



ESSEX SENIOR VAN SERVICE

Ally Vile Parks & Recreation Director	81 Main Street Essex Jct. (802) 878-1341
Nicole Mone-St. Marthe Program Director - Senior Services	Essex Area Senior Center 2 Lincoln Street Essex Jct. Reservations (802) 878-6940 Center (802) 876-5087 Nstmarthe@essex.org www.essexvtseniors.org

This application must be completed and returned before transportation services can be provided.

The information obtained in this process will only be used by the Town of Essex for the provision of the Senior Van services. Information will only be shared with Center and Department personnel to facilitate transportation services. The information will not be provided to any other person or agency.

1. Name _____
2. Physical Address _____
3. Telephone (Home) _____ (Cell) _____
4. Date of Birth ____/____/____
5. Emergency Contact: Name _____
6. Emergency Contact: Telephone & Relationship _____
7. Accessibility: Please **circle** any/all special needs that our drivers should be aware of:

Wheelchair/Scooter	Hearing Impaired	Service Animal
Walker	Visually Impaired	Therapy Animal
Cane	Memory Impaired	Oxygen bag/cart
Other (please indicate): _____		

A. Please note: if you have a Service/Therapy dog riding with you, we will contact you annually for updated vaccination records and necessary licensing.

i. Breed of Dog: _____ License #: _____

ii. Does the animal fit in a pet carrier? YES _____ NO _____

8. Do you require a personal care attendant when you travel?

YES _____ NO _____

A. If Yes:

i. Name(s): _____ DOB: _____

ii. Phone: # _____ # _____

iii. Independent - OR - Agency Name: _____

iv. Emergency Contact
Name/phone: _____

I hereby certify that the information (above) provided is correct.

I have read and understand the Senior Van Policies & Procedures and Code of Conduct.

By signing this document and accepting the transportation services provided by the Town of Essex Parks & Recreation Department, I acknowledge and accept that those services consist of transporting me to and from my predetermined destination(s) only, and that the driver is not trained or qualified to and will not provide me personal care, medical care or any type of service other than driving me to and from my destination(s). I also understand that my reservations can only be cancelled and not changed or altered.

The Essex Senior Van Service reserves the right to decline transportation services based on the current guidelines for independent transportation, as well as COVID-19 compliance regulations set by the CDC and Vermont Governor.

Signed: _____ **Date:** _____

If someone has completed this application other than the person requesting the transportation, that person shall complete the following:

Name: _____

Relationship to rider: _____ Daytime Phone number: _____

Please return this completed application to the attention of:

Essex Area Senior Center/Essex Parks and Rec., 81 Main St, Essex Junction, VT 05452

**** If at any time your information and/or needs change, please contact us immediately. ****

ESSEX SENIOR VAN SERVICES



Due to recent events, state and nationwide, regarding COVID-19 (also known as Coronavirus), we are taking proactive steps to reinstate transportation service to our 60+ community, with certain modifications. All riders and drivers will be asked to wear a mask or face shield when on the van. If you do not have either, one will be provided to you on the day of your ride. Our priority is keeping everyone as healthy as we can with limited exposure and within our best efforts and control. This not only includes, you – our rider – but also our drivers and general staff.



CURRENTLY – we will provide transportation Tuesday-Friday, 9am-2pm for the following services:

- Pharmacy/prescription pickups
- Grocery shopping
- Doctor appointments
- Essex Area Senior Center
- Fanny Allen
- Hair or nail appointments
- Fitness centers



BEFORE YOU CALL FOR A RIDE AND ON THE DAY OF YOUR RIDE:

Please review the following questionnaire. If you answer **YES** to any of the questions, please cancel your appointment or find alternate transportation.

Questions
1. Do you have any of the following?
<ul style="list-style-type: none"> • Fever – an oral temperature of 100.4 or greater
<ul style="list-style-type: none"> • Shortness of breath within the most recent 2 weeks
<ul style="list-style-type: none"> • Cough
<ul style="list-style-type: none"> • Chills
<ul style="list-style-type: none"> • Muscle pain
2. Are you ill or caring for someone who is ill? (Visitors who are well but who have a sick family member at home with COVID-19 should indicate as much).

NEW - HOW TO SCHEDULE YOUR RIDE:

Please call the van phone line at 802-878-6940 on Mondays between 9am-2pm to schedule your rides for that week. Leave a message with pertinent information (Name, address, phone number, destination, day and time of appointment) and a staff member will call and confirm your ride later in the day after 2pm. Mondays will now be the call-in day for any appointment/ transportation need for the whole week. You will not need to call the day before an appointment going forward. If you call for a ride AFTER 2pm, your reservation is not guaranteed. If this is an urgent appointment, please call 802-876-5087 and leave a message for Nicole. She will be in contact with you and if accommodations can be made, she will confirm your transportation need at that time.

