

North Reading Rides Together

PROGRAM OVERVIEW

North Reading Rides Together assists residents who cannot drive to reach medical and other essential appointments. Community volunteers help residents determine the best mode of transportation based on destinations, mobility, and schedule. In many cases, existing ride programs, as outlined in the Senior Center's *Transportation Options* flyer may meet their needs. Volunteer drivers may be matched with residents to fill gaps in services, when available.

If you are a resident who needs transportation to:

- In-town rides or to Wilmington medical facilities (Family Medical Center on Salem St or Lahey Primary Care on Concord Street) call the Senior Center at **978-664-5600** at least 1 day ahead.
- Boston or Peabody medical appointments, Monday, Tuesday or Thursday, call *medi MeVa* **978-469-6878 (Option 3)** between one and two weeks ahead. They also offer Bedford VA rides Wednesdays and Fridays. All North Reading residents are eligible, but you need to register in advance for this service before reserving rides.
- Other out-of-town medical appointments, call *North Reading Rides Together* at **978-664-5600** with ride request details as far in advance as possible, with at least one week's notice. A volunteer will call you back with ride options which may include a volunteer driver, or let you know 48 hours in advance if no match could be found.

All volunteer rides are subject to driver availability, and are generally available Monday to Thursday, 8am to 4pm and Friday 8am to 1pm. Additional hours may be available on a limited basis.

Contact Numbers

978-664-5600 Edith O'Leary Senior Center (in-town rides / medical rides not covered by MeVa)

Jackie Quinn, Transportation Coordinator at the Senior Center, jquinn@northreadingma.gov

978-357-5284 or lhartman@northreadingma.gov: Lillian Hartman, Director of Public Services and North Reading Transportation Committee Liaison

North Reading Rides Together

VOLUNTEER DRIVER POSITION DESCRIPTION

Goal of Position: To provide rides to eligible clients, who are without the resources to provide their own transportation for medical and other essential appointments.

Time Commitment: Very Flexible

Contact: Jackie Quinn, Transportation Coordinator, 978-664-5600 or jquinn@northreadingma.gov

Skills Required:

- Genuine interest in helping neighbors
- Reliable
- Prompt
- Patient
- Good interpersonal skills

Responsibilities

- Provide transportation in their own vehicle for clients scheduled by the Senior Center.
- Contact the client as soon as the ride is self-assigned to reduce anxiety on the part of the client.
- Call the client the day before the scheduled trip to confirm pick-up time, unless other arrangements have been made.
- Be punctual for all driving assignments.
- Notify the senior center and the rider, as soon as possible, when unable to fulfill volunteer assignment.
- Report any problems or concerns encountered in carrying out their duties to the senior center in a prompt fashion.
- Seek approval from the senior center if the client wishes to take a friend or relative for accompaniment (e.g.: spouse escort may be approved for all trips.) that was not arranged at the time of the original appointment.
- Any donations from clients should be directed to the Senior Center.

Safety Requirements

- Maintain vehicle in safe working order.
- Ensure all passengers buckle up, unless the client is exempted by medical certificate.
- Inform the Senior Center of any change in health status which may affect driving.

Compensation

- Drivers may be reimbursed for mileage to/from their homes.
- Drivers age 60+ who are homeowners in North Reading may be eligible for up to \$1500 discount on property taxes per year. A separate application is required.
- Riders pay for parking. All other offers of tips or gifts by the client must be declined.

North Reading Rides Together

CLIENT AND VOLUNTEER GUIDELINES

These Guidelines for our Clients/Riders and Volunteers are necessary to ensure the safety of everyone involved in the program. We are aware of the extra effort that is required to follow the Guidelines and appreciate your understanding and support.

New Client and Volunteer Onboarding

In order to participate, all riders and volunteers must:

- Complete a registration form
- Acknowledge receipt of these guidelines, and
- Sign a release and liability waiver

Additionally, volunteers must:

- **Attend an orientation** to ensure that the organization's guidelines and expectations are communicated and that the volunteer is prepared for their position.
- Pass a **Criminal Offender Record Information (CORI)** screening prior to starting and every two years. Anyone charged with a crime will not be accepted as a volunteer driver.
- Pass a screening for **accident and violation history** filed with the Registry of Motor Vehicles.
- Provide proof of a valid **driver's license**; and notify the senior center of any changes.
- Provide **auto insurance** information; and notify the senior center of any changes.

