

TOWN OF SUDBURY  
COUNCIL ON AGING  
MINUTES OF MEETING

July 09, 2019

Location: Senior Center, Fairbanks Road

Email: [coa@Sudbury.ma.us](mailto:coa@Sudbury.ma.us)

WEBSITE: <http://sudbury.ma.us/departments/CouncilOnAging/>

**Present:** Chairman: John Beeler

**Members:** Robert May, Patricia Tabloski, Jeff Levine, Connie Steward, Amy Unckless, Sandy Lasky

Senior Center Director: Debra Galloway.

**Excused:** n/a

**Guests:** Jenn Stone, Hank Sorett, Carmine Gentile, Jack Ryan, Bill Barletta. and Board of Selectmen members: Pat Brown; Janie Dretler; William Schineller

Meeting called to order by Chairman John Beeler at 3:07 PM

Minutes approval included minutes of the following meetings: June 11, 2019, April 09,2019, April 25,2019, May 09,2019, and May 16,2019.

**Director's Report: (Galloway)**

See Director's Report attached

**BayPath (Tabloski)**

Financial Audit was completed. Strategic Plan reviewed and plans for increased revenue and a strengthening of the organization discussed.

**Discussion of nomination committee recommendations for new members and appropriate vote. (Nominating Committee)**

Venetia Kelly was nominated and unanimously approved.

Hank Sorett was not approved. 1 abstention; 2 for; 3 opposed

**Master Plan Steering Committee (Bob May)** – Discussion of new business developments in Maynard affecting North Sudbury traffic volumes. New Market Basket store on route 27 (Parker St.) close to Route 117, and a new private K thru 12 School at the end of Powder Mill Road across from Acton Sr. Center. Exhibit 2.

**Transportation: (Galloway)**

1. COA needs to appoint a new representative to the Transportation Committee to replace State Rep. Carmine Gentile.

2. Transfer of \$20,000 from Meadow Walk mitigation fund to fund transportation pilot study. A COA vote required. A concern was raised that the fund was also to help with ongoing Meadow Walk transport issues. Approved by majority vote. 1 opposed. Estimated \$60,000 remains in fund.

3. FISH Policies and Procedures updated. Noted in May and June meetings.

Approved. Exhibit 4

4. Updated Van use as well as driver policies and procedures. Noted in May and June meeting minutes. Exhibit 3 Approved

**Fairbank Community Center Communication Plan** - (Connie Steward and Bob May) Continue to work with Deb & B. Diefenbacher (Friends) and PR firm. Written report from Connie attached. See Exhibit 1. Suggested naming for the project is now Fairbank Community Center- A place for the entire community.

**Fairbank Community Center (Levine)**- Progress is continuing and accelerating with presentation to Selectmen at 6pm following this meeting. Bill Barletta managing process for selection, approval, and management of architect engagement. Anticipated architects' report by October, 2019. Schedule for Town Meeting review is now May 2020.

**Bylaws/Officers/Membership** (Beeler) Tabled until August meeting.

***New Business--None***

***Prior Meeting Issues still outstanding:*** Bylaws/  
Videotaping Meetings/ COA member on Sudbury Transportation Committee.

**Chairman's Comments: (Beeler):** None at this time.

A vote for Adjournment was unanimous at 4:40 PM Motion: Levine, Seconded:

**Next scheduled meeting August 13 at 3:00 PM at the Senior Center.**

Respectfully Submitted:

Robert May, Secretary

EXHIBIT 1

Report from Connie Steward and Bob May – COA Community Center Public Relations Team

RE: Public Relations Planning  
For July 9, 2019 COA Meeting

A summary of the work that Bob May and Connie Steward did as part of the COA liaison work for PR.