The van currently provides rides on Tuesdays, Wednesdays, and Thursdays from 9-2pm.

*Inclement weather: should the Essex Westford School District cancel school due to inclement weather, the Essex Senior Vans will also cancel service for that day.

We will communicate updates and/or any changes and encourage everyone to follow updated information provided by the Center of Disease Control and VT Department of Health.

<https://www.healthvermont.gov/> and <https://www.cdc.gov/>

Please remember that information and services are subject to change at any time related to driver availability and/or COVID-19 guidance from the Governor's office.

Thank you for your support and understanding. We look forward to seeing you soon!

Stay healthy!





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Frequently Asked Questions

1. **Who is allowed to ride the Senior Van?** Any resident of the Town of Essex or the Village of Essex Junction who is 60 years of age or older is eligible to ride the Essex Senior Van.

2. **My doctor is in private practice outside of Essex. Can the Senior Van take me there?** No. Outside of Essex, the Senior Van goes to specific group practices in Williston and to the UVM Fanny Allen Campus in Colchester. We do not service any private practitioners outside of Essex.

3. **Does the Essex Senior Van travel outside of Essex?** Yes, only to the following locations: the UVM Medical Center Fanny Allen Campus, Evergreen Medical (Williston), UVM Medical Center Adult Primary Care (Williston), and VTC Dental Clinic (Williston). **PRIVATE PRACTITIONERS OUTSIDE OF ESSEX CAN NOT BE ACCOMMODATED.**

4. **I need a caregiver to ride with me. Will he/she be allowed on the Senior Van?** Yes. Information regarding your caregiver must be included on your ridership application. Caregivers must be picked up at the same location and go to the same destination as the eligible rider.

5. **Does my caregiver need to be 60 years old to ride the Senior Van?** No. Your caregiver can be any adult aged 18 and over whose contact information is on file and who has been approved to ride with you.

6. **I have a service animal. Can it ride with me?** Yes. Service dogs may accompany riders on a case by case basis. The following documentation is required before your service/therapy dog is allowed on the van: medical documentation regarding your need for a service animal; updated vaccination record; current dog license. No dog showing signs of aggression will ever be allowed on the Senior Van. All documentation can be mailed or dropped off to Nicole at the Essex Area Senior Center, 2 Lincoln Street.
7. **I forgot to call during the scheduling hours and I have a doctor's appointment tomorrow. Can I just call the driver to pick me up?** No. The drivers must follow the approved schedule. No additions or changes will be accommodated.
8. **If I'm on the van and I need an additional stop along the way, can the driver quickly stop for me?** No. The drivers must follow the approved schedule only. Additional stops/destinations will not be accommodated.
9. **Can I use the Essex Senior Van to go grocery shopping?** Yes, grocery shopping is scheduled according to the scheduler's discretion, keeping in mind that **medical appointments take priority**.
10. **I live in senior housing and I forgot to call the van for the luncheon. I know the van is coming here for others; can I just get on the van when it comes for the others?** No, if you are not on the schedule, additional passengers are not allowed.
11. **Am I required to use the step stool to enter and exit the van?** Yes, for your safety all riders must use the step stool provided by the driver. If you require a walker or wheelchair, you will be asked to use the lift.
12. **My appointment is running late. Who do I call?**
 - A. If your appointment is running late between the hours of 9 AM and 2 PM, please call the van directly to inform the driver. **Please be sure to limit phone calls to the drivers.**
 - B. If your appointment will keep you past 2 PM, you will need to make alternate arrangements for transportation to your destination.



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ESSEX SENIOR VAN POLICIES AND PROCEDURES

Eligibility:

Any resident of the Town of Essex or the Village of Essex Junction who is 60 years of age or older is eligible to ride the Essex Senior Van. To become a rider, call 876-5087 to obtain an application or download a copy from the Town of Essex website. Adults under 60 years of age may be eligible to ride on a case by case basis with proper medical proof of need on file.

Safety: For all riders’ safety, and in accordance with the law, passengers must wear seat belts when riding the van. We also require that each walk-on passenger use the step stool to enter and exit the van. Please review the enclosed Code of Conduct for further safety and other relative information.

