



Essex

Parks and Recreation
Your Connection to a Healthier Community.

ESSEX SENIOR VAN SERVICE

Adriane Martin Parks & Recreation Director	81 Main Street, Essex Jct. VT 05452 (802) 878-1342
Nicole Mone-St. Marthe Program Director - Senior Services Nstmarthe@essex.org	Senior Van Reservation Line (802) 878-6940

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 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. Email: _____
5. Date of Birth ____/____/____ Emerg. Contact: _____
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 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 POLICIES AND PROCEDURES

Eligibility:

Any resident of the Town of Essex who is 60 years of age or older is eligible to ride the Essex Senior Van. To become a rider, call 802-878-6940 to request 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.

Procedures:

- Medical appointments take priority above all other ride requests.
- Drivers must follow the approved master schedule for the day. Unscheduled stops will not be made.
- Drivers will call you when they are in route so that you are ready when they arrive.

Pet Policy:

- The Essex Senior Van allows service/therapy animals to accompany a rider on the Van with appropriate documentation on file.

To Cancel a Ride:

Should you need to cancel your ride for any reason, call the appointment line at 802-878-6940 and leave a message. A scheduler will notify the driver for you.

Inclement Weather/Van Service Cancellation:

- Should the Essex Westford School District cancel school due to inclement weather, the Essex Senior Vans will also cancel service for that day.
- Van services do not run on municipal holidays. Should a municipal holiday fall on a Monday (scheduling day), please call the Friday before the holiday to schedule rides for the holiday week as the scheduling office will be closed to observe the municipal holiday on Monday.

ESSEX SENIOR VAN POLICIES AND PROCEDURES

Code of Conduct:

Drivers and schedulers have the right to refuse service when the safety and well-being of any rider or driver is compromised by a client's actions.

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 are the only call-in day for any appointment/ transportation needs for the whole week. If you call for a ride AFTER 2pm, your reservation is not guaranteed.

The van currently provides rides on Tuesdays-Fridays from 9am-2pm.

The van provides transportation in the Town of Essex, City of Essex Jct. for the following services:

- **Pharmacy/prescription pickups**
- **Shopping (grocery and home goods)**
- **Doctor appointments**
- **Hair or nail appointments**
- **Fitness centers**
- **Social visits with friends and family in Essex**

Locations outside of Essex that are approved for transportation:

- **Fanny Allen**
- **Evergreen Family Health in Williston**
- **UVMHC offices in Blair Park Williston**

Occasional Friday Frolic trips are scheduled monthly and posted on the vans and Town of Essex website. These trips are to essential locations outside of Essex such as Trader Joe's, Walmart, etc. To sign up for a Friday Frolic Trip, call the scheduling line at 802-878-6940.

*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.

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