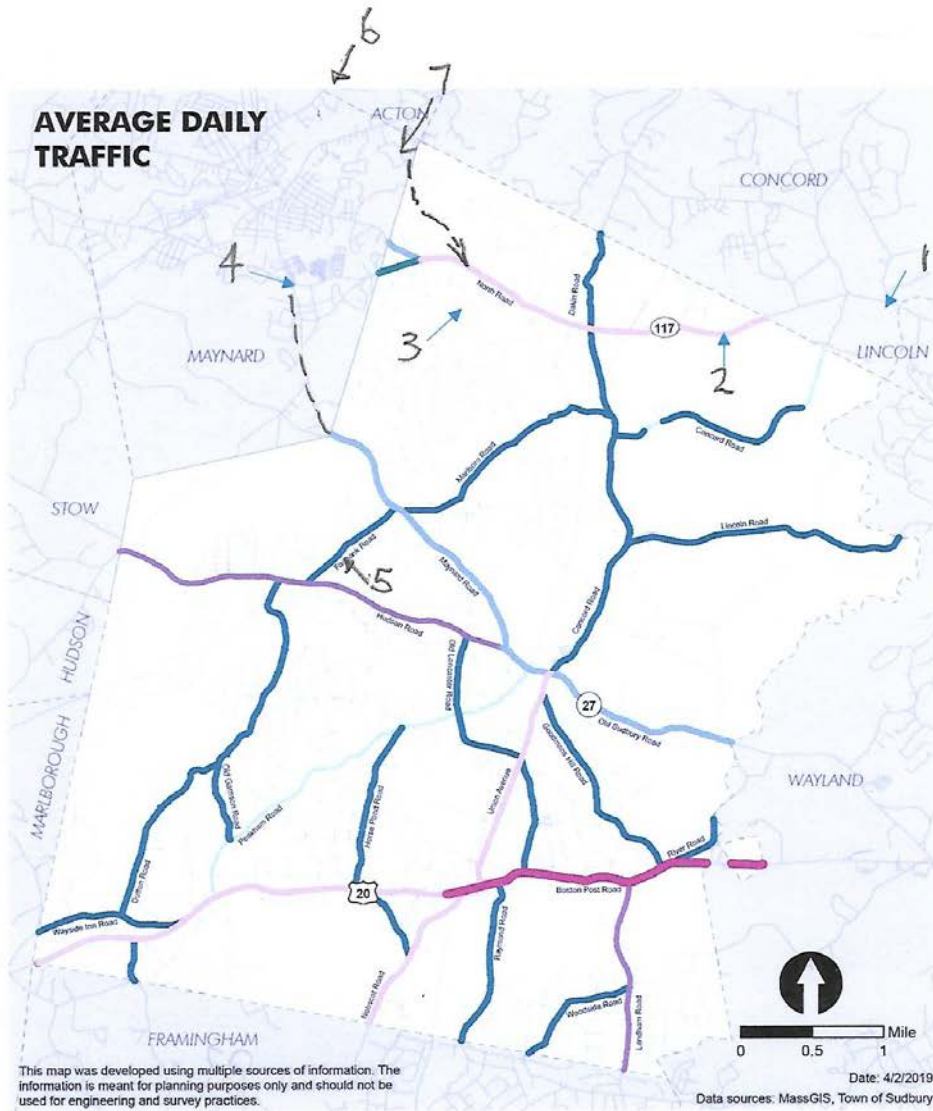
There were 2 meetings.

The first, on June 27, was with Bob Diefenbacher to discuss progress on engaging local news organizations and determine the best ways to maintain consistency in communications. Key messages to reinforce were discussed. We also focused on how to integrate multiple activities that are occurring for the new community center and requested consideration of support from the PR consultant who is assisting the Friends of Sudbury Senior Citizens, Inc. in creating an overall project plan that defines critical actions, resources and timing for moving the work forward.

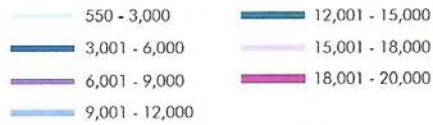
On July 2nd, Bob May, Bob Diefenbacher, Dan Leinweber (PR consultant), John Beeler and Connie Steward met to review a draft version of a project plan with examples of actions needed during the coming months. Near-term priorities were discussed with emphasis on agreeing to key talking points for describing the efforts that are underway for the new community center. Recommendations for these items will be shared at the next COA meeting on July 9th.

Support from the Friends of Sudbury Seniors is deeply appreciated as we work together to build an effective communications plan.

EXHIBIT 2



AVERAGE DAILY TRAFFIC VOLUMES



- 1. LINCOLN TRAIN STATION
  - 2. QUARRY NORTH
  - 3. SEWATARO
  - 4. MAYNARD CROSSING - MARKET BASKET + 320 UNITS
  - 5. SR. CENTER
  - 6. WEST ACTON TRAIN
  - 7. NEW BERJINGER ROYAL SCHOOL - K-12 (500)
- REM 6/25/19

## Exhibit 3

### **Sudbury Senior Center Transportation Policies & Procedures**

Wheelchair-accessible van transportation services are provided by the “Sudbury Connection” Vans through the Senior Center and funded by the Metro West Regional Transit Authority (MWRTA). The MWRTA is located in Framingham and provides transportation funding and planning for member communities, including Sudbury.