Scheduling Rides

Clients should leave ride requests at 978-357-5300 at least a week in advance, including:

- Your name and contact number
- Pickup address
- Date and time of the appointment, and its location
- How late the appointment might end
- Any special assistance you may need, and if you will bring a companion

Volunteer follow-up and confirmation:

- Volunteers check incoming messages at least twice a week.
- Clients may receive a call back to help identify existing ride options, or to ask further details.
- If a volunteer driver is matched with a ride, the volunteer will call the client as soon as they are assigned. **If you have not received a call two days before your scheduled appointment, please contact the senior center at 978-664-5600.**
- If the driver provides a client with their personal phone number, the client agrees to use that number **ONLY** to be in touch with them for this scheduled ride.

- If the ride is more than a few days out, you may get a reminder call closer to the trip date to ensure there were no changes or cancellations to your ride.

Weather Conditions

Volunteer drivers are not expected to drive in unsafe driving conditions. If there is inclement weather the day of the appointment, the driver should call both the Senior Center and the rider to indicate they feel it is unsafe and unavailable to drive.

No Show for Scheduled Rides / Client Not Home Policy

We ask clients to notify the volunteer and senior center (978-664-5600) at least 24-hours in advance about ride cancellations. Rides that are not cancelled ahead of time will count as No Shows, and a pattern of No Shows may result in a suspension from service.

If a client has not canceled and is not home when a volunteer arrives, volunteers must react as if there is a potential emergency. If they are unable to reach the client by phone, they will contact the senior center, who can reach out to the emergency contact on file or 911 to confirm client safety.

Costs and Benefits

Rides and Smiles are Free

North Reading Rides Together volunteers do not charge for rides or accept payment for services. Volunteer drivers donate their time and use their own automobiles. The greatest benefit to volunteers is feeling a positive impact on a neighbor's life, and knowing that their services are valued. The senior center gratefully accepts free-will donations, which are used to support the program.

Parking & Handicap Placards

If a rider has a handicap parking placard that is transferable, please bring it on the trip and remember to get it home with the rider. Drivers will also be given orange VOLUNTEER DRIVER signs to put on their dashboard while dropping off and picking up passengers.

If a driver is scheduled for both drop-off and pick-up for an appointment, and the medical facility charges a parking fee during the appointment, the rider is expected to pay for parking directly.

Mileage Reimbursement

Reimbursement is available from a state grant for transportation starting January 2024. Volunteers can contact Jackie Quinn, jquinn@northreadingma.gov to sign up.

Insurance

Volunteers use their own vehicles to transport clients need Personal Liability & Property Damage Insurance that meets state required minimums. You may wish to confirm coverage with your insurance agency for driving as part of a volunteer program. Auto insurance information is provided

to the Town when volunteers sign up and kept in the volunteer's file. Any change in policy: expiration date, new vehicle, new agent, should also be filed at the Senior Center.

Volunteer Property Tax Discount

Homeowners age 60+ who live in North Reading may apply for the town's volunteer-based property tax reduction program. Applications are available in October each year from the Town Administrator's office, and volunteers accumulate hourly credits through the next fall, for a total value of up to \$1500.

Gifts for Volunteers

Volunteers are not to accept any remuneration/cash gifts or tips from clients. A client may wish to give a small gift as a token of appreciation, and this is acceptable. A small gift may be offering to buy the driver coffee, provide a homemade baked good, something less than a \$10 monetary value. The volunteer will notify the senior center when gifts are received.

During and After Each Ride

Dress Code

Volunteers should wear their volunteer name badge or keep it visible in their vehicle at all times.

Personal Assistance & Orientation

Clients must be able to ambulate between your door and the vehicle, transfer into and out of the vehicle independently, remain alert and oriented, and manage their own personal care. If they need assistance in these ways, clients are welcome to bring a companion or caregiver with them. Service animals are allowed on board, and must be in control of their owners/handlers. Please indicate if you will bring an escort or a service animal with you when requesting rides.

Special assistance requests and vehicle requirements should be outlined by riders before being matched with a service or volunteer. Volunteers may make reasonable accommodations, for example escorting a visually-impaired rider from their door to the car. However, volunteers are prohibited from activities that may risk harm or injury to themselves or clients. Volunteers are not allowed to help clients climb in and out of the vehicle. No volunteer shall assist or administer any drug or medication to a client. If a volunteer finds that a client needs more assistance than the volunteer or companion is able to provide, please let the senior center know.

