



OXFORD CT. SENIOR CENTER TRANSPORTATION POLICY

DIAL- A-RIDE PROGRAM

Oxford CT. Residents who are age 60+ or 18 years or older disabled are welcome to participate in the Oxford CT. Senior Services Transportation Program. **This program is intended and funded for those who DO NOT have any other means of transportation.** Residents must complete and sign a registration form and waiver form(s) prior to riding. Once approved, passengers are registered with the service for two years. Rides are provided only for those currently residing in Oxford. The driver's instructions must be followed at all times. Your safety and the safety of our drivers is our utmost concern.

Areas of Service:

Our transportation program services the following areas: Oxford, Seymour, Beacon Falls, Southbury, Ansonia, Derby, Shelton, Naugatuck and the Veterans Medical Center. If you have a medical appointment outside of the defined service area please call the Senior Center with the details and we will consider each request individually.

We provide **curb-to-curb** service. Keep in mind that our transportation program is designed to promote aging in place through assisting riders with no alternative transportation to maintain their health, wellness and way of life while continuing to reside in the community. Therefore, we ask that passengers be flexible with requests.

Service Hours:

Our vehicles run Monday through Thursday from 9:00 am to 4:00 pm (**Drivers are required to be back at the center prior to 4:00 closing**). Last scheduled pickup/drop-off will be no later than 3:30 and dependent on the length of the trip. When scheduling medical appointments please keep in mind the length of your visit with the provider.

Accessibility:

Riders must be capable of entering and exiting the vehicles using the bus steps with handrails independently or with the assistance of a home health aide/companion. Riders in wheelchairs receive assistance to enter the wheelchair lift that is secured by the driver. If you use a walker, drivers will take it on and off the bus. For those riders utilizing a walker that require additional assistance entering the bus, please contact the Transportation Coordinator to discuss reasonable accommodations. Riders may bring one home health aide/companion on the bus or vehicle. Drivers are not permitted to bring riders into their appointments or into their homes.

Driveways must be clear of debris, landscaping/tree branches, ice, snow and other vehicles that would impede our vehicles being able to safely navigate the drive. If our drivers feel they can not safely navigate the drive without damage or risk of damage to our vehicles we may be unable to provide transportation.

Reservations:

Please schedule your rides as far in advance as possible.

All rides are on a first reserved, first served basis. **Medical Rides do take precedence.**

To allow staff to manage the schedules, reservations are required at least 10 days in advance for medical appointments and 5 days for transportation to the center. We are unable to accommodate same week requests.

Please notify the Transportation Coordinator if an aide or companion will be riding with you when the appointment is made.

Only one round trip ride per day may be scheduled with a maximum of 3 rides per week.

This excludes riders who are attending events and social activities at the Senior Center. Driver will not make alternate stops. No unscheduled stops are permitted. Riders are not allowed to approach drivers and request additional changes without communication and approval through the Transportation Coordinator.

Please be patient and realize that there are many individuals in need of transportation within our community. The Transportation Coordinator and support staff will always do their best to accommodate needs however there will be times when we are unable to provide transportation.

Please be ready 30 minutes before your scheduled pickup time in case the driver is in your neighborhood early. Depending on the driver's schedule/route, you may need to be picked up earlier than the normal. In such cases, you will be notified in advance. Depending on number of riders and the route, you may have to wait to be picked up from your appointment. Drivers will **wait no longer than 7 minutes** for riders upon pick up from residence. If you are not out in time then you may forfeit your ride and the driver may not be able to return for pick up.

Riders that utilize our transportation services for social events must find a ride to and from the center if attending an off-site event that falls outside the hours of regular operation of our transportation services.

