



Town of Chatham

Council on Aging
193 Stony Hill Road
Chatham, MA 02633



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Transportation Program

The following services are provided for RESIDENTS OF CHATHAM only. This program is a municipally operated transportation service provided in cooperation with the Chatham Council on Aging (CCOA), Cape Cod Regional Transit Authority and the Friends of the Chatham Council on Aging.

TRANSPORTATION PRIORITIES:

- **GENERAL:** Adult Day Program Services, Food/Pharmacy Shopping and Chatham Senior Center. Other services are subject to availability or at the discretion of the Director and Outreach Coordinators.
- **MEDICAL APPOINTMENTS**

HOURS OF OPERATION: CCOA's business hours are Monday-Friday, 8am-4pm. Holiday transportation is not available. If the Monomoy School System and/or Chatham Town Hall are closed due to inclement weather, CCOA is closed, and transportation will not be available. Transportation may also be cancelled if the CCOA Drivers determine that vehicle operating conditions are too hazardous.

SCHEDULING: By reservation only, call CCOA at 508-945-5190. First come, first served.

- **General Transportation Priorities:** Reservations must be made by noon the business day before (i.e. Friday for Monday reservations). Most rides occur Monday-Friday, between 8:30 and 3:30. En route stop requests will be handled according to schedule demands and the CCOA Driver's discretion.
- **Medical Transportation:** Ride reservations must be made no later than three business days (72 business hours) in advance to allow for driver scheduling. Medical Appointments may be scheduled for Monday-Friday, between 9:30 am and 1:30 pm.

ASSISTANCE REQUIREMENTS: CCOA reserves the right to request that a personal caregiver or aide accompany a rider. All riders must be able to enter and exit the vehicle without CCOA Driver assistance. CCOA Drivers are not permitted to attend medical appointments with clients, provisions for such attendance are the responsibility of the client, family or caregiver.

ELIGIBILITY:

- CCOA transportation is a service offered to all Chatham residents aged 60 and over.
- All riders must complete a Transportation Assessment with a CCOA Outreach Coordinator before service will begin.

- All riders must be able to enter and exit the vehicle without assistance, unless accommodations are requested due to disability.
- Oxygen is allowed, per ADA requirements. Oxygen tanks must be secured and may not block any aisles. The COA must be advised of rider's supplemental oxygen needs when making the reservation.
- Transportation will not be provided to anyone who has received any form of anesthesia.
- Transportation will not be provided to residents of skilled nursing facilities.
- All services are provided on a first-come, first-served basis and according to the stated Transportation Priorities.

COST: This service is offered free of charge. A suggested donation of \$1 per ride is gratefully accepted-envelopes are available from the Driver. Checks can be made out to "Chatham Council on Aging". Donations can also be mailed to: Chatham COA, 193 Stony Hill Road, Chatham, MA 02633, Attention: Transportation.

AREA OF SERVICE:

- **General Transportation Priorities:** Chatham, Orleans, Dennis and Harwich, subject to schedule and driver availability.
- **Medical Transportation:** Chatham and out of town destinations between Orleans and Hyannis, subject to schedule and driver availability.

EMERGENCIES: CCOA Driver will call 911 in any situation he/she deems to be an emergency. CCOA Driver will stay on site until emergency personnel arrive to assess the situation. It is the rider's responsibility to make the decision to accept or decline the emergency personnel's recommendations. Driver will report any such emergency to the Director or Outreach Coordinator, who will make the determination to continue or terminate the route at that point.

CANCELLATION POLICY: You must notify the Chatham Council on Aging at 508-945-5190 to change or cancel your transportation reservation, as soon as possible. Please leave a message if you need to cancel before or after normal business hours. Cooperation in this matter is greatly appreciated by the COA staff, drivers and fellow riders. Repeated failure to comply with this policy may result in a revocation of transportation privileges.

ADULT DAY PROGRAMS: Transportation to area Adult Day Programs (ADP) is provided for qualifying, Chatham residents.

- Caregiver or caregiver's designee will be available to escort ADP client from the house to the bus.
- Caregiver or caregiver's designee will be available to meet the bus and escort ADP client from the bus to the house.

CCOA Drivers will not drop off ADP clients to an empty home, visual confirmation of a caregiver or caregiver's designee is required.

SHOPPING:

- Bag Restrictions: Passengers are limited to 3 bags per trip, which accommodates industry standards for safety and vehicle space limitations.
- Use of reusable shopping bags is required; such bags can be provided upon request to the COA.
- Shoppers are required to meet the bus at the time and place stated by the Driver.
- Other accommodations may be made at the Driver's discretion.

BUS ETIQUETTE:

- All riders must wear seatbelts. CCOA Drivers will not move the bus until all passengers are properly secured.
- Riders must be ready when the bus arrives. Due to the number of people utilizing the bus and traffic, pick-up and drop-off times are **approximate**.
- Please be patient with people who need extra time getting on and off the bus.
- No Smoking.
- No animals, with the exception of licensed service animals. Please advise the COA upon making the transportation reservation.

OTHER TRANSPORTATION RESOURCES: In the event that CCOA cannot provide transportation, please contact CCOA Outreach at 508-945-5190 for referrals.

Other resources that may be available include:

- Nauset Neighbors: A membership organization based on the neighbors helping neighbors village model where "one call does it all", including transportation:
 - Call: 508-514-7067
 - Website: www.nausetneighbors.org
 - E-mail: info@nausetneighbors.org
- Cape Cod Regional Transit Authority: DART (Dial A Ride Transportation), Boston Area Hospitals, ADA Paratransit
 - Travel reservations can be made anytime between 8am-5pm, Monday-Friday at 1-800-352-7155.
 - Same day changes and reservations are not permitted.
 - Weekday reservations must be made by 5 pm two days (or 48-hours) before you intend to travel.
 - Reservations for Saturday, Sunday, and Monday (also Tuesday if Monday is a holiday) must be made by 5:00 pm the Friday before you intend to travel.
 - www.capecodrta.org
- FISH Transportation: Medical Appointments Only, for Chatham residents
 - Area of service: Cape-wide subject to driver availability
 - Call 508-945-4611, Monday-Friday, 9:30 am-1:30 pm to reserve
 - Please provide at least 48 hours' notice