

Important Contact information

www.geercares.org/transportation

Dial-a-Ride: (860) 824-7067

Go Geer: (860) 453-4800

Ivana Powers (860) 453-4300

Director of Transportation ipowers@geercares.org

Stacie Nicholas (860) 824-2618

Sr. Director of Advancement snicholas@geercares.org

Complaint Procedure

If you believe that Geer Transportation staff have discriminated against you based on your disability, national origin, race, or gender you may file a complaint under the following grievance process:

The complainant should complete a written statement, containing the complainant's name, address and description of the alleged discriminatory action. It should be signed by the complainant or by someone authorized to do so on their behalf. Complaints filed on behalf of classes or third parties shall describe or identify (by name, if possible) the alleged victims of discrimination. Complainants may have representation during the grievance process. Deliver the written complaint, as described above to the Transportation Director at 83 South Canaan Road, North Canaan, CT 06018.

The complainant will be notified in writing regarding the result of the investigation, the final disposition of the complaint and any actions. The Transportation Director shall be the official recipient of all complaints. In the absence of the Transportation Director the Sr. Director shall receive complaints. Any complaints that can't be solved by the Transportation Director will be referred to the Sr. Director.

Rider Handbook

Service guidelines



rides that require to be scheduled
at least 48 hours in advance



rides that can be requested

no more than 30 minutes in advance



GEER'S MISSION STATEMENT

A community of healing professionals whose principal mission is to console, treat, strengthen, and refresh the bodies, minds, and spirits of the elderly and disabled residents of the tri-state area.

Transportation Services

Geer provides transportation through two different services.

Dial-a-Ride and the RITS (Rural Independent Transportation Service)

Provides rides, **scheduled in advance**, for elderly and/or disabled individuals so they can access non-emergency medical and basic needs for themselves. This service is funded in parts by the State of CT, Dept. of Transportation, our area Town's, the Northwest Hill Council of Government, the Western CT Area Agency on Aging and other private foundations.

Go Geer – On Demand Transportation

This service is available on demand, **typically within 30 minutes of when the ride is requested**, for elderly and disabled individuals so they can access non-emergency medical and basic needs that are unable to be scheduled ahead of time. This service is funded in parts by the State of CT, Dept. of Health via the CT Office of Rural Health, the Northwest CT Community Foundation, Northwest Hill Council of Government, the Western CT Area Agency on Aging. **At this time, this service is limited to a very specific geographic area in the towns of Torrington and Winsted only. Please see the map description on pg. ? in this handbook.**

Geer reserves the right to deny transportation to anyone who abuses the services; whose conduct on board the vehicles interferes with the safe operation of the vehicle; who disrupts vehicle scheduling; who behaves in a way that is offensive to other passengers or drivers or otherwise violates Geer's Policies.

No Show/Cancellation Policy:

After waiting 3 minutes for the passenger the driver will attempt to reach the passenger to tell them their ride is waiting. The driver will only wait a total of 5 minutes for you to arrive, after which you will be considered a **NO SHOW**. The Driver will document passengers that are **NO SHOWS** or that **CANCEL** when the driver arrives at the designated pick-up time.

Passengers that are NO SHOWS OR CANCEL will receive a VERBAL WARNING. After two documented NOW SHOWS OR CANCELLATIONS the passengers will be provided with a WRITTEN WARNING. Any further NO SHOWS OR CANCELLATIONS after a written warning will result in the SUSPENSION of passenger privileges. You will be notified in writing of the terms of your suspension.

Passenger Rights & Responsibilities:

- Current Infection Prevention methods include proper fitting face masks being worn at all times, while in the vehicle.
- **NO SMOKING** on ALL vehicles.
- All passengers are required to wear their seat belt - at ALL times. Please ask for driver assistance, if needed.
- Remain seated while in the vehicle.
- Wheelchair securements are only performed by the driver.
- Food is not allowed on board unless in sealed containers.
- Please refrain from using profane or abusive language.
- Law prohibits firearms, knives or weapons on the vehicles.
- Keep aisle free of objects. Passengers should transport bags so they can be safely stowed on the vehicle, under their seat, and so that on and off loading doesn't take up an unreasonable amount of time. No more than 5 bags are allowed.
- **Oxygen tanks** – portable oxygen tanks, allowed on the vehicle and must be secured by the driver. Please tell the scheduler if you will be bringing oxygen on board.
- **ADA policy** – All our vehicles are accessible for people who use mobility devices. When you call to make your reservation, please tell the scheduler if you use a mobility device such as a cane, walker, manual or motorized wheelchair, scooter etc. and if you will need a lift or ramp to enter the vehicle.
- **Service Animal policy** – Pets, other than service animals, are not allowed on vehicles.
- **Cell phone policy** – be considerate of others and only use cell phones for important conversations.

