



**Standards of Independence and General Policies
for Participation at the Scituate Senior Center/Council on Aging
and Transportation Services**

The Scituate Senior Center/Council on Aging (the “Senior Center” or the “COA”) welcomes adults 55 years of age and older to participate in programs and activities at the Senior Center and off-site locations. Occasionally, those adults 60 years of age and older or those adults with Scituate residency may receive priority to participate in programs and activities due to space limitations. The Senior Center reserves the right to determine when priority will be used for programs and activities.

We do adhere to requested **Standards of Independence and Behavior** with respect to attending programs and activities provided through the Senior Center. These same standards apply to our transportation services while on the van or participating in events or activities in other locations.

Visitors and patrons of the Senior Center and Transportation Services:

1. Be able to arrange and check in for their own scheduled activities by phone, with the Front Desk, or on-line. A scan card assigned by staff or Front Desk volunteer is needed for independent check-in and should be used when entering the building.
2. Be physically able to participate in activities or programs where health or safety may be a concern.
3. Be able to independently use the lavatory facilities and care for oneself, and must be responsible for their own personal hygiene.
4. Independently use their cane, walker or wheelchair if recommended to ensure their safety within the building and on the sidewalks surrounding the Senior Center. The elevator should be used if unable to safely use the stairs.
5. Provide the COA staff with an up-to-date name and daytime telephone number of a person to contact in the event of an emergency (“Emergency Contact”). If a participant experiences a medical problem while on the premises, or on the COA van, COA staff MUST contact 911 and will also notify your Emergency Contact.
6. Be respectful and courteous to other Senior Center patrons, COA staff, volunteers, program instructors, van drivers, and any other affiliated persons. If aggressive behavior and/or verbal abuse occurs and is repetitive, participant risks permanent suspension from the Senior Center building, Senior Center programs, and van privileges.
7. Keep your cell phone and on-site conversations private while in the building. Silence cell phones when in the building and when participating in a program. Use earbuds or head phones if listening to music while enjoying the facilities and riding in the van.
8. Give everyone the opportunity to enjoy the amenities by remaining for a reasonable or designated amount of time in our sitting areas, exercise, and game room facilities. Refrain from engaging in audible activities that would be disruptive to others in the area or room.
9. Keep food in the Café or Dining Room, unless otherwise arranged. Use a lid for coffee/tea or other liquids if you are taking them with you to a program or another location in the building.
10. Be sober and not under the influence of alcohol or any illegal substances. Participant risks permanent suspension from the Senior Center building, Senior Center programs, and van privileges for failing to be sober while in the Senior Center or on the van.
11. Speak to the Director or another COA staff person if you feel you are being treated disrespectfully by anyone.

PLEASE NOTE: Participants who are not self-reliant and might otherwise need assistance must have an escort or companion over 18 years of age to accompany them while at the Senior Center, at an affiliated offsite location, or if riding in the van. If a participant cannot meet the required standards, staff is available to share resources and assist the individual and his/her family in finding options that meet the individual's needs.

In accordance with M.G.L. c. 40, §8B, the names, addresses, telephone numbers, or other identifying information about persons in the possession of the Senior Center shall not be public records, but the use of these records shall comply with sections 14 to 24, inclusive, of chapter 19A as a condition of receiving a government contract, program grant or other benefit, or as otherwise required by law.

Council on Aging (COA) / Senior Center Grievance Policy:

- a. Scituate Council on Aging program participants, volunteers, and staff members shall follow the established procedures detailed below when submitting complaints or grievances about COA issues and/or staff.
- b. Established procedure begins with the complaint being submitted to the Director of the COA by the complainant in writing, by electronic means, or verbally.
- c. If the complainant feels response is not satisfactory, he/she should be referred to the persons listed below for further consideration in the following order.
 1. COA Board Chairperson
 2. Town Administrator
 3. Chair of the Scituate Select Board

Council on Aging (COA) / Senior Center Suggestions Policy:

- a. Attendees and recipients of Senior Center programs, activities & services, as well as volunteers are encouraged to make suggestions regarding programming and operation of the Senior Center. If a suggestion is actually a complaint about issues and/or staff, please see the grievance policy.
- b. Suggestions regarding overall operations and programming should be made to the Director of the Scituate COA or to the staff person responsible for that area either in writing or verbally. A Suggestion Box is also located in the lobby by the Front Desk and anonymous suggestions are welcome and reviewed on a regular basis.
- c. Please note that all suggestions, though appreciated, may not be feasible at this time, or may have been discussed but not implemented for various reasons. An individual is welcome to inquire with the Director or applicable staff person as to the status of any suggestion. If the person submitting a suggestion feels the suggestion has not been adequately addressed, they may contact the following persons in the order detailed below.
 1. COA Director
 2. COA Board Chairperson
 3. Town Administrator
 4. Chair of the Scituate Select Board

PLEASE NOTE: If a participant cannot meet the required standards, the Council on Aging staff is available to share resources and assist the individual and his/her family in finding other options that better meet the needs of the individual.