Medical Appointments:

Those who need to schedule transportation for a medical appointment and do not require assistive devices such as a wheelchair are directed to first call Sandy Brown for the Community Car Service at 203-881-0406. If the Community Car Service is unavailable, please contact the Transportation Division of the Oxford Senior Center at 203-881-5231 extension 3101 for scheduling and availability. If your call is not directly taken you will receive a call back from the Transportation Coordinator within 2 business days

Medical riders who require assistance will be required to have a home health aide/companion ride with them free of charge. Only one individual allowed per rider, we are unable to accommodate multiple family members or companions for one rider due to limited size of our vehicle and fleet. Please notify the Transportation Coordinator if an aide or companion will be riding with you. Rides to medical appointments are available between the hours of 9:30 am – 2:30pm. **We are unable to accommodate rides from appointments for anyone who will be receiving anesthesia of any kind.**

Shopping:

We provide shopping to Quarry Walk each Tuesday morning and Walmart the last Thursday of the month at 1:00 pm. Reservations must be made in advance to participate. Shoppers are limited to three bags per family per trip due to safety concerns. Bags should not be heavily packed. The driver will put the bags on the bus for you and bring them to the front of your home/building.

Cancellations and Changes:

We understand that sometimes there are changes to your daily schedule. If you need to cancel your ride, please make every effort to call **before 8:00 am** on the day of your ride at the very latest. Cancellations impact our drivers schedule and work week. Please be considerate and only cancel when necessary.

We are unable to accommodate changes to scheduled rides after Thursday of the prior week. We have limited staff and vehicles available and are unable to accommodate any last minute requests and additions.

Inclement Weather:

We follow the Oxford School system in regards to transportation. If school is cancelled due to unsafe driving conditions then transportation from the Senior Center is also cancelled. A robo-call will be sent out to all participants of transportation. Please ensure we have a correct phone number on file.

Personal Conduct:

Inappropriate language and behavior will not be tolerated and will result in termination of transportation services and participation in the program. Each case will be dealt with on an individual basis.

Smoking:

Tobacco/ Vaping and other products such as this are not permitted on our busses, cars and vans. Drivers are restricted from waiting for riders who use tobacco products and/or vaping while others are waiting on the bus. Please be courteous of your fellow riders. There is no Smoking/Vaping within 20 feet of the vehicle.

Personal Hygiene:

We ask all riders to be sure they are healthy and not experiencing any illness when utilizing our transportation services. The drivers are mandated to report any issues with personal hygiene that may become a risk to others.

APPLICANT INFORMATION:

Please Print:

Last Name: _____

First Name: _____

M.I.: _____

Address: _____

Oxford, CT 06478

Best Contact:

Cell Phone: _____

Landline: _____

Email: _____

Date of Birth: _____

Gender: _____

Health Conditions / Disability(ies): _____

Please circle answer(s)

- ***Do you drive?*** Yes No If no, provide Non-drivers ID#: _____
- ***Will you be riding with a companion/home health aide?*** Yes No
- ***Mobility device used:*** Wheelchair __ Walker __ Cane __ Scooter __ None __
- ***Living Arrangements:***
Alone __ Spouse __ Partner __ Child(ren) __ Guardian __
- ***Are there any individuals in your residence that drive?*** Yes No

Emergency contact:

Last Name: _____

First Name: _____

Address: _____

City: _____

State: _____

Phone: _____

Relationship: _____

Due to limited capacity, I understand that I may not be given priority if a member of my household drives. Inappropriate behavior or language and excessive cancelations may lead to termination of my participation in the Transportation Program.

In consideration of the Town of Oxford accepting my registration, I hereby, for myself, my child(ren), heirs, executors, and administrators waive and release any and all rights and claims for damages I may have against the Town of Oxford and its representatives, successors, and assigns for any and all injuries suffered by myself while participating in the Transportation Program. I recognize and accept the inherent risks involved in participating and will not hold the Town of Oxford or its representatives responsible for injuries or damages as a result of participation.

I have received and understand that my participation in the Dial a Ride Program with the Town of Oxford CT. Senior Center is based on my adherence to the above policies and procedures.

Print Name: _____

Signature: _____

Date: _____

Or

Signature of Person with Legal Authority to Sign for Rider: _____

Date: _____

(Attach copy of designation of Conservator/Power of Attorney)

Completed forms can be mailed to or dropped off at:

**Oxford Senior Center
10 Old Church Rd.
Oxford, CT. 06478**

Or via email at transport@oxford-ct.gov

For more information, call 203-881-5231

Internal use only:

Date received: _____