

# SHUTESBURY COUNCIL ON AGING MED-RIDE PROGRAM

CALL: 259 - 2123

P.O. BOX 276 SHUTESBURY MA 01072

**MISSION:** To promote the health and well-being of our community, the Shutesbury Council on Aging Med-Ride Program provides transportation to medical and dental appointments for Shutesbury seniors.

**WHO:** Available to Shutesbury seniors age 55 and older who are unable to drive or have no means of transportation. Seniors needing rides will be matched with Shutesbury Council on Aging volunteer drivers. Drivers will wait for you during your appointment unless requested or arranged otherwise. Riders must be totally ambulatory; no walkers or wheelchairs can be accommodated. If a person needs assistance or is hesitant about going alone, they may be accompanied by a friend, relative, aide or person of their choice.

**WHAT:** Medical transportation is provided by a volunteer driver who will pick up and drop off participant at their home. The primary goal is for every eligible senior in Shutesbury to have transportation to medical/dental appointments. The program is for medical/dental appointments only; drivers may stop at the pharmacy for the purchase of prescriptions following the appointment. It is recommended the physician's office call prescriptions in to the pharmacy.

**WHERE:** The Shutesbury Med-Ride Program provides transportation to appointments in Franklin and Hampshire Counties.

**WHEN:** Rides are arranged by appointment.

**HOW:** A Shutesbury senior in need of transportation will call 259-2123 and leave a message with their name, phone number and date/time/place of appointment. Requests require a minimum of 2 weeks advance notice. A driver is assigned and the rider is notified as soon as possible that their transportation is arranged. The driver will confirm the appointment with the rider the day before the appointment.

## **PROGRAM POLICIES:**

- Medical transportation is made possible by the Shutesbury Council on Aging and is financially supported through the Executive Office of Elder Affairs.
- Shutesbury Council on Aging volunteer drivers will use their personal vehicles. Drivers are approved through the policies of the Shutesbury Council on Aging and are reimbursed for mileage.
- Participant riders will be competent and capable of independent decision making and planning for individual needs. Participant riders take responsibility for their own personal care including hygiene, toileting, feeding, and taking of medications.
- Participants will show respect for staff, volunteers and other program participants. A mutual respect is expected between driver, riders and their properties.
- Both parties have the option of returning home and not continuing with transportation. Driver has the option to return rider to home if he/she is uncomfortable with any part of the agreement or behavior of rider.
- Confidentiality and privacy must be respected and adhered to as this involves a very personal matter.
- Riders will be notified as soon as a volunteer driver is assigned.
- Waiver: Shutesbury Council on Aging will do its best to assist in fulfilling all transportation requests, although a match cannot be guaranteed. Drivers could vary. The SCOA is unable to guarantee the name of the driver when making an appointment.
- Riders will bring all information needed for appointment and pharmacy.
- If program policies are not adhered to by either a rider or driver, the individual will not be allowed to participate in the program.
- Volunteer drivers are not allowed to handle any physical equipment such as a walker or wheelchair.