Walkers

If a client requires a walker which must be stowed in the driver's vehicle, the driver will be informed of this special request at the time of scheduling. The volunteer driver has the right to refuse such an assignment. If the driver chooses to lift a walker into their vehicle, they do so at their own risk.

Anesthesia

Drivers cannot transport clients home from appointments where they undergo any type of sedation or anesthesia. To determine if it's okay to drive someone home, ask if their doctor would release them to an unrelated driver like a taxi service. If the office requires a responsible friend or family member to be present at discharge or monitor the client's condition, volunteers are not able to accept this level of responsibility. If the rider requires monitoring after sedation or anesthesia and is otherwise able to safely access the vehicle, they may bring a companion for this purpose.

Unusual Client Behavior

If a client's behavior could put the volunteer or client at risk of harm or injury, the ride may be canceled. The volunteer should notify the Senior Center Director of any unusual occurrences. Volunteers should call 911 if clients exhibit health or behavioral concerns that appear dangerous.

Waiting Times & Additional Stops

Riders will provide estimated appointment duration when requesting rides. Rides are scheduled based on their availability for the appointment time and duration described in clients' initial ride request, so clients are requested to be clear about the latest time you think your appointment may end.

Drivers may, at their discretion, leave during the appointment and return for pickup later. The volunteer must set a return time with the client and a way to reach the volunteer. Passengers should notify your driver of delays or changes in your appointment length as they occur to adjust the pickup time as needed.

If a client expects to need a pharmacy stop along the way home, please indicate that when requesting a ride. Volunteers generally cannot accommodate unexpected stops along the way home.

Privacy & Courtesy

Confidentiality

All information concerning clients, personnel, or other confidential information must be safeguarded. Volunteers must respect confidentiality whether such information is available to them in the normal performance of their volunteering duties or occasionally and/or inadvertently received. No names should be shared when talking in public. You should never name our clients (e.g. "Mrs. X" receives dialysis" or "Mr. X" is going to the cancer center).

Any information obtained by an individual in the role of a volunteer is included in this policy. Volunteers must protect the client's right to privacy and confidentiality except when such confidentiality would cause serious harm to the client or others, when agency guidelines state otherwise, or under other stated conditions (e.g. local, state, or federal laws).

Volunteers and clients may exchange their cellphone numbers to facilitate rides. Phone numbers may only be used in connection with assigned rides. If a volunteer or client calls for an unrelated purpose / without the express consent of the other, this is a violation of program guidelines. Please kindly refer them to the *North Reading Rides Together* hotline for additional rides or the senior center for other assistance. Please contact the senior center if you are uncomfortable with a call you received.

Family Conflict and Finances

If a client requests assistance with banking, bill payment, etc., the volunteer should discuss the situation with the senior center, but will **not** perform any tasks related to money transfer or legal documents.

Volunteers will not become involved in family conflicts. The volunteer should listen and be supportive to the client, without adding personal opinions or providing advice. If a client is asking for advice or drawing a volunteer into matters of a highly personal nature or matters which make the volunteer uncomfortable, the volunteer has the right to terminate the conversation and minimize contact with the client. It is the volunteer's responsibility to inform the senior center director as soon as possible regarding the above mentioned situations. The senior center will seek an alternate solution to the client's needs. Volunteers may also report suspected abuse or neglect to the state hotline or through the senior center.

Conversely, the volunteer will refrain from drawing the client into their personal/family affairs. Should the senior center director become aware of inappropriate involvement, immediate action will be taken.

Ethical Standards and Solicitation

It is important for volunteers to understand that there are limits to what an off-duty volunteer can provide for a client. Volunteers matched with clients through the Town are subject to the same state ethics standards as town employees, which prohibit them from soliciting business while on duty, or using client contact information to solicit business. Screening by the Town for volunteer drivers is in no way a town endorsement of that volunteer for paid or unpaid services other than providing assigned rides.

Your Kindness and Patience is Appreciated

Drivers and riders participating in this program are North Reading neighbors who should be treated with respect. Please remember that volunteer drivers donate their time and vehicles, and that riders

risk missing medical care without rides. In this important relationship, no one should be subject to harassment, intimidation, or threatening behavior.

North Reading Rides Together recognizes that a volunteer may refuse to serve any client and this is the volunteer's right.

