

Waterford Senior Services Transportation Program

Who is it for?

We provide **curb to curb** transportation to Waterford residents who are sixty (60) years of age and older and to disabled adults.

We also provide transportation to residents of Atria at Crossroads Place, Bayview Health Care, Greentree Manor, and New London Rehabilitation and Care **exclusively** for recreational and social purposes only, and only when available to other Town residents, and subject to the exceptions specified in this document. Transportation will be provided to residents of Atria at Crossroads Place, Bayview Health Care, Greentree Manor, and New London Rehabilitation and Care to Town of Waterford sponsored programs and facilities including those held at the Waterford Community Center, Waterford Public Library, as well as other Town of Waterford buildings, parks, and facilities, but not for medical appointments. (Contact the designated representative in your facility to ask about using this service.)

What transportation services are available to me?

Our service area includes Waterford, East Lyme, Niantic and New London. We take people to physician appointments, outpatient testing, (x-rays, lab tests, etc.), physical therapy, hair salon/barbershop appointments, and errands.

- **Mondays** - Grocery shopping
- **Thursdays** - Shopping and errands other than grocery shopping is available on some Thursdays at various locations in Waterford.
Due to space limitations and to minimize the potential for injuries to our drivers, we ask that passengers limit their purchases to an amount that they can handle on their own. Shoppers should consider using a small, two-wheeled shopping cart for their bags.
- **Fridays** are limited to medical rides and transport to the Community Center.

In addition, transportation appointments can be provided Monday through Friday (except holidays) for events and programs that start after 8:45 a.m. and end by 3:30 p.m., with the exception of an occasional evening program offered by Senior Services. Plan to be ready for pick up one hour before your appointment time.

Arranging Rides

How do I get a ride?

With the exception of residents of Atria at Crossroads Place, Bayview Health Care, Greentree Manor, and New London Rehabilitation and Care, call Senior Services at 860-444-5839. Request to have a registration form mailed to your home or download a form from our website at www.waterfordct.org and click on Departments and then Senior Services.

When should I call for a ride?

We request that you call between 9 a.m. and noon for transportation appointments. The office is open Monday through Friday from 8:00 a.m. to 4:00 p.m. Because reservations fill up quickly, please schedule ride requests as soon as possible. Ride requests are taken on a first come first served basis and medical requests take precedence. If you have a last minute need for a ride, let us know and we may be able to accommodate your request.

Please consider booking all of your appointments for errands, groceries, shopping, and medical appointments on a monthly basis.

When you call for a ride please provide the staff with the following:

- **Date and time of your appointment**
- **Name and address of your physician or destination**
- **Let us know if a companion will be riding with you**
- **Let us know if you require the wheelchair lift**

What if I need a ride for a medical appointment outside of our service area?

With the exception of residents of Atria at Crossroads Place, Bayview Health Care, Greentree Manor, and New London Rehabilitation and Care, requests for medical transportation to towns outside of our service area will either be referred to ECTC (Eastern CT Transportation Consortium) or the Municipal Medical Transportation Grant (MedRide) funded by CT Department of Transportation, or to other transportation services in the area.



What if I use a wheelchair or other assistive equipment to ambulate?

To use the Senior Transportation Service, you should be able to move around independently or with the assistance of a wheelchair, walker, or cane.

If you use a wheelchair and/or you are unable to stand or walk short distances, we have three small buses equipped with wheelchair lifts. If you are able to climb three 12" high steps, our vehicles also have sturdy steps with handrails on each side to help you with boarding the vehicle.

If you need help, drivers can offer a hand or arm for support, but cannot carry your weight. Drivers **cannot lift** or transfer you from a seated to a standing position or lift a wheelchair when you are in it. *If you need more help than an arm for support, a personal care attendant, friend, or relative may be needed to assist you on and off of the vehicle, out of your house and in to your appointment.* Please tell the office in advance if you plan to have a person accompany you on the bus.

Note: If you are dependent on a wheelchair, a barrier free path or ramp that is built according to code is needed for you to get in and out of your house safely.

For safety reasons, we **cannot** transport you if you need immediate medical attention, are sedated or after an inpatient stay. This policy is established to ensure that the Senior Services Department is providing the safest method of transportation possible to residents. Special considerations may be made on a case-by-case basis.

I am on oxygen; can you still take me in the bus?

You can take a portable oxygen tank on the bus. Just be sure that the tank is:

- functioning properly
- secured at all times during travel
- managed by you
- holding an adequate supply of oxygen for the trip

Service Limitations

We suggest you maintain family, friends, and neighbors as back up to our service. In order to have transportation available to all older and disabled residents, it may be necessary to limit the number of rides scheduled per month per person if the demand for rides exceeds the department's resources.