The Sudbury Senior Center is pleased to offer a “shared ride” system of service for Sudbury residents who are 60 years of age and older, as well as those who are younger than 60 who have a disability. Persons under 60 must provide the Senior Center with a written letter certifying that they have a disability in order to use the van services. The current hours for Van Service are Monday- Friday from 8:30 AM-4:00 PM. Last pickup for the day is 3:30 PM.

#### **Reserving a Ride**

A request for a ride on the van requires 48 hours’ notice minimum (business hours). Riders call the Central Reservation line at the Metro West Regional transit Authority (MWRTA) to reserve a ride (508-820-4650). Call on Monday by 10 AM for Wednesday 10 AM ride. Call on Thursday for a Monday ride. When there is holiday, rides should be requested an extra day earlier. For example, when there is a Monday holiday, a ride for Tuesday should be requested on Thursday

New Riders fill out an application and set up a debit account with the MetroWest Regional Transit Authority (MWRTA). The account will be used to pay van rides fees (\$1 each way in town, \$2.00 each way out of town).

Applications are available from the MWRTA or the Senior Center. If you are financially challenged and have difficulty paying van fees, please speak with the Senior Center Outreach Information Specialist.

#### **Service**

The service is available on a first come, first serve basis, available for employment, medical appointments, food shopping, other shopping, exercise, Senior Center activities, library, etc. In general, transportation is available within Sudbury. Service may extend about a mile over the town line into Wayland, Marlborough and Framingham.

All decisions regarding the van’s service and operation are made by the Van Driver. Please remember that the Van Driver is operating a large vehicle and must keep attention on safe driving all times.

#### **Canceling a Ride**

If the ride is no longer needed, the rider must call MWRTA at 508-820-4050 in advance to change or cancel the reservation. If a client frequently fails to notify MWRTA that the ride is no longer needed, the Senior Center reserves the right to limit use of the service by the client. If you are a “NO SHOW” three times, there is possibility that you will be suspended from our transportation service for a specified period of time. Please do NOT call the driver directly to cancel or to schedule a ride, always call the MWRTA office. Cooperation in this matter is greatly

appreciated by COA staff, and drivers. In case of a shortage of drivers or vehicles, some transportation services might be limited and/or cancelled.

### **Shopping:**

**Bag restrictions:** Riders are limited to 4 small bags per trip, which follows industry standards for safety and due to space limitations.

Special Shopping trips outside Sudbury or other pre-planned locations may be available, subject to the season, riders interest and driver availability (usually Market Basket in Hudson).

### **Being Ready & Wait Time**

Riders should be ready at least 15 minutes before the estimated pick-up time. At times, pick-up times may need to be adjusted to accommodate other rider's needs. Once the van arrives, driver will beep the horn and is only able to wait 5 minutes before leaving for the next pickup, unless prior arrangements have been made.

If you miss your ride, you need to call the MWRTA as soon as possible. They will try to arrange for a pick-up. There may be times when you will need to make other arrangements.

### **Safety**

For your safety and the safety of others, you must use a seatbelt at all times. If you need assistance, please ask your driver.

An escort is needed if you need assistance with walking or using a wheelchair. If you're unable to propel your wheelchair, you must have an escort at the pick-up and drop-off locations. If you will be having an escort with you, please inform the call center when you schedule your appointment. The escort will not be charged any fee.

The driver can assist riders in and out of the van upon request. The driver cannot ring doorbells, knock on doors or enter a home or facility looking for a rider.

### **Medical Appointment Outside of Sudbury- F.I.S.H.**

For medical appointments outside of Sudbury, when family or friends are not available, residents of any age may call to request a ride from F.I.S.H. (Friends in Service helping). FISH connects volunteer drivers with those needing a ride out of town. Volunteer drivers use their own cars to drive riders to out-of-town medical appointments. Please call FISH and leave a message with your name, address, phone number and appointment date and location at 978-443-2145. At least one full week in advance.

### **Rules for Van Riding**

1. When the van is moving, please stay seated. Please remember that the Van Driver is operating a large vehicle and must keep attention on safe driving at all times.

2. The van is equipped with seat belts. It is the rider's responsibility to use them. It is required that all passengers use the seat belts for safety. For those using a wheelchair, the Van Driver will secure the wheelchair to the van. The wheelchair rider must also use a seatbelt around them that attaches to the wheelchair.
3. Please use the handrails when entering and exiting the van.
4. Walkers must be folded and stored out of the aisle.
5. Service animals are welcome on the van, but pets are not allowed.
6. Smoking, eating or drinking on the vehicle is prohibited.
7. Rude language and behavior are unacceptable.
8. If the Van Driver deems a situation on the van is unsafe, she/he will stop the van and call 911.
9. The Van Driver does not accept tips. It is illegal for Town employees to receive tips.
10. Passengers are not allowed consumption of alcoholic beverages while on an outing using the Senior Center van. If alcohol is consumed, the passenger will be asked to find another form of transportation home.
11. Any passenger altercations, verbal or physical, must be followed up with an incident report to the Director. Any changes or concerns regarding riders, including behavioral, hygiene, personality, etc... will be noted by the driver and reported to the Senior Center Director, or Outreach staff.
  