If any client or volunteer experiences something they feel uncomfortable with, they should immediately contact the senior center.

Road Safety

Seatbelts

For the safety and security of our volunteers and riders, all people in the vehicle must wear a seatbelt. If a rider chooses not to wear a seatbelt, the driver may refuse to drive them. An exception to this is clients who have a signed medical seat belt exemption.

Defensive Driver Training

Volunteers are encouraged to review a defensive driver training program from the Community Transportation Association of America (CTAA) at

<https://shop.training.ctaa.org/volunteer-driver-safety-course/>

Prohibited Materials & Activities

Volunteers and clients may not carry weapons during rides. The town strictly prohibits the use, sale, dispensing, possession, trade or manufacture of illegal drugs, alcohol, intoxicants or associated paraphernalia while engaged in town activities. No smoking or vaping is allowed during rides.

Distracted Driving

Volunteers will refrain from texting and using cell phones while driving. **Massachusetts law** prohibits operators of motor vehicles from using any electronic device, including mobile telephones, unless the device is used in **hands-free** mode. Navigation systems must be used in a hand-free mode as well.

Motor Vehicle Accident

The volunteer is responsible for the safe maintenance and operation of their vehicle and the safe transportation of the client to and from their destinations. Circumstances beyond the volunteer's control such as accidents and emergency situations must be reported immediately.

When the volunteer is involved in an accident while providing a ride the following steps should be taken:

1. The volunteer will assess injuries to the client, self and others involved.

2. The volunteer will render care and assistance in an emergency situation to the client or others if, and only if, the volunteer feels capable of rendering such assistance without danger to the injured person or the volunteer himself.
3. The volunteer will ensure the police and ambulance are contacted, if required.
4. Once the immediate emergency situation is handled, the volunteer driver must contact the Senior Center.
5. It is the responsibility of the Senior Center to notify a client's family or emergency contact person in the event of an emergency or unusual medical condition.
6. The volunteer will take responsibility to contact their insurance company.

Reasonable Modification to Services and Guidelines

If you require reasonable modification of our services, please contact Public Services Director, Lillian Hartman, lhartman@northreadingma.gov with a brief description of the modification request and a way to contact you. We will review your request and respond in no more than five (5) business days.

Client Acknowledgment

Your signature is required below to acknowledge that:

- Have read and agree to abide with the Program Guidelines.
- You understand that failure to abide by these guidelines may result in lack of services.
- Clients understand that our program uses volunteer drivers and availability may be limited.

Signature: _____

Date: _____

Volunteer Driver Statement of Understanding

I, _____ (please print) represent that my vehicle is mechanically sound and is equipped with seat belts, which I will use and require my riders to use. I will maintain a current and valid driver's license.

I understand that my personal automobile insurance is my primary liability protection while driving for North Reading Rides Together. I will immediately notify the Senior Center if my personal insurance is revoked, canceled or altered in such a way that I no longer meet the minimum insurance requirements for Massachusetts.

I hereby represent that I am physically capable of driving my vehicle in a safe and responsible manner. I will not use alcoholic beverages or mood altering drugs, including over the counter medications, while serving as a volunteer driver. I will not accept these substances from riders.

I will conduct myself with dignity, courtesy, and consideration. I will be friendly, polite and respectful when serving riders. I will not accept responsibility for any rider's personal items.

I understand I must respect the privacy and confidentiality of the riders that I serve. If I have any concerns about the rider, I will refer them to the senior center.

I will not accept or solicit money or tips, personal items from my riders.

In the performance of my volunteer duties, I will avoid actual, perceived and potential conflicts of interest that might compromise the program's integrity or reputation.

I will be reliable and punctual in the performance of my duties.

I will not make discriminatory or derogatory remarks to or about riders based on race, creed, religion, national origin, gender, disability, age, religion, marital status, sexual orientation or status with regard to public assistance.

I will not use my cell phone, text, wear headphones, or smoke while driving.

I understand that as a volunteer driver, I am representing the Town of North Reading. I have a responsibility to the Town, to those who direct my work, to the riders and to the public to uphold this Statement of Understanding.

I will notify the Senior Center at the time I no longer wish to be involved as a volunteer driver. Either the Town or I may terminate this agreement at any time.

I have read and understand the above statements of understanding.