Helping the Service Run Smoothly

- A signed transportation form and waiver must be on file in the Senior Services department before you ride on the bus.
- Rides must be requested through the Waterford Senior Services office staff ***not*** the drivers.
- If you must cancel a ride, the Senior Services department requires as much notice as possible so that we can accommodate other people who need transportation.
- Our vehicles may use your driveway. We ask that the driveway be passable (clear of snow, ice, trees, shrubs, etc.) in order to get to your home.

PLEASE BE READY FOR PICK UP ONE HOUR BEFORE YOUR APPOINTMENT TIME.

Health & Safety

Seatbelts must be worn at all times. Passengers must remain seated until the bus is parked.

Due to confined space on the vehicles and in consideration of other passengers, ***please maintain proper hygiene and refrain from using perfumed products.***

Senior Services may refuse transportation to you if you:

- Engage in violent, seriously disruptive, or illegal conduct, or pose a direct threat to the health and safety of others.
- Are in possession of a weapon.
- Display objectionable conduct (such as, but not limited to, being under the influence of alcohol or illegal drugs, or participating in any form of harassing behavior).

Suggestions or Complaints

If you have a compliment, suggestion, or complaint regarding the bus service, please contact the Senior Services Department by calling 860-444-5839. We strive to provide good service in an efficient and cost effective manner.

Outlined below are the rules and regulations that govern the Waterford Community Center. Those rules have been modified specifically to reflect the transportation program and all passengers are expected to observe them.

1. *Use of the transportation service is for Waterford Residents only.*
2. *Follow Senior Services Staff instructions at all times.*
3. *Smoking/tobacco products, illegal drugs, and alcoholic beverages are prohibited.*
4. *No animals allowed with the exception of service dogs.*
5. *Loitering or use of profanity will not be tolerated.*
6. *Vandalism and defacing of property will not be tolerated. Vandals will be prosecuted.*
7. *Proper attire and shoes are required when using the service. Please keep in mind that other passengers may be on the vehicle with you.*
8. *Staff will collect and hold lost and found items for a two-week period. After that time, items will be donated to a charitable organization.*
9. *Public display of amorous affection is not permitted and will not be tolerated.*
10. *With the exception of water, eating and drinking is prohibited.*
11. *No spitting, chewing tobacco, or gum is permitted in the vehicle.*
12. *The following activities are not permitted and will result in suspension or expulsion from the Senior Services Transportation Program:*
 - A. *Fighting*
 - B. *Stealing*
 - C. *Property Damage/Vandalism*
 - D. *Loitering*
 - E. *Disorderly Conduct*
 - F. *Horseplay*
 - G. *Littering*
 - H. *Verbal abuse of Staff or transportation users.*
13. *We recommend that individuals carry appropriate identification in case of any emergency.*
14. *The Waterford Community Center reserves the right to add, amend, or delete rules as necessary, which will impact these rules as well.*
15. *No candles or incense may be burned in the vehicles.*

Your Rights Under Title VI

The Town of Waterford upholds its commitment to the principles inherent in the Civil Rights Act of 1964, which affirms that discrimination is illegal.

The Town of Waterford in accordance with Connecticut State and Federal law will ensure full compliance with Title VI of the Civil Rights Act of 1964 as amended and related statutes. The Town of Waterford is committed to ensuring that no person is excluded from participation, denied benefits, or otherwise subjected to discrimination under any program or activity or any service rendered to the public, on the basis of race, color, national origin, sex, age, or disability. Further, the Town of Waterford prohibits discrimination in public accommodations on the basis of ancestry, breast feeding in a place of public accommodation, lawful source of income, learning disability, marital status, mental disability mental retardation, physical disability, religious creed, sexual orientation, as well as using a guide dog/training a guide dog.

To request additional information on The Town of Waterford's non-discrimination obligations or to file a Title VI complaint, please submit your request or complaint in writing to:

Lisa L. Cappuccio, Title VI Coordinator
15 Rope Ferry Road
Waterford, CT 06385

Complaint forms can be obtained online at the Town of Waterford website www.waterfordct.org or in person at the:

Senior Services Department
Waterford Community Center
24 Rope Ferry Road Waterford, CT 06385

**The Town of Waterford Complies with
The Americans with Disability Act.**
Contact ADA Coordinator
lcappuccio@waterfordct.org
860-444-5839
15 Rope Ferry Rd. Waterford, CT 06385



This document can be provided in an alternate format upon request.