SNOW POLICY: If the schools in Scituate are closed due to inclement weather, then the vans will not be running for any purpose and classes at the Senior Center may be cancelled. Activities occurring in a school facility will always be cancelled. If your pathway to the van is not cleared in a manner which allows safe passage, the driver will not pick you up.

PLEASE BE ADVISED THE TRANSPORTATION SERVICES PROVIDED ARE “ORIGIN TO DESTINATION.” THE DRIVER IS NOT PERMITTED TO LEAVE THE VAN EXCEPT TO OPERATE THE WHEELCHAIR LIFT.



**PLEASE COMPLETE THE FOLLOWING INFORMATION AND
SIGN THE CONSENT AND RELEASE ON THE REVERSE SIDE**

***A separate Information Form and Consent and Release are required
for all participants, passengers, companions and escorts.***

Full Legal Name: _____

Street Address & Unit #: _____

Town, State, Zip Code: _____

Mailing Address (if different): _____

Home Telephone: _____ Cell Telephone: _____

Email Address: _____

Birthdate (Month/Day/Year): _____

Gender: __ Female __ Male Live Alone: __ YES or __ NO

TO BE TRANSPORTED SAFELY THE CLIENT WILL NEED:

__ The Lift __ Escort **I currently use:** __ Walker __ Cane __ Wheelchair

***Emergency Information is required for everyone who participates in COA
Senior Center programs and activities including transportation services.***

Emergency Contact Name: _____

Emergency Contact Relationship: _____

Emergency Contact Daytime Telephone: _____

I have read and understand the questions on the application, and I have filled it out to the best of my ability.

I have received a copy of the Scituate Council on Aging Transportation Services Policies and Regulations and the Standards of Independence and General Policies. I agree to comply with the policies, regulations and standards for participation and transportation services.

***Failure to abide by these policies and regulations or meet the standards
required may result in a limitation, suspension or termination of services
including Council on Aging programs, activities and transportation.***

Signature

Date

Please detach this section and mail or return to the
Scituate Council on Aging at 333 First Parish Road, Scituate, MA 02066



CONSENT & RELEASE FORM

A separate Consent and Release Form is required to be signed by all passengers and companion riders.

I, _____ the undersigned, do hereby agree to my voluntary participation in **Transportation Services** provided through the Scituate Senior Center/Council on Aging and the Town of Scituate.

1. I also agree to forever release the Town of Scituate and all their employees, agents, board members, volunteers and any and all individuals and organizations assisting or participating in any programs or services of the Town of Scituate and the Senior Center/Council on Aging (the “Releasees”) from any and all claims, rights of action and causes of action that may have arisen in the past, or may arise in the future, directly or indirectly, from personal injuries to myself or property damage resulting from my participation in the Town of Scituate’s aforementioned activities, programs or services.
2. I also promise to indemnify, defend, and hold harmless the Releasees against any and all legal claims and proceedings of any description that may have been asserted in the past, or may be asserted in the future, directly or indirectly, arising from personal injuries to myself or property damage resulting from participation in the Town of Scituate’s aforementioned activities, programs or services.
3. I further affirm that I have read this Consent and Release Form and that I understand the content of this Form. I understand that my participation is voluntary and that I am free to choose not to participate in said programs or receive said services. By signing this form, I affirm that I have decided to participate in the Town of Scituate and Senior Center/Council on Aging activities, programs or services with full knowledge that the Releasees will not be liable to anyone for personal injuries and property damage that I may suffer through these voluntary activities, services or programs.
4. Permission is granted for use of photographs taken in promotional material, which may include but is not limited to flyers, notices, websites and bulletin boards.
5. I have received a copy of the Standards of Independence and General Policies and Transportation Services Policies and Regulations. I have read the information provided to me by the Scituate Council on Aging and I agree to comply with the regulations and conditions.