Volunteer signature: _____

Date: _____

Waiver, Release, Indemnification & Covenant Not to Sue

PLEASE READ CAREFULLY. THIS DOCUMENT AFFECTS YOUR LEGAL RIGHTS AND IS LEGALLY BINDING. BY SIGNING THIS AGREEMENT, YOU ARE RELEASING THE TOWN OF NORTH READING FROM ALL LIABILITY AND FOREVER GIVING UP ANY CLAIMS THEREFOR.

Assumption of Risk.

I acknowledge that and my participation in the Program will consist of driving my personal vehicle and transporting a passenger, or riding in a volunteer's personal vehicle. I acknowledge and agree that my participation comes with risks including, but in no way limited to: (1) moderate and severe personal injury, (2) property damage, (3) disability, (4) death, and (5) sickness or disease including, without limitation, COVID-19. I voluntarily accept and assume full responsibility for these risks as well as any and all other risks of participation in the Program. I agree that I have full knowledge of the nature and extent of all such risks and am not relying on all such risks being described in this document.

Waiver, Release, Indemnification & Covenant Not to Sue.

In consideration of my participation in the Program, I, the undersigned, agree that the Town of North Reading, its officers, directors, agents, employees, volunteers, insurers and representatives ("Releasees") will not be liable for any personal injury, property damage, disability, death, sickness or disease incurred by myself, my family members, dependents or guests, including minors, however occurring including, but not limited to the negligence of Releasees. I understand that I will be solely responsible for any loss or damage, including personal injury, property damage, disability, death, sickness or disease sustained from my participation in the Program.

I further agree, on behalf of myself and any and all legal successors and proxies, to release and HEREBY DO RELEASE, WAIVE AND COVENANT NOT TO SUE Releasees from any causes of action, claims, costs, suits, liabilities or demands of any nature whatsoever including, but in no way limited to, claims of negligence, which I and any legal successors and proxies may have, now or in the future, against Releasees on account of personal injury, property damage, disability, death, sickness, diseases or accident of any kind, arising out of or in any way related to my use of the Facilities or my participation in the Program, whether that participation is supervised or unsupervised, however the injury or damage occurs, including, but not limited to the negligence of Releasees.

In further consideration of the use of Facilities and participation in the Program, I agree to INDEMNIFY AND HOLD HARMLESS Releasees from any and all causes of action, claims, demands, losses, suits, liabilities or costs of any nature whatsoever, arising out of or in any way related to my use of Facilities and participation in the Program.

Signature: _____ Date: _____

Print Name: _____

Program Policies & Resources

Title VI

North Reading Rides Together is committed to ensuring that no person is excluded from participation in or denied services on the basis of race, color, or national origin. All North Reading Rides Together services are provided in compliance with Title VI of the Civil Rights act of 1964 (as amended), Executive Order 12898, "Federal Actions to Address Environmental Justice in Minority Populations and Low Income Populations," and the Department of Transportation's Guidance to Recipients on Special Language Services to Limited English Proficient (LEP) Beneficiaries.

Americans with Disabilities (ADA)

In compliance with the Americans with Disabilities Act of 1990 (ADA), North Reading Rides Together is committed to providing the highest quality ride-matching and volunteer ride services. In addition, North Reading Rides Together is committed to ensuring that no passenger is denied access to its services on the basis of their disability.

Reasonable Modification

North Reading Rides Together is committed to providing customers including those with disabilities with safe, reliable, accessible and user-friendly services. As part of this commitment, North Reading Rides Together has adopted this policy to provide a procedure for receiving, processing and responding to requests for reasonable modifications to North Reading Rides Together's Policies or practices by individuals with disabilities.

Passenger Guidelines

North Reading Rides Together is proud to serve North Reading residents. To ensure the safety of our riders and volunteers, we ask that passengers adhere to certain guidelines when riding on our vehicles and interacting with a member of our team.

Title VI Program and Procedures

Protections

Federal “Title VI/Nondiscrimination” Protections

North Reading Rides Together operates its programs, services, and activities in compliance with federal nondiscrimination laws including Title VI of the Civil Rights Act of 1964 (Title VI), the Civil Rights Restoration Act of 1987, and related statutes and regulations. Title VI prohibits discrimination in federally assisted programs and requires that no person in the United States of America shall, on the grounds of race, color, or national origin (including limited English proficiency), be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal assistance. Related federal nondiscrimination laws administered by the Federal Highway Administration, the Federal Transit Administration, or both prohibit discrimination on the basis of age, sex, and disability. These protected categories are contemplated within North Reading Rides Together Title VI Programs consistent with federal interpretation and administration.

