



Town of East Greenwich
Policies and Procedures of East Greenwich Senior and Human Services

I. Background and Philosophy Statement

- A.** East Greenwich Senior Services was created in 2004. The Department offers programs at the Swift Community Center. The Center is accessible to individuals with and without disabilities. A deep commitment to serving the needs of East Greenwich seniors age 55 and over and residents with disabilities is our major goal. For safety and legal considerations, we must set some limitations on the physical and behavioral standards required for attendance. This involves all persons participating in our services; including the meal site, programs and transportation. A majority of the funding for programs and services is provided by the Town of East Greenwich.

II. Policy Review Committee

- A.** This committee will be made up of three (3) persons representing different aspects of our daily programs. Therefore, decisions will be made during a group discussion and a majority vote will be binding. The representatives, from which the three (3) will be convened for review of cases will be:
- a.** Director
 - b.** Case Worker
 - c.** Transportation Coordinator
- B.** Each situation will be considered on a case by case basis. The committee will be convened whenever a case develops in which services offered by our department are no longer meeting the needs of the participant (i.e. when the participants' needs go beyond the service limits of the staff and programs offered by the Department). A representative for the person (if necessary) will be notified of these discussions in writing and encouraged to attend a follow-up meeting at which time a report of the committee meeting described above will be provided. The person and representative (when appropriate) will be counseled regarding assistance available from other community resources for their special needs. Forms such as incident reports and case management assessment records will be maintained in confidence by the Director and not open to the general public. Re-admittance will be considered on a case-by-case basis.

III. General Polices of the Swift Community Center

These policies are necessary for the protection, rights and welfare of all Center attendees.

- a. All fitness program participants must sign a release of liability and assumption of risk agreement prior to their first class. In the best interest of each member and program participant, emergency contact information is requested. Membership and liability forms are available at Swift and the Town's website at www.eastgreenwichri.com. Staff will mail a form upon request.
- b. Each attendee is expected to conduct himself/herself in a courteous manner when interacting with participants, volunteers and staff. Behavior which infringes on the rights or safety of others or prevents their enjoyment of activities and services of the Center will not be tolerated. Any person using profane language, disturbing the peace or provoking an altercation will be required to leave for the day at the discretion of the Director. All incidents of inappropriate behavior will be documented in writing. If the behavior is continuous, the policy review committee will convene to discuss the situation. Failure to adhere to stated policies after one verbal warning will be sufficient grounds for suspension.
- c. No physical abuse of participants, volunteers or staff will be tolerated. If a physical abuse occurs, the police will be notified immediately. Physical abuse is grounds for expulsion.
- d. No alcohol or illegal substances are allowed on the property or bus. Use or possession of these items is sufficient grounds for suspension (alcohol) or expulsion (illegal substances).
- e. There is no smoking in the Center or within 25 feet of the building.
- f. Participants are expected to dress in a manner generally acceptable in public meeting places.
- g. Children must be accompanied by an adult when in the building and not allowed to roam.
- h. Good housekeeping is essential so that all participants may enjoy the facility. Please help keep areas clean by using proper receptacles.

IV. Guidelines that Aid in Determining Standards Required for Attendance

Management of Personal Care and Safety

Participants of the Swift Community Center must be:

- a. Responsible for personal care including hygiene, toileting and feeding. The Center staff is not responsible for providing assistance with personal care.
- b. Responsible for health care including medications, special diets and emergency provisions. The Center staff is not responsible for providing assistance with medications and other personal health or medical care.

- c. Responsible for own supervision and capable of independent decision making including the ability to plan and make transportation requests, lunch reservations, program reservations and financial transactions for Center activities.
- d. Reasonably oriented to surroundings at and around the Center.

An adult age 55 and over or an individual with a disability may bring an appropriate companion/caregiver to help him or her take part in activities.

No animals are allowed in the building, with the exception of service animals.

If a participant cannot meet the required standards, staff is available to provide resource information and to discuss options. It is our hope to provide a warm, welcoming atmosphere for as many seniors and individuals with disabilities as possible.

V. Transportation Rules and Regulations

The Senior and Human Services bus is accessible to East Greenwich residents ages 55 and over and residents with disabilities. The bus lift will accommodate persons using wheelchairs, walkers, crutches, canes, braces, etc. or who otherwise have difficulty using steps. The bus will pick up and drop off passengers at their residences. Non-residents can meet the bus at the Center. All passengers using the bus lift are encouraged to hold onto the handrails. A passenger standing on the bus lift will be asked to lower his/her head when entering the bus.

Reservations are required at least 24 hours in advance by calling the Transportation Coordinator at 886-8669, ext. 3. Please have the name and address of your destination available as well as the time of your appointment (if applicable). The bus seats a maximum of 20 passengers. Reservations are on a first come, first serve basis. Medical appointments take precedence over leisure activities and retail shopping.

