



# TOWN OF COLCHESTER

Commission on Aging

95 Norwich Ave., Colchester, Connecticut 06415

(860) 537-3911

*Where Tradition Meets Tomorrow*

## Colchester Commission on Aging Meeting Minutes

Monday, January 9, 2012 - Colchester Senior Center

**Members Present:** Chairperson Rose Levine, Goldie Liverant, Jean Stawicki, Betty Ann Oppelt

**Members Absent:** Marilyn Finnegan, Herb Davis

**Others Present:** Patti White, Rosemary Coyle

- 1. Call Meeting to Order:** The meeting was called to order by Chairperson Rose Levine at 9:38 a.m.
- 2. Minutes:** Jean Stawicki motioned to approve the regular meeting minutes of 12/12/11. Betty Ann Oppelt seconded. All members present voted in favor. MOTION CARRIED.
- 3. Financial Report:** Betty Ann Oppelt reported that \$621.00 was collected for transportation in the month of December. Of that, \$328.00 was for out of town trips.
- 4. Chairman's Report:** Rose Levine reported that there are now three vacancies on the Commission on Aging. The Board of Selectmen appointed Herb Davis as a member, leaving one open member position and two open alternate positions. Rose will appoint a nominating committee to nominate a member as vice chair. The annual meeting date calendar needs to be updated to change the November meeting to Tuesday, November 13<sup>th</sup>, as the town is closed on Monday the 12<sup>th</sup> for Veteran's Day.
- 5. Senior Center Director's Report:** Patti White reported that they are updating the Transportation Policy and the Code of Conduct for the Senior Center. She passed out proposed copies. They need to go before the Board of Selectmen and she asked members to read through and give input.
- 6. Senior/Community Center Building Committee Update:** Rose Levine reported that the one position on the committee has still not been filled. Rosemary Coyle stated that she had been appointed as Board of Selectmen liaison to the committee. There was discussion regarding the seniors and their representation on the building committee. Jean Stawicki motioned to appoint Goldie Liverant as Commission on Aging liaison to the building committee. Betty Ann Oppelt seconded. All other members present voted in favor. MOTION CARRIED. Goldie will review the submitted architect bids for the project in response to the Request for Qualifications. The group decided to hold their February 13<sup>th</sup> meeting at William J. Johnston Middle

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TOWN OF COLCHESTER

School at 3 pm so that they can see the area that is proposed for the senior center. Rose will email Greg Plunkett and ask him to arrange a tour.

7. **Senior Resource List:** Rose stated that she and Marilyn are continuing to work on the spreadsheet.
8. **Handyman Project:** There were several suggestions regarding asking different groups in town if they have any business members that perform handyman services. The Commission could then compile a list of business in the area that may offer reduced rates to seniors who need handyman services. This way it would be a source of information rather than an endorsement of certain businesses.
9. **Old Business:**
  - A. **Bylaw Review:** No action taken.
10. **New Business:** Rose asked members if they had ideas for a topic for a spring program. Patti said the TRIAD program will be held on April 13<sup>th</sup> this year and will involve the CBA and Lion's Club. The focus will be health and safety and will feature a senior component. They talked about possibly asking a nurse to come and talk about health issues that are specific to seniors.
11. **Adjournment:** Goldie Liverant motioned to adjourn the meeting at 9:43 am. Jean Stawicki seconded the motion. All other members present voted in favor. MOTION CARRIED.

Respectfully submitted,



Michelle Komoroski

## COLCHESTER SENIOR CENTER

### CODE OF CONDUCT POLICY AND GRIEVANCE PROCEDURE

The Center is for the pleasure of all. Courtesy should be shown to all participants at all times. If you have a personal problem with an individual, we ask that you work to address it at a location away from the center.

Discrimination towards any person for any reason will not be tolerated.

Profanity and sexually explicit language are not acceptable behaviors.

Each person is responsible for maintaining the premises in a neat and orderly fashion.

Town of Colchester employees are here to serve you. They should be treated with respect and courtesy.

If there is a problem or complaint, please contact any staff member. They will assist you in the proper complaint procedure.

Any participant of the Colchester Senior Center who is dissatisfied with or believes they have been denied its services should inform the center director either in writing, by phone call or in person. The director will have 72 hours to respond to the participant with a suggested course of action. Should the program participant be dissatisfied with the decision of the director he/she should contact the First Selectman's office of the town of Colchester.

I have read and understand the above policy.

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Name

Date

THANK YOU

Colchester Senior Center

# Colchester Senior Center

## Transportation Policies

1. Transportation service is available to residents of the Town of Colchester who are sixty (60) years of age or disabled.
2. There is no charge for the service. Donations may be mailed or hand delivered to the center. (Due to federal regulations donations are not allowed to be taken by the drivers on the buses).
3. Transportation may be provided to any destination in the town of Colchester during the hours of 8:00am - 3:30pm and is dependent upon the daily scheduling needs of the center. (Requests for appointments after 1:30 require approval by the director).
4. Out of town medical and special needs transportation is available on a daily basis. Hours of operation depend on the scheduling needs of the center and driver(s). (Reservations should be made as soon as possible as this service books months in advance).
5. All reservations should be made at least twenty four (24) hours in advance by contacting the center by noon on the day prior to the day transportation is needed. (If you need to cancel your reservation please call the senior center as soon as possible). Persons who consistently fail to cancel transportation will be reminded of the policy and will be given two more chances. After that the participant may be placed on a minimal two week probationary period and may not be provided transportation during that time. (This policy will be overseen by the director).
6. Transportation will be provided to a maximum of 3 designated stops in one day. All stops must be requested the day prior so that the drivers can plan their daily schedules.
7. Same day requests for emergency medical appointments or prescription pick-ups will be met provided the schedule allows for such unplanned runs.
8. Grocery shopping will be provided on two mornings each week for certain geographic areas of the town. (Please consult the Busy Bee newsletter or contact the center for specific pick up dates/times for your location).
9. Participants who require special assistance should indicate their need making a reservation. For the safety of both the rider and driver, drivers are not permitted to routinely physically assist those who need special assistance. Those riders who use a wheel chair or walker must have the ability to transport themselves on and off of the lift without the assistance from the driver or they must be accompanied by an aid/family member.
10. Drivers are not routinely permitted to carry a rider's grocery bags or personal belongings to/from the bus to/from the store or rider's home. When the driver is concerned about the safety of a rider carrying bags the driver will decide whether to assist the rider with putting the bags on the bus and/or carrying them to the rider's home or from the store.

11. No one person may claim a designated seat on the bus. The driver may assign a seat to a client who has an identified special need.
12. The senior center will make every effort to pick up a rider at their requested time. (Riders should be ready for pick-up 10 minutes prior to their scheduled time of pick-up).
13. The driver will indicate arrival at the rider's home or pick up location with a beep of the horn and wait approximately 3 minutes before leaving for the next pick-up. (Riders who are consistently late for their pick up at home or at another location will be subject to the same probationary policy detailed above under the cancellation policy).
14. At time of drop-off the driver will provide the rider with an estimated time of pick-up. (Riders may have to wait for the driver up to 15 minutes for in town rides and for longer periods for out of town rides).
15. Smoking/eating on the bus is not allowed.
16. All riders should conduct themselves in accordance with the senior center's Code of Conduct Policy.
17. Items left on the bus will be brought to the senior center office.
18. All passengers must wear their seat belt while the vehicle is in motion.
19. Persons needing transportation for an animal must provide a pet carrier and be capable of handling the carrier without the help of the driver, or have the assistance of an aid.