

Weather/Holidays

In the event of school cancellations due to inclement weather, our transportation service is also cancelled. Please tune in to WFSB channel 3 or WVIT channel 30 for listings. This service observes all holidays established by the Town Hall

Concerns/Issues

All concerns related to this service are taken seriously and will be addressed. Please direct your concerns to the Transportation Coordinator or the Senior Center Director

Membership

Bus Pass memberships are renewed annually each July 1st. Annual passes are \$30 or one time \$10/trip pass is available All passengers must adhere to the guidelines and safety policies listed in this brochure and the Senior Center Policy & Procedures. Membership rights and/or bus privileges may be suspended or revoked at the discretion of the Senior Center Director for violation of established safety guidelines and policies

Bus Schedule

Monday

Windsor Locks
Suffield, Enfield -appts. only
Warehouse Point- Geissler's shopping only

Tuesday

Windsor Locks
Warehouse Point- appts. only
Windsor - Target, Stop & Shop
Windsor, Bloomfield, Hartford- appts. only

Wednesday

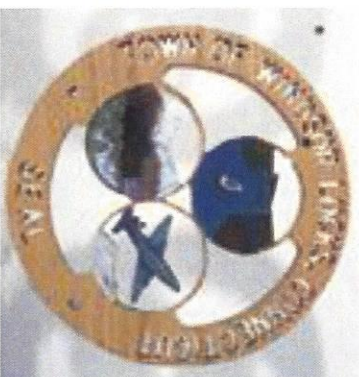
Windsor Locks
Warehouse Point- appts. only
Enfield- shopping only
Special Trips

Thursday

Windsor Locks,
East Windsor - Wal-Mart, Big Y
Warehouse Point -appts. only

Friday

Windsor Locks
Warehouse Point -appts. only
Enfield - appts. only



Windsor Locks

Senior Transportation

41 Oak Street
Windsor Locks CT 06096

Office Hours

Monday –Thursday 8am –12 pm
Fridays 8am – 11:30pm

860-627-1426 Transportation
860-627-1425 Director
860-292-6947 Fax

seniorcenter@wl.necoxmail.com

www.windsorlocksct.org

Revised November 2015

Program Mission

This service was designed to meet the transportation needs of the citizens of Windsor Locks who are disabled or 59 years of age or older. The program's purpose is to assist individuals in maintaining an independent lifestyle

Reservations

Reservations are to be made with the Transportation Office during office hours. Calls must be made **no later than 12 noon**, the day prior to your transportation need. When making a reservation, please have the following available:

- *Your name address & phone number*
- *Destination (if medical appointments- indicate doctor's name address & phone number)*
- *Date and time*
- *Indicate if wheelchair or health-aide is included*
- *Approximate length of time needed for appointment*

*** Please do not ask the driver to make unscheduled stops. The only unscheduled stop permitted is for prescription pick up. Request must be made with Transportation Coordinator via the driver**

Cancellation

If you need to cancel your scheduled transportation, 24 hours a day/7 days a week, call 860-627-1426 and leave a complete message, including:

- Your name
- Appointment time and or destination

With regard to circumstances beyond our control, i.e. employee illness, vehicle breakdown, unexpected delays or if driveways/sidewalks are not clear of snow and ice, it may be necessary for us to cancel your transportation.

Service

This Program is a curb-to-curb service. Passengers must be capable of getting themselves out to and onto the vehicle unassisted. Passengers who are not physically able or not capable of self-care must bring a companion or care person for assistance. The Senior Center drivers are trained professional and hold a Public Service Drivers License.

Drivers provide assistance on and off the vehicle for wheelchair passengers and secure wheelchairs into position on the vehicle. Drivers are not permitted to enter homes or buildings. Each passenger is allowed 2 bags per shopping trip. Drivers may assist with bags

Transportation Policies

Transportation will be provided in accordance with the published Senior Transportation policies as may be established by CONA. Every effort will be made to protect the safety of all passengers and drivers

- Seat belts must be worn at all times
- Smoking is not permitted on buses
- All passengers must maintain good personal hygiene and avoid use of heavy perfume/cologne
- The use of drugs, alcohol and inappropriate language or behavior is not permitted
- If a passenger requires physical assistance, an aide must accompany him/her
- Passengers may not use cell phones while riding the buses
- This transportation is not an emergency service-please dial 911 in the event of an emergency
- Drivers cannot transport individuals who have received medication or have undergone a procedure in which ambulation or health is affected, unless accompanied by an aide
- Drivers will refuse to transport when safety may be compromised or in the event of non-compliance with the safety policies