All pick-up times are approximate. Please allow 15 minutes on either end of the scheduled pick-up time. For example, if you are given a pick-up time of 9:00 a.m., the bus will arrive at your residence between 8:45 a.m. and 9:15 a.m. Please be ready at all times during this pick up window, so that the bus stays on schedule for all passengers. Riders must understand that this service is not a taxi and some waiting periods may be necessary in order to accommodate everyone's needs. Please consider bringing reading materials or stereo headphones to pass time. We strive to be as timely as possible, given traffic, etc. You may be scheduled to be picked up earlier than you think is necessary, but others are riding the bus too and need to get to their destination on time. If you need to cancel your ride, you must

call at least 2 hours prior to the pick-up window. Passengers scheduled for a pickup before 9:00 a.m. should leave a cancellation message on the Transportation Coordinator's answering machine at 886-8669, ext. 3. If a passenger does not cancel a trip at least 2 hours prior to the pick-up window, the passenger is considered a "No Show". Please see Section VI for the Town's No Show Transportation Policy.

Fees

The transportation fees are \$2 round trip or \$10 for a one month unlimited use bus pass. The monthly bus pass does not include special trips to the Ocean State Theatre Company or Theatre By The Sea.

The following health and safety issues must be observed by passengers:

- a. A transportation application must be completed prior to a passenger's first ride. In the best interest of each passenger, emergency contact information is requested. Transportation applications are available at Swift and the Town's website at www.eastgreenwichri.com. Staff will mail an application upon request.
- b. Seatbelts must be worn at all times while riding on the bus. The driver will assist passengers with seat belts if requested.
- c. Remain seated until the vehicle comes to a complete stop.
- d. Maintain proper personal hygiene.
- e. No smoking, eating or drinking.
- f. Intoxicated or otherwise impaired passengers will be denied service.
- g. Please help keep the bus clean by using proper receptacles.
- h. The driver will provide a wheelchair for passengers that prefer to sit while using the bus lift. The wheelchair holds 450 pounds. The wheelchair is available to enter and exit the bus and should not be used to transport passengers to and from their destination.
- i. The driver is not permitted to stand on the bus lift with a passenger.
- j. The driver is not permitted to lift passengers. The driver will assist passengers on and off the bus, but will not lift passengers up or down the stairs or out of a seat.
- k. The service is curb to curb only. The driver is not permitted to enter residences, therefore no in-home assistance will be provided. The driver will not provide assistance to and from the bus.
- l. The driver will lift and store light mobility devices, such as walkers or canes, onto the bus.
- m. Passengers are not allowed to operate any bus equipment. Only the driver will operate the bus lift, doors and other specialized equipment.
- n. Frequent "No Shows" for rides may result in suspension of transportation services. Please see the No Show policy, Section VI.
- o. Driveways must be clear of snow, ice, branches and debris prior to pick up.

- p. Tipping the driver is not permitted.

Failure to abide by these rules may result in a suspension from transportation services, followed by a meeting with the policy review committee. We appreciate your understanding and cooperation.

VI. No Show Transportation Policy

The purpose for establishing a No Show Policy is to encourage responsible trip scheduling and transportation use. Our No Show Policy is part of an effort to bring our passengers more efficient service. No Shows are recorded each time a passenger makes a late cancellation, forgets to cancel, declines their trip at the door, or is not available for pick-up for their scheduled trip. No Shows and late cancellations result in wasted trips that could have been scheduled for use by other passengers.

Sporadic passenger no shows, late cancellations, and cancellations at the door are an expected cost of offering a transportation service. However, excessive no shows, late cancellations, and cancellations at the door adversely affect the efficiency and effectiveness of service and adds to the cost of providing the service.

Definitions:

Advance Cancellation - when the passenger (or a representative for the passenger) cancels a specific scheduled trip at least 2 hours prior to the pick-up window. Passengers scheduled for pickup before 9:00 a.m. should leave a cancellation message on the Transportation Coordinator's answering machine at 886-8669, ext. 3.

Late Cancellation - the passenger (or a representative for the passenger) does not call to cancel a specific scheduled trip at least 2 hours prior to the pick-up window. Late cancellations will be treated as No Shows.

Cancel at Door - when the vehicle arrives at the location designated for a specific scheduled trip within the 30-minute pick-up window and the passenger (or a representative for the passenger) notifies the driver at that time that they no longer need the scheduled trip. These are considered No Shows.

No Show - a No Show is defined when all of the following criteria have occurred:

There has been no call by the passenger (or a representative for the passenger) to cancel the scheduled trip 2 hours or more before the pick-up window. **AND** The vehicle arrives at the scheduled pick up location within the 30 minute pick-up window. **AND** The driver cannot reasonably see the passenger approaching the vehicle within 2 minutes.

Late cancellations and cancellations at the door will also be treated as No Shows.

A pattern or practice of No Shows may result in a suspension of transportation service.

No Shows Beyond a Passenger's Control

Trips cancelled for reasons that are beyond the passengers control will not be considered No Shows. This includes missed trips resulting from sudden illness, family or personal emergency, appointment delay, extreme weather conditions or other unforeseen reasons for which it is not possible to call to cancel in time or to take the trip as scheduled. Although No Shows will not be issued for reasons beyond the passenger's control, the passenger should always make every effort to cancel scheduled trips in a timely manner. It is the passenger's responsibility to provide the reasoning for not canceling a trip. Contact should be made with the Senior Services office as soon as reasonably possible. Lack of any contact will result in a No Show being issued. Repeated failures to take scheduled trips, regardless of the reason, are subject for review.

