

City of Chicopee
Senior Center @ RiverMills Center

TRANSPORTATION SERVICES for Chicopee's Senior Citizens

5 West Main St., Chicopee, MA 01020.

The direct phone number is **413-536-5733** or through the center's main number 413-534-3698.

OVERVIEW

The City of Chicopee provides transportation services to resident senior citizens, who are 55 years old and above. *The Chicopee Council on Aging receives Federal Older Americans Act Funding from local Area Agency on Aging, West Mass Elder Care, the State Executive Office of Elder Affairs, and the Federal Administration for Community Living.*

SERVICES

This service is for rides, to and from the **SENIOR CENTER** and for specific types of appointments which include **MEDICAL, DENTAL, LEGAL and GROOMING**. In addition, we are now able to provide rides for: **GROCERY SHOPPING, BANKING and to PHARMACIES** and most addresses in Chicopee. To schedule your rides accurately and completely, please provide the following information: *your name, your home address, your home or cell phone number, the entire destination address, including street number and street name, the appointment office phone number, approximate amount of time at your appointment, and identify any special needs such are: walkers, wheelchairs, hearing and visual impairments, etc.*

Seniors are asked to call the transportation office at least five (5) business days prior to their appointment.

SERVICE AREAS

RiverMills Council on Aging transportation's service area includes and is limited to:

- the entire City of Chicopee,
- Springfield to Baystate Medical Center and Mercy Hospital
- All medical offices between Chicopee and the Amtrak train station in Springfield
 - West Springfield on Riverdale Street and southwest to Park Street only
- Holyoke to Providence Hospital, Holyoke Medical Center and nearby medical offices
 - South Hadley Route 202, the College Street areas

To verify a specific location, please call the RiverMills transportation office.

Fees for Medical and other Appointments (non-shopping trips)

- ❖ \$1.00 round trip to the RiverMills Senior Center
- ❖ \$2.00 round trip within the City of Chicopee and
- ❖ \$4.00 round trip to: Springfield, West Springfield, Holyoke, and South Hadley

❖ ***Shopping Trips are funded in part by a Title III/Older Americans Act grant from WestMass ElderCare, with support from the Mass. Executive Office of Elder Affairs and the Federal Administration for Community Living. There is no charge for this service, but participants are welcome to make a voluntary, confidential donation for a shopping ride.***

SAFETY AND THE LAW

Safety for drivers and passengers is our number one priority. All individuals must buckle up before a driver is allowed to drive, and all rules of the road must be followed. The city's vehicles can be identified by the blue government license plates, a City of Chicopee COA Seal on the two front doors and are equipped with a two-way radio.

When we transport passengers, we are required to take clients to and from the locations identified when the appointment was made. Any changes MUST be approved by the transportation office prior to the start of a ride. We understand changes and cancellations will occur and we ask that they be called into the office at the earliest possible time. All drivers have had background CORI's performed and are covered under the City's liability policy. Also, vehicles are maintained and serviced according to the City's maintenance safety guidelines.

THANK YOU FOR YOUR TRUST AND CONFIDENCE

The RiverMills Senior Center transportation department looks forward to answering your questions and to provide our seniors with the best service available. Please contact us: at 413-536-5733.

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IMPORTANT INFORMATION

PICK-UP TIMES are approximate, and we ask passengers to be ready 15 minutes before or after the scheduled time.

An **EMERGENCY CONTACT** name and phone number is required before a resident can drive in a city vehicle.

At all **PICK-UP LOCATIONS** the drivers will park on the street outside the client's home or other locations. Drivers must stay with their vehicles and therefore are unable to go to a home or inside a location. Drivers will sound the car horn when they arrive at a home and will wait 5 minutes for a client to come out. While the driver is waiting the office will attempt to call the client's home. If the client does not come out or answer their phone, the driver will leave the location.

The **DRIVERS ARE NOT ALLOWED TO ENTER A CLIENT'S HOME** under any circumstances.

All passengers must be able to **SELF-AMBULATE** to the vehicles without personal assistance from the driver. Drivers will assist clients in and out of the vehicles and store walkers and wheelchairs in the truck. Drivers are unable to carry any packages to and from the vehicles.

The City of Chicopee has established personal **CONDUCT GUIDELINES** that must be adhered to for individuals to participate at City locations and inside City vehicles. Individuals must always treat others with respect, including city drivers. Some types of behavior will not be tolerated and they include: abusive language, throwing anything, threatening others, pushing and shoving. Violations may cause an individual to be suspended from using facilities and vehicles. A complete list of the City's Conduct Guidelines is available at the senior center's reception desks.

Passengers are allowed to carry **PACKAGES** or **UP TO 4 BAGS OF GROCERIES** but must be able to carry them in and out of the vehicle without assistance.

All **MULTIPLE STOPS** must be scheduled with the transportation office prior to the driver arriving at the passenger's location. The transportation coordinators reserve the right to limit the number of stops per person to 2 a day.

COA transportation services are not equipped to handle **EMERGENCY** situations. Older adults must call 911 for all emergencies.

NO SHOW AND SAME DAY CANCELLATIONS cost everyone time and money. When a client calls to cancel an appointment the same day or is unavailable when a driver arrives, this is considered a No Show/Cancellation. These events deny another older adult of an important ride. After 3 No Shows in a calendar year the individual will be suspended from using the service for 3 months.

INCLEMENT WEATHER: For safety reasons, there will be times when the City of Chicopee or the senior center will be closed due to dangerous weather conditions. Cancellations will be televised on all local TV stations by 6:30 AM. Additionally, the client's driveway, walkways and steps must be cleared prior to the driver arriving. The senior center reserves the right to cancel transportation services and will leave a message on the department's voicemail, 413-536-5733. Every attempt will be made to contact clients when an unexpected cancellation occurs.

For **ADDITIONAL INFORMATION** call 413-536-5733 or visit the Council on Aging webpage within the City of Chicopee's website.

If no one answers, please leave a confidential voice message and phone number, and someone will call you back shortly, and no later than the next business morning.