Participant Signature

Date

Commitment ★ Connection ★ Community

SCITUATE COUNCIL ON AGING Transportation Services Policies and Regulations

1. Requests for all **LOCAL RIDES** within Scituate require 2 business days (48 hours) advance notice.
2. Requests for all **OUT OF TOWN** medical rides require 5 business days advance notice. Scheduling is done through the Scituate COA. Transportation is provided by us or South Shore Community Action Council (SSCAC). They request appointment times between 10:30 AM and 1:15 PM. The earliest pick up time is 9:30 AM. If you fail to cancel a ride you may be responsible for the full cost of the ride as billed by the SSCAC to the COA.
3. **CANCELLATIONS** are required 24 hours in advance of your scheduled ride. **Repeated cancellations may result in a limitation, suspension or termination of transportation services.**
4. All requests for transportation are to be made by calling the COA Transportation Coordinator at the Senior Center at 781-545-88723. Riders are NOT permitted to contact SSCAC or COA drivers directly.
5. **Riders must be able to travel alone/independently without assistance from drivers. This includes to and/or from their home and destination.** The driver will assist passengers using the wheelchair lift on and off the lift but cannot leave the van to wheel passengers to/from their home or destination.
6. The van can only wait up to 5 minutes outside of your home for pickup. You MUST watch for the van or take into account the scheduled pickup time and be waiting where you can see the van pull up. We cannot call each rider to announce that the van is waiting.
7. All riders are required to secure and wear seat belts for the ride duration.
8. Once on the van, destinations cannot be changed, nor a new destination added. Drivers follow the schedule produced for them by the COA Transportation Coordinator.
9. Riders scheduled for a round trip, who then elect other transportation, must notify the Council on Aging and/or the driver so that the ride is cancelled and rider is not considered ‘missing’.
10. Medical transportation is always a priority over other destinations. We will try to communicate unforeseen delays or changes in the schedule to you should a conflict occur.
11. When requesting medical transportation, we will need your doctor’s name, address, telephone number and length of your appointment. Please advise the doctor’s office that the COA will be providing your transportation.
12. If a medical appointment involves anesthesia, the COA requires a companion to accompany you.
13. Drivers cannot assist in any money/banking transactions.
14. Drivers cannot pick up prescription or over the counter medicines.
15. Drivers cannot assist with getting bundles from the store into the van or into your home.
16. If a rider experiences symptoms that cause the driver to be concerned for your health or safety, the driver must call 911.
17. If the driver has concerns regarding a rider’s mobility or safety or independence, COA staff will be asked to evaluate and determine if assistance is needed for future transportation services.
18. The COA van cannot transport from nursing homes, hospitals.
19. Appropriate behavior is expected at all times.

SCITUATE COUNCIL ON AGING TRANSPORTATION SERVICES



The Scituate Council on Aging provides transportation services to Scituate adults 60+ and those who meet the requirements of the Americans with Disabilities Act of 1990.

Contact Information

Kelly Walsh, Transportation Coordinator
333 First Parish Road, Scituate, MA 02066 781-545-8872

Hours of Senior Center Operation

Monday - Thursday 8:30 am to 4:30 pm Friday 8:30 am to 3:00 pm

Council on Aging Transportation Services

Local in town rides for a variety of destinations including COA programs and activities and medical and personal appointments

Medical Rides

Rides for local in town and out of town medical appointments

Transportation Fees

Fees or suggested donations normally apply as follows.

Checks are made payable to: Scituate Council on Aging

Within Scituate Dial-a-Ride (ADA Compliant)

Single Ride \$1.75 Round Trips \$3.50 10-Ride Pass \$15.00

Medical Out of Town

One Way \$5.00 Round Trip \$10.00 (Boston/Plymouth \$10.00 each way)

Scituate Council on Aging / Senior Center: 781-545-8872 Provides vans and drivers for transport to local destinations, Senior Center, medical appointments and community activities. 48 hours’ notice for scheduling rides; 1-day notice for cancellations or prior to van leaving on route, or will be considered a No Show for policy purposes.

Out of Town Medical Transportation: Scheduling is done through the Council on Aging Transportation Coordinator. Transportation services are provided by us or South Shore Community Action Council. 5 days advance notice for scheduling rides; 1-day notice for cancellations or prior to van leaving on route, or will be considered a No Show for policy purposes.

Dial-A-Ride: 781-545-8872 Origin to Destination using COA vans OR contracted vendor serving adults 60+ or those who meet the requirements of the Americans with Disabilities Act of 1990 (ADA).

GATRA On Demand Seacoast: 1-800-698-7676 Greater Attleboro Regional Transit Authority offers GATRA GO Seacoast which is an on-demand, same day, affordable, and accessible public transit service serving the Town of Scituate.