupons worth \$2.00 each for a purchase price of \$12.00). For details, contact the Senior Center's Outreach Counselor.

The MBTA RIDE is available for frail and ADA Westwood Residents. An application must be filled out (with the MBTA) and rides are coordinated directly with the MBTA. For details contact the Senior Center's Outreach Counselor.

HESSCO out of town rides ~ On a *very* limited basis, HESSCO Elder Services offers rides *outside* of the Center's 10 mile radius van initiative. Rides must be scheduled one week in advance and a \$25 round trip donation is requested. To arrange a ride, call the Assistant Director of the Senior Center.

Rev. 6/2/2016