No Show Notifications and Penalties

Penalties will be assessed when passengers exceed two No Shows within a six month period. They will be notified of every No Show in writing and will receive a suspension after two No Shows. Customers will receive a No Show notice in the mail or by email for any day they have a No Show. The notice or email message will list the date, time, and location of the missed or late cancelled ride. Excessive No Shows and late cancellations will result in suspension of service for longer periods of time.

Consequences for an Established Pattern or Practice of No Shows within a Six Month Period

1st Violation
Notice Documenting No Show

2nd Violation
Notice Documenting No Show

3rd Violation
5 Operating Days Suspension

4th Violation
10 Operating Days Suspension

5+ Violation
25 Operating Days Suspension

If a passenger disagrees with the suspension of service, the suspension may be appealed by the passenger. Section VIII of this document outlines the appeal process.

Suspension of service privileges will be postponed pending completion of the appeal process.

Transportation Schedule

Monday – Thursday: senior dining and activities at the Center and the East Greenwich Free Library.

Tuesday & Wednesday: morning doctor and dentist appointments in East Greenwich only. Pick up is between 8:45 a.m. and 10:00 a.m.

Wednesday: Stop & Shop Plaza on Frenchtown Road, TJ Maxx Plaza in North Kingstown and Dave’s Market Plaza in Quonset, periodically on Wednesday afternoons. Pick up begins at 1:00 p.m.

Thursday: Stop & Shop on Frenchtown Road. Pick up begins at 8:45 a.m.

Friday: Day trips, retail shopping and lunch at a pre-determined restaurant. Pick up begins at 9:00 a.m. unless otherwise noted in the newsletter.

Grocery Shopping: Shoppers are allowed one hour and 15 minutes in the market and a maximum of 6 reusable canvas shopping bags. Large item purchases are not permitted. The driver will load and unload grocery bags on and off the bus. If requested, the driver will carry grocery bags to a passenger’s front door or to the lobby of a housing complex.

VII. Inappropriate Behaviors and Possible Reasons for Suspension

- a. Verbal abuse of participants, volunteers or staff.
- b. Profane language or threats of violence.
- c. Inappropriate or disruptive behavior.
- d. Continued harassment of participants, volunteers or staff.
- e. Continued disruptions of senior services programs.
- f. Use or possession of alcohol.
- g. Health hazards including personal hygiene.
- h. Frequent transportation “No Shows”.
- i. Failure to adhere to stated policies after appropriate warnings will be sufficient grounds for suspension.

Length of Suspension

- a. One (1) day to thirty (30) days.
- b. Conditions to be met to resume activities:
 1. Situation is resolved or corrected.
 2. Meeting with appropriate staff is held.

Grounds for Expulsion

- a. Physical abuse of participants, volunteers or staff.
- b. Physical damage to property or building.
- c. Use or possession of illegal substances.
- d. The third time a person is suspended from any senior services program is grounds for expulsion.

VIII. Appeal Policy:

A. Suspension for Inappropriate Behavior Appeal Process

Any participant (or a representative for the participant) who believes they have not been treated fairly may appeal the decision of the Senior and Human Services Policy Review Committee in writing to the Town Manager at: Town of East Greenwich, Attn: Mr. Thomas E. Coyle, III, P.O. Box 111, East Greenwich, RI 02818 or tcoble@eastgreenwichri.com. The Town Manager will respond to the appeal within five business days. If the decision of the Town Manager is not deemed adequate, a written appeal may be sent to the Rhode Island Department of Human Services, Division of Elderly Affairs, Louis Pasteur Building, 2nd Floor, 57 Howard Avenue, Cranston, RI, 02920.

B. No Show Transportation Appeal Process

A passenger (or a representative for the passenger) may file a written appeal for an individual No Show issued by contacting the Director of Senior and Human Services. The contact information is: Town of East Greenwich, Attn: Ms. Erin McAndrew, P.O. Box 111, East Greenwich, RI 02818 or emcandrew@eastgreenwichri.com

The Director will review the information provided by the passenger (or a representative for the passenger) and make a decision to either uphold the individual No Show or to excuse it within five business days. If the No Shows have accumulated to a point where a suspension will be activated, the passenger (or a representative for the passenger) may file a written appeal for a review of all No Shows by contacting the Director in writing.

Transportation service will continue while the outcome of the appeal is decided. If the passenger is not satisfied with the decision by the Director, they may request a review by the Town Manager. The contact information for the Town Manager is: Town of East Greenwich, Attn: Mr. Thomas E. Coyle, III, P.O. Box 111, East Greenwich, RI 02818 or tcoble@eastgreenwichri.com. The Town Manager will respond to the appeal within five business days. If the decision of the Town Manager is not deemed adequate, a written appeal may be sent to the Rhode Island Department of Human Services, Division of Elderly Affairs, Louis Pasteur Building, 2nd Floor, 57 Howard Avenue, Cranston, RI, 02920.