

TOWN OF SOUTHLINGTON SENIOR CENTER TRANSPORTATION PROGRAM CALENDAR HOUSE SENIOR CENTER DIAL-A-RIDE (UPDATED 12/19/2023)

ELIGIBILITY

- A. The Senior Center transportation program (Dial-A-Ride) may be used by Southington residents aged 55 and older; or disabled Southington residents, 18 or over, as defined by Social Security standards, who do not drive their own vehicles or who do not have alternative transportation. All riders must register as Calendar House members. By State of Connecticut requirements, we are not permitted to transport individuals under the age of eighteen (18) years of age, including to school functions, activities or employment.
- B. Those who do own their own vehicles may use the system on a temporary basis if their vehicle is in for repairs, if inclement weather prevents them from driving safely or, if they are experiencing a temporary disabling condition.

SPECIAL ASSISTANCE

- A. Individuals using assistive devices such as canes or walkers may request the use of the lift to enter and exit the vehicle with minimum assistance from the driver.
- B. Individuals in wheelchairs will receive assistance to enter the wheelchair lift that will be secured by the driver.
- C. This transportation system is curb-to-curb service. The drivers are not allowed by law to assist individuals to enter or exit their homes.
- D. Riders must be capable of entering and exiting the vehicles and their homes on their own or with the assistance of a personal companion or aide.
- E. Shoppers are limited to four (4) bundles each, excluding carry-ons. Drivers will load bundles on and off the vehicle and will bring them to the passenger's door. Drivers do not enter the home. Bulky items purchased from stores such as Home Depot/Lowes cannot be accommodated on the bus.

DESTINATIONS

- A. Destinations within the Town of Southington include:
 - a. To and from the Senior Center
 - b. Medical appointments (not emergency medical transportation or following surgery or procedures requiring patient to be accompanied by responsible party). Destinations may include doctor/dentist offices, area hospitals, rehab facilities, etc.
 - c. Grocery and other shopping destinations
 - d. Travel to appointments such as bank, hairdresser, lawyer, business, bill paying, etc. Visiting friends (at home, nursing homes, etc.; in town only as schedule allows)
 - e. Participating in special activities or group services scheduled through the Center
 - f. Southington YMCA
 - g. Southington Community Services (food pantry or scheduled appointments)
- B. The vehicles may provide group service to special destinations approved by the Director.

HOURS OF OPERATION

- A. The transportation system runs from 8:30 am to 4:00 pm, Monday through Friday, except when the center is closed by Town Hall designated holidays.
- B. The Director must approve use of vehicles for hours other than above.

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RESERVATIONS

- A. Reservations are required a minimum of ONE WEEK in advance of the appointment by contacting the Senior Center at 860.621.3014. Reservations may be made up to 4 weeks in advance. Shopping/Personal/Hair Bus reservations must be made by Thursday at 12:00 noon for the following week.
- B. Reservations will be accepted on a first-come, first-served basis, with consideration given to priority destinations (medical, dialysis, radiation, oncology), and as the schedule allows.
- C. To ensure proper service, contact the Senior Center office. Drivers are not responsible for notifying the office.
- D. Every effort will be made to accommodate an individual's appointments. However, an alternative time may be suggested in order to better serve all the requests. The more advanced notice you can give the better. We do our best to accommodate appointment requests, but there are times when the schedule fills.

CANCELLATIONS

- A. If it becomes necessary to cancel a reservation, please call as soon as possible. A voicemail is available for CANCELATIONS ONLY when our office is closed. If transportation should be delayed due to unforeseen circumstances or an emergency, every effort will be made to contact an individual directly.
- B. In the event of inclement weather, notification will be broadcast on WFSB Channel 3 (position 3 on Cox Cable) with regards to cancellation of transportation, activities and/or the building. If the building is closed, buses are not on the road. If the center should remain open in questionable weather, consider safety issues and remain at home. Every effort is made to reschedule to a later date any event or activity that may be postponed.
- C. When Calendar House is designated as an emergency shelter, transportation will be handled under the guidance of the Health Department and CERT. All regular programs, activities and transportation will be cancelled.