State Nondiscrimination Protections

North Reading Rides Together also complies with the Massachusetts Public Accommodation Law, M.G.L. c 272 §§92a, 98, 98a, prohibiting making any distinction, discrimination, or restriction in admission to or treatment in a place of public accommodation based on race, color, religious creed, national origin, sex, sexual orientation, disability, or ancestry. North Reading Rides Together also complies with the Governor’s Executive Order 526, section 4 requiring all programs, activities, and services provided, performed, licensed, chartered, funded, regulated, or contracted for by the state shall be conducted without unlawful discrimination based on race, color, age, gender, ethnicity, sexual orientation, gender identity or expression, religion, creed, ancestry, national origin, disability, veteran's status (including Vietnam-era veterans), or background.

Title VI Complaint Information and Instructions

North Reading Rides Together is committed to ensuring that no person is excluded from participation in or denied services on the basis of race, color, or national origin. All North Reading Rides Together services are provided in compliance with Title VI of the Civil Rights act of 1964 (as amended), Executive Order 12898, “Federal Actions to Address Environmental Justice in Minority Populations and Low Income Populations,” and the Department of Transportation’s Guidance to Recipients on Special Language Services to Limited English Proficient (LEP) Beneficiaries.

Instructions

If you believe you have been discriminated against on the basis of race, color, or national origin and would like to submit a Title VI Complaint to North Reading Rides Together, please complete North Reading Rides Together Title VI Discrimination Complaint Form. The information requested is necessary in order to process your complaint. Complaints must be submitted within 180 days of the alleged discrimination.

You may print the document, fill out and either hand-deliver or mail it to the program. Once completed and signed, you may scan the form and email it. If you need assistance with completing this form, please contact us at (978) 357-5284.

Return your completed form to:

Edith O'Leary Senior Center

Attention: North Reading Rides Together

157 Park Street

North Reading, MA 01864

lhartman@northreadingma.gov

Town of North Reading

A.D.A. and 504 GRIEVANCE PROCEDURE

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act (ADA) and Section 504. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in employment practices and policies, or the provision of services, activities, programs or benefits by the Town of North Reading.

This grievance policy does not supplant any provision of an existing collective bargaining agreement with a Town of North Reading employee representation group. Any grievance processed (or in process) under the terms of a collective bargaining agreement may not be submitted through this ADA/504 Grievance Procedure.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

This complaint should be submitted by the grievant, and/or his/her designee, as soon as possible but not later than sixty (60) calendar days after the alleged violation to:

GERARD NOEL, ADA COORDINATOR

TOWN HALL, 235 NORTH STREET

NORTH READING, MA 01864

978-357-5240

Within fifteen (15) calendar days after receipt of the complaint, the ADA Coordinator will meet with the complainant to discuss the complaint and possible resolutions. Within fifteen (15) calendar days after the meeting, the ADA Coordinator will respond in writing and, where appropriate, in a format accessible to the complainant, such as large print, Braille or audio tape. The response will explain the position of the Town of North Reading and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator does not satisfactorily resolve the issue, the complainant, and/or his/her designee, may appeal the decision of the ADA Coordinator within fifteen (15) calendar days after receipt of the response to the Town Administrator, or his/her designee. Within fifteen (15) calendar days after receipt of the appeal, the Town Administrator, or his/her designee, will meet with the complainant to discuss the complaint and possible resolutions. Within fifteen (15) calendar days after the meeting the Town Administrator, or his/her designee, will respond in writing and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the ADA Coordinator, appeals to the Town Administrator, or his/her designee, and responses from the ADA Coordinator and Town Administrator, or his/her designee, will be kept by the Town of North Reading for at least three (3) years.

Title VI and ADA Discrimination Complaint Form

Please provide the following information in order for us to process your complaint. This form is available in alternate formats and multiple languages. Should you require these services or any other assistance in completing this form, please let us know.