** All COVID-19 related safety guidelines will be in effect for rides. Passengers will be asked screening questions and will be required to wear a mask while on the van. **

Scheduling:

The Senior Van operates from 9AM-2PM Tuesday, Wednesday, Thursday, and Friday. The Senior Van does not run, nor are phone volunteers available, on municipal holidays or if local schools are closed due to inclement weather. **Please see enclosed Holiday schedule.**

Riders must call **802-878-6940** on Mondays between 9am- 2pm for any appointment needs that week. **If, for some reason, you are unable to make the call please have another responsible party call for you.**

Procedures:

Medical (including, but not limited to, check-ups, dental and physical therapy) appointments take priority above all other appointments. In the event that several people have medical appointments at the same time at different sites, appointments will be granted on a first come, first served basis. If you have called for a non-medical reason, there is a chance you may be asked to change your ride time or day if a medical appointment is called in. **IF YOU ARE ON THE VAN FOR A SCHEDULED RIDE, DO NOT ASK THE DRIVER TO ADD A DESTINATION FOR YOU. OUR DRIVERS MUST FOLLOW THE APPROVED MASTER SCHEDULE PROVIDED BY THE SCHEDULERS. ADDITIONAL STOPS OR CHANGES TO THE SCHEDULE WILL NOT BE ACCOMMODATED.**

Please note: Schedules reflect actual start times for appointments. Drivers will call you when they are in route so that you are ready when they arrive.

Destinations:

The Essex Senior Van travels to destinations within the Town of Essex and Village of Essex Junction. We also travel for medical appointments only to the UVM Medical Center Fanny Allen Campus, Evergreen Medical (Williston), UVM Medical Center Adult Primary Care (Williston), and VTC Dental Clinic (Williston). **PRIVATE PRACTITIONERS OUTSIDE OF ESSEX WILL NOT BE ACCOMMODATED.**

Pet Policy:

The Essex Senior Van allows service/therapy animals to accompany a rider on the Van with appropriate documentation on file. Small animals must be contained in a carrier. Larger animals may be accommodated on a short leash only as space allows. No animal showing signs of aggression will be allowed on the van at any time. We do not provide transportation for pets' appointments.

OVER**Required documentation needed:**

- **Medical documentation re: need for service animal**
- **Completed veterinarian form**
- **Current dog license**



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To Cancel a Ride:

Should you need to cancel your ride for any reason, we ask that you first call the appointment line at 878-6940 and leave a message. A scheduler will notify the driver for you.

Questions or Concerns:

If you have any questions/concerns about scheduling or allowed van destinations please call Nicole at 876-5087. Please direct questions/concerns about Senior Van drivers to Ally Vile, Director of Essex Parks and Recreation at 878-1376.



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PASSENGER CODE OF CONDUCT

1.	No smoking, drugs or alcohol.	For your safety and good health, use of tobacco products (including e-cigarettes and vaporizers), drugs or alcohol is not allowed on the Essex Senior Vans.
2.	No dangerous materials.	Including, but not limited to: car batteries, gasoline, kerosene or other flammable liquids.
3.	No uncovered drinks or messy foods.	You're welcome to bring a beverage on the van with you. Please make sure it's in a container with a sealed lid – and take the container with you when you leave. Small snacks are permitted, provided they don't leave a mess.
4.	Do not distract the van driver.	Interfering with the safe operation of a transit vehicle is hazardous to you and everyone else. Our drivers enjoy getting to know you; however, their priority is your safety. If you must talk to the driver, please limit the conversation to when the bus is stopped.
5.	Take your belongings with you when you leave.	It is often difficult to identify ownership of left items.

6.	No solicitation.	Passengers may not place advertisements on the inside or outside of buses, nor may they remove or deface those placed on the buses by authorized representatives of the Town of Essex.
7.	Support a safe, comfortable, and clean travel experience for all.	No disruptive behavior; use G-rated language; clean-up after yourself; keep the aisle clear; please perform personal hygiene tasks at home (i.e. clipping fingernails, toenails, putting on perfume, etc.); and keep bodily fluids to yourself.
8.	Attire	Clean attire & shoes are required.
9.	Carry-On Policy	Passengers are welcome to bring items on-board providing they are not dangerous, can be carried on in one trip, be kept out of the aisle and remain under the passenger's control in the event of an unscheduled stop.
10.	Keep aisles clear.	So passengers can easily exit or board, please do not block the aisles or doors. If you have personal belongings, make sure they are not blocking aisle.
11.	Wellbeing of all riders.	It is a serious health risk to all passengers to allow patrons whose bodily fluids are exposed to ride the bus. Passengers who are experiencing this condition will be removed from the bus or denied access to the bus. This includes, but is not limited to bodily eliminations, spitting and blood.

These Codes of Conduct are in place to ensure that all passengers enjoy their time spent on Essex Senior Van transportation service.