SAFETY

- A. Safety is our primary concern.
- B. All passengers are required to wear seat belt when riding in vehicles. The driver will assist as needed. Refusal to do so is at your own risk.
- C. Wheelchairs must be locked and secured by the driver with the four tie-downs and the lap belt.
- D. Passengers utilizing battery operated scooters must transfer to a regular bus seat.
- E. A driver may refuse to transport a passenger, after contacting the Senior Center, in the following situations:
 - a. The individual appears too ill to be transported.
 - b. Sidewalks or driveways are unsafe for walking due to ice or snow accumulation.
 - c. Concerns with personal hygiene (see attached code of conduct)
- F. The Dial-A-Ride Transportation is a curbside service. Due to potential hazardous situations, the buses do not pull in and out of private driveways. Passengers are asked to board the bus at the curb.
- G. All buses are smoke-free environments.
- H. Passengers are advised to please remember points of pick-up and drop-off. We strongly advise individuals against leaving their drop off point for another, but if you do you MUST inform the office.

TOWN OF SOUTHLINGTON SENIOR CENTER TRANSPORTATION PROGRAM
CALENDAR HOUSE SENIOR CENTER PASSENGER DIAL-A-RIDE GUIDELINES
(Updated 12/25/2023)

- A. Your safety is our primary concern.
- B. The Dial-A-Ride Transportation is a curbside service. Due to potential hazardous situations, the buses do not pull in and out of private driveways. Please be prepared to board the bus at the curb.
- C. All buses are smoke-free environments.
- D. All passengers are required to wear seat belts. Refusal to do so is at your own risk.
- E. All rides must be scheduled through the Calendar House office.
- F. All riders must be registered with the Calendar House office. Initially individuals requesting transportation service will be asked to provide information regarding a person to contact in an emergency, and any information, including but not limited to health information, pertinent to insure the safe transport of all riders.
- G. Any person eligible to use the transportation system requiring assistance or utilizing a wheelchair, crutches, walkers or other aides for mobility will be served by a lift equipped vehicle. If a rider needs further assistance, a companion/aide needs to accompany him/her. Arrangements for this should be made at the time the ride is requested
- H. To request the bus, you must call 860.621.3014 at least **ONE WEEK** prior to your transportation request. Under normal circumstances, last minute requests for transportation cannot be accommodated. You may schedule appointments four (4) weeks prior to travel.
- I. When calling for reservations, please give your name, phone number, address, and the time, day, location and phone number of your appointment. If this is a medical appointment, please provide the name of the doctor and/or the department. If you are disabled or require any special assistance, please provide the staff the nature of your limitation and the assistance needed. Please advise the staff if you use a wheelchair and/or if someone will accompany you.
- J. Multiple Rides: Transportation requests must be limited to one destination per day, unless there has been prior approval from the Director. In all cases, multiple appointments must be consecutive (ie: the bus will not bring you to one appointment, home, and then to a later appointment that same day.) If you have multiple appointments at the same facility, please inform the office so they are aware you will be there for an extended time. Prescription pick-up following a doctor appointment is allowed.
- K. The day before your scheduled ride, you will be notified of the pick-up time. Please be ready at least 15 minutes prior to the time given; the times given for pick-ups are approximate and may vary by at least 15 minutes depending on traffic. So that the buses can keep to their schedules only stops on the driver's schedule can be made, unless there has been prior approval from the Director. Exceptions will be made if a prescription is needed immediately following a doctor's appointment.