Service Details

Hours:

Dial-a-Ride operates Mon – Fri from 8:00 am – 4:30 pm with some flexibility for earlier or later appointment times

Go Geer operates Mon – Fri from 7:00 am – 12:00 am **and** 2:00 pm – 7:00 pm.

*hours may adjust based on demonstrated need of the riders or service area.

Holidays: no transportation is available on the following days:

New Year's Day	Martin Luther King Day
President's Day	Memorial Day
Independence Day	Labor Day
Thanksgiving Day	Christmas Day

Donation/Fees:

There are no charges for the ride, but donations are accepted to maintain the level of service and vehicle maintenance.

Eligibility:

Currently is limited to individuals:

- Over the age of 60
- and/or disabled

Winter Weather Policy:

Geer will determine the availability of transportation in inclement weather, on a case-by-case basis. We will review weather reports and monitor the school systems closing to make our decision. If you have an appointment on the day that we feel it is unsafe to provide transportation, you will be called to reschedule your ride. Transportation closings will be announced on WZBG radio and posted on Geer's Facebook page. Please note that severe snow and winter weather can delay or cancel service at a moment's notice. We will call you if we need to reschedule your ride.

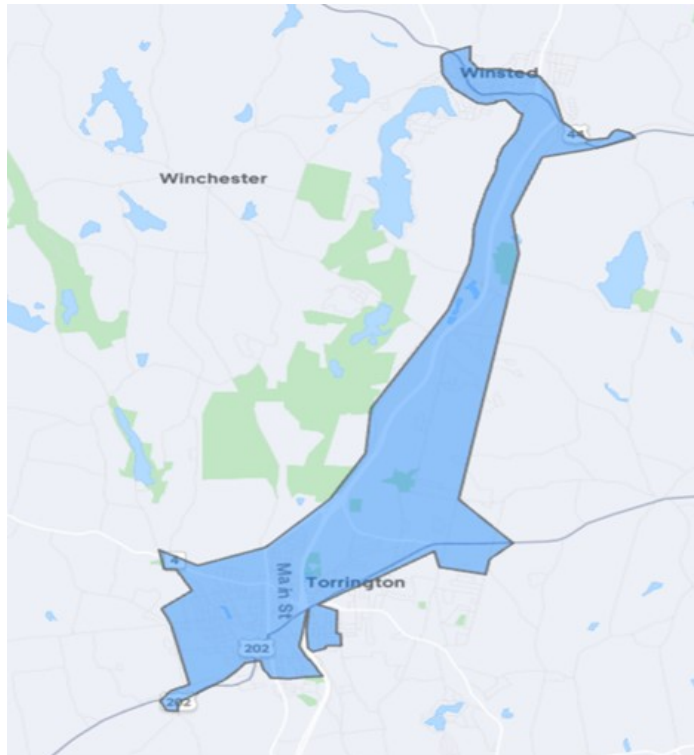
Service Area:

Dial-a-Ride

Primary service area are the towns of: Cornwall, Falls Village, Norfolk, North Canaan, Lakeville/Salisbury, and Sharon. Secondary service served through the RITS program are the towns of: Colebrook, Goshen, Morris, Torrington, Warren, and Winsted areas. *Call for more specifics.*

Go Geer only serves a very specific area that connects parts of Torrington and parts of Winsted, centered around the downtown areas and where most medical providers and senior housing is located. *Call for more specifics.*

We have attempted to be sure to include most residential areas, especially where low income congregate senior housing is located and the majority of healthcare facilities. **This may be updated and change as we operate the service and learn more.**



Requesting Rides

Dial-a-Ride

Please call: (860) 824-7067 to sign up for the program or to schedule your ride. We prefer 48 hours notice and require a minimum of 24 hours. We will make every attempt to fulfill late requests. Medical trips always take priority. Cancellations must be made at least 24 hours (business days) before your scheduled pick-up time. Less than 24 hours is considered a late cancellation and subject to our No Show/ Cancellation policy.

Go Geer

Please call (860) 453-4800 to see if you qualify and register for the program. Once you are registered you may call any time up to 30 minutes prior to needing the ride. In the future, you may be able to use the Uber app to request your rides.

Geer provides curb to curb **OR** door to door service, depending on the needs of the passenger. Under no circumstances will a driver enter a passenger's home or building.

- Curb to Curb means that the driver will not leave the vehicle to retrieve or drop off the passenger.
- Door to Door means the driver will walk to your door to let you know they have arrived and escort you to the vehicle and will escort you off the vehicle and to the door of the building to which you are going. The driver will not physically assist you to the vehicle—just escort you.

Regardless of the level of service provided, passengers are expected to be ready at the pick-up time provided to them when they make their reservation. The driver records both the time of their arrival for pick up and the time of departure.