Name: _____

Address: _____

Telephone Numbers: (Home) _____ (Work) _____ (Cell) _____ Email _____

Address: _____

Please indicate the nature of the alleged discrimination

Categories protected under Title VI of the Civil Rights Act of 1964:

☐ Race ☐ Color ☐ National Origin (including limited English Proficiency)

Additional categories protected under related Federal and/or State laws/orders:

☐ Disability ☐ Age ☐ Sex ☐ Sexual Orientation ☐ Religion ☐ Ancestry ☐ Gender ☐ Ethnicity

☐ Gender Identity ☐ Gender Expression ☐ Creed ☐ Veteran's Status ☐ Background

Who do you allege was the victim of discrimination?

☐ You ☐ A Third Party Individual ☐ A Class of Persons

Name of individual and/or organization you allege is discriminating:

Do you consent to the investigator sharing your name and other personal information with other parties to this matter when doing so will assist in investigating and resolving your complaint?

☐ Yes ☐ No

Please describe your complaint. You should include specific details such as names, dates, times, witnesses, and any other information that would assist us in our investigation of your allegations. Please include any other documentation that is relevant to this complaint. You may attach additional pages to explain your complaint.

Have you filed this complaint with any other agency (Federal, State, or Local)?

☐Yes ☐No

If yes, please identify: _____

Have you filed a lawsuit regarding this complaint?

☐Yes ☐No

If yes, please provide a copy of the complaint.

Signature: _____ Date: _____

Mail to:

Edith O’Leary Senior Center
Attention: North Reading Rides Together
157 Park Street
North Reading, MA 01864

lhartman@northreadingma.gov

or

GERARD NOEL, ADA COORDINATOR
TOWN HALL, 235 NORTH STREET
NORTH READING, MA 01864
978-357-5240

What is Reasonable Modification?

North Reading Rides Together is committed to providing customers including those with disabilities with safe, reliable, accessible and user-friendly services. As part of this commitment, North Reading Rides Together has adopted this policy to provide a procedure for receiving, processing and responding to requests for reasonable modifications to North Reading Rides Together's policies or practices by individuals with disabilities.

Legislation

On March 13, 2015, the Department of Transportation issued a Final Ruling regarding 49 CFR Parts 27 and 37 Transportation for Individuals with Disabilities; Reasonable Modification of Policies and Practices. This ruling requires public entities providing designated public transportation services to make reasonable modifications and accommodations to policies and practices to ensure program accessibility. The rule further requires that public entities adopt a formal process for tracking and responding to said requests for modifications.

North Reading Rides Together will accommodate requests provided that:

Fundamental nature of the service, program or activity is not altered, or

It does not cause a direct threat to the health or safety of others, or

It does not result in an undue financial and administrative burden, or

The requestor would not be able to fully use the service provided by North Reading Rides Together without the modification.

Request Denials and Request Protests

If a request for reasonable modification is denied, the requester has the right to protest the decision by following North Reading Rides Together's ADA protest procedures. Copies are available upon request. Also, a copy of the ADA protest procedures will be included with the written decision of denial. North Reading Rides Together will take, to the maximum extent possible, any other actions that may be available to them to ensure that the individual with a disability receives the services or benefits provided by the program that would not result in a direct threat or fundamental alteration.

Reasonable Modifications Request Form

Individuals requesting modifications shall describe what they need in order to use the service.

Individuals requesting modifications are not required to use the term "reasonable modification" when making a request.

Whenever feasible, requests for modifications shall be made and determined in advance, before North Reading Rides Together is expected to provide the modified service, for example, by calling the reservation line well in advance.

Where a request for modification cannot practicably be made and determined in advance, volunteers shall make a determination of whether the modification should be provided at the time of the

request. Volunteers may consult with the Senior Center Director or Director of Public Services before making a determination to grant or deny the request.

Ways to Submit a Reasonable Modification Request Form

Send an email to lhartman@northreadingma.gov

Call 978-357-5284

Mail a request to:

Edith O'Leary Senior Center
Attention: North Reading Rides Together
157 Park Street
North Reading, MA 01864

REASONABLE MODIFICATIONS REQUEST FORM

Please complete this form to request a reasonable modification of North Reading Rides Together services. Submit the completed form to via mail at:

Edith O'Leary Senior Center
Attention: North Reading Rides Together
157 Park Street
North Reading, MA 01864

or via email at lhartman@northreadingma.gov

Date: _____ Name: _____

Phone Number: _____ Email: _____

Address: _____

Description of Request: _____

Location & Routes Used: _____

Are you able to ride without this modification?: _____

Comments regarding a reasonable modification request can be sent to
lhartman@northreadingma.gov or call 978-357-5284