**TOWN OF SOUTHINGTON SENIOR CENTER TRANSPORTATION PROGRAM
CALENDAR HOUSE SENIOR CENTER PASSENGER DIAL-A-RIDE GUIDELINES**

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- L. If it becomes necessary to cancel a reservation, please call as soon as possible. A voice mail box is available for cancelation messages ONLY - Do not leave ride requests on the voice mail.
- M. When Calendar House is designated as an emergency shelter, transportation will be handled under the guidance of the Health Department and CERT. All regular transportation will be cancelled.
- N. If transportation should be delayed due to unforeseen circumstances or an emergency, every effort will be made to contact an individual directly.
- O. If transportation should be cancelled due to inclement or dangerous weather, notification will be broadcast on WFSB Channel 3 (position 3 on Cox Cable) and WTIC 1080 AM. If the building is closed, buses are not on the road.
- P. Timeliness: Drivers will wait five (5) minutes after the scheduled pick up and/or departure time, blow the horn twice, and inform the Senior Center they are leaving, and who is not yet on the bus. If you are not on time, and the bus leaves without you, it is your responsibility to find a ride to your destination.
- Q. Please remember points of pick-up and drop-off. We strongly advise you not to leave your scheduled destination for another, but if you do you MUST contact the office.
- R. The buses are equipped with contour seats, air conditioning and added heaters for your comfort. We ask for your assistance in keeping them clean and in good condition.
- S. In accordance with Title VI of the Civil Rights Act, Free language assistance is available.
- T. Recurring violations of any of our guidelines may result in termination from the Dial-A-Ride program.

PATIENTS/RESIDENTS OF ASSISTED CARE FACILITIES LOCATED IN SOUTHINGTON:

Short Term Assisted Living Facility Patients: Southington residents in a short-term rehabilitation program located in Southington who qualify for the Dial-A-Ride program are still eligible for transportation with Dial-A-Ride. All of the previous guidelines will apply.

Long Term Assisted Living Facility Residents: The Town of Southington Dial-A-Ride program is not able to provide transportation.

In all cases, the Facility is responsible for providing assistance for their patient/resident from the Facility to the Dial-A-Ride Bus, and again upon return, responsible for assisting their patient/resident from the Dial-A-Ride Bus back to the Facility. If the patient/resident is using a wheelchair, it is the responsibility of the Assisted Living Facility to either provide an aide to accompany the rider/resident to assist with transport, or to arrange for an aide and/or family member to meet the patient/resident at their destination. The aide or family member would then be responsible to wait with the patient/resident at their destination location until the bus arrives for their return to provide assistance to the driver.

**TOWN OF SOUTHLINGTON SENIOR CENTER TRANSPORTATION PROGRAM
CALENDAR HOUSE SENIOR CENTER TRANSPORTATION SCHEDULE (Updated 12/19/2023)**

The Dial-A-Ride Transportation service is available to Southington residents, aged 55 years of age or older; or disabled Southington residents, 18 or over, as defined by Social Security standards. All riders must register as Calendar House members. The program runs from 8:30 am to 4:00 pm, Monday through Friday, except when the center is closed by Town Hall designated holidays. Alternate out of town transportation for medical appointments for individuals not requiring a wheelchair may be available through R.S.V.P. or Senior Transportation Services, Inc. of New Britain. Please call our office at 860-621-3014 for an R.S.V.P. referral, or Senior Transportation Services, Inc. of New Britain directly at 860-224-7117.

IN TOWN TRANSPORTATION

MEDICAL: Please schedule medical appointments between 8:30 am and 2:30 pm Monday through Friday. Medical appointments, especially dialysis, are given priority. Please have the doctor's office call the Calendar House when you are ready to return home; every effort will be made to pick you up as quickly as possible.

CALENDAR HOUSE: Daily transportation for Nutrition Program, Classes, Activities, and Appointments.

SHOPPING/PERSONAL/HAIR APPOINTMENTS: Reservations should be made on Thursdays by 12 Noon for the following week. Transportation will be provided based on our schedule of medical appointments. Destinations include: Downtown Southington, Southington Library, Local Banks, Local Hairdressers and Barbers, Stop & Shop, Wal-Mart, Queens Plaza, Price Chopper, Shop-Rite Plaza, Ocean State Job Lot Plaza, Home Depot (Interstate Park Drive location), BJ's, Staples, Aldis and Target/Lowes Plaza. Please specify destination when making reservation.

OUT OF TOWN MEDICAL TRANSPORTATION APPOINTMENT TIMES:

- Mon: Plainville, New Britain & Meriden; Midstate location (Appt's between 9:30 AM & 1:00 PM)
- Tue: Plainville, Bristol & Farmington (Appt's between 9:30 AM & 1:00 PM)
- Wed: Plainville, New Britain & Meriden; Midstate location (Appt's between 9:30 AM & 1:00 PM)
- Thurs: Plainville, Bristol & Farmington (Appt's between 9:30 AM & 1:00 PM)
- Fri: Cheshire; Hartford HealthCare Highland Ave. and South Main St. locations (Appt's between 9:30 AM & 1:00 PM)

**TOWN OF SOUTHLINGTON SENIOR CENTER TRANSPORTATION PROGRAM
CALENDAR HOUSE SENIOR CENTER TRANSPORTATION CODE OF CONDUCT**

A Code of Conduct to Maintain A Safe and Pleasant Experience for Everyone.

We ask that riders observe the following Rules to Ride while on the bus.

Items that are RESTRICTED from the bus:

- ❖ Hazardous materials (flammable substances, corrosive agents, etc.) or weapons (firearms, knives, etc.)
- ❖ Illegal Drugs – drugs not obtained by doctor’s prescription.
- ❖ Bicycles and non- battery powered scooters.

Personal Hygiene and Dress Code:

- ❖ Shirts and footwear must be worn at all times.
- ❖ Personal hygiene must be maintained in a manner that does not result in offensive odors. Passengers with poor hygiene can be denied transportation.

Eating, Drinking and Electronic Devices:

- ❖ Eating is prohibited on the bus.
- ❖ No SMOKING.
- ❖ No beverages without a secure lid. NO Alcoholic beverages.
- ❖ Radios or other sound-generating equipment may be used with headphones.

Conduct:

- ❖ No abusive, threatening, sexually explicit, obscene language or actions, especially in any sexual manner to staff/personnel, or any rider. This type of conduct will be subject to immediate withdrawal from the bus, suspension of future service and possible criminal charges.
- ❖ No physical contact such as hugging or pinching.
- ❖ No unwelcomed verbal or physical conduct based on race, color, religion, sex, disability, political affiliation.
- ❖ No marking, etching, cutting or damaging the bus in any way.
- ❖ No illegal activity of any kind will be tolerated.

Safety:

- ❖ No unnecessary conversation with the driver.
- ❖ No obstructions are allowed in the aisle. Carry-on items must be stored within seating area.
- ❖ Riders who engage in physical abuse or cause physical injury to another rider or driver will be subject to immediate withdrawal from the bus, suspension from service and possible criminal charges.

Any violations of the above code of conduct may result in suspension or removal from Dial-A-Ride Transportation Service.

Town of Southington Senior Center Transportation Program
Calendar House Senior Center Dial-A-Ride
Supplemental Policies

1. **Service Animals** – Service animals are permitted on the bus provided they are kept secure by the owner (short leash or held on lap) and they do not provide a safety hazard to other passengers or staff (aggressive behavior, defecation, open wounds or offensive odor).

2. **Respirators or portable oxygen** – Respirators or portable oxygen tanks are permitted on the bus provided they are secured either by attachment to a secured wheelchair or by seatbelts, bungee cords or other means to insure there is no danger due to inadvertent movement while the bus is moving.

3. **Use of lifts by standees** – passengers may use the wheelchair lift to board the bus if they so desire as long as they hold the side rails, the safety belt is in place and a staff member is present. With prior notice a transport chair can also be provided for passengers who wish to use one on the lift.