12. If you are waiting for your ride at the designated spot and do not find the driver. Please call the senior center and ask to speak with a staff member, to help you connect with the Van driver.

I have read, understand and will comply with these rules during my entire trip.

---

Signature

---

Date

## Exhibit 4

### **F.I.S.H. Policies for Clients**

**F.I.S.H. rides should be used as a last resort option:** It is important for clients to have tried to arrange transportation with family, friends, and other resources prior to calling F.I.S.H.

**ALL requests for rides MUST be made by calling the F.I.S.H. line (978-443-2145).**

**Requests must be made a MINIMUM of one full week in advance of the appointment (preferably earlier, if possible). For example, a ride request for a Wednesday must be made by Tuesday of the prior week.**

**Rides must take place between 9AM and 4PM, Monday through Friday (excluding holidays),** when the Senior Center is open and staffed. To accommodate this:

Appointments in the Metrowest area must take place 10:00 AM -3:00 PM.

Appointments in the Boston area must take place between 11:00 AM -2:00 PM.

Keep in mind that Friday afternoon appointments are difficult to fill.

**All clients must provide the following to the F.I.S.H. Coordinator:**

Individual contact number and Emergency Contact number

Whether the client uses a mobility device (i.e. wheelchair, walker). (Note: If the client cannot ambulate and transfer independently, the client will be referred to other transportation services.)

**F.I.S.H. can provide rides to clients that utilize transport chairs (4 small wheels, light-weight, easily collapsible) if and only if the client is accompanied by an able-bodied adult that can lift the transport chair into/out of the driver's car and can push the client in the transport chair.**

**F.I.S.H. cannot provide rides to clients using wheelchairs due to safety concerns.**

**F.I.S.H. cannot provide the ride to the client** if the driver is unable to finalize details of the ride directly with the client via telephone.

**There are no guarantees that F.I.S.H. will be able to arrange a volunteer driver for the client:** If F.I.S.H. cannot find a driver for the client, he/she will be called three days prior to the appointment so that the client can make other arrangements.

**If the ride is no longer needed, the client must call the F.I.S.H. line (978-443-2145) to inform the F.I.S.H. Coordinator, as soon as this is known. The F.I.S.H. Coordinator, in turn, will inform the driver:**

Failure to inform F.I.S.H. of the cancellation will result in the driver arriving at the client's house at the set date and time. If the driver doesn't find the client there as expected, the driver will call the Senior Center. The Senior Center will attempt to reach the client or an emergency contact, and may need to call the Police to do a wellness check. It is vital that the client inform F.I.S.H. if he/she is no longer in need of the arranged ride.

If a client frequently fails to notify the F.I.S.H. line of ride requests no longer needed, F.I.S.H. reserves the right to prohibit use of the service by the client.

**No side trips are allowed:** The driver only provides transportation to and from the medical facility where the appointment takes place.

**F.I.S.H. reserves the right to cap the number of rides per month** given to a client that has frequent use of FISH services.

**The client is responsible for all tolls and parking fees** (including transponder toll).



F.I.S.H. drivers may not accept money for their service. If a client would like to make a donation, send a check made out to the "Friends of Sudbury Senior Citizens, Inc." in honor of FISH.

## The FISH PROCESS

- Resident calls the F.I.S.H. answering line (978-443-2145) to request a ride.
- Resident leaves name, phone, date, time and destination of appointment.
- F.I.S.H. Coordinator returns call to the client within 24 hours to confirm details of the appointment.
- Once weekly, F.I.S.H. Coordinator emails all F.I.S.H. drivers with available rides.
- Driver "accepts" request(s) by return email (hit "reply," not "reply all") or call to the F.I.S.H. Coordinator (via F.I.S.H. line). If driver does not want to take on any of the requests, reply "no thanks."
- F.I.S.H. Coordinator then assigns the ride to a driver and emails the driver with specifics of the ride/appointment, as well as the contact info of the client.
- Once assigned to a ride, driver then calls client to let the client know that he/she will be the driver. During this call, the driver should: verify the date, time and location of the appointment with the client, set up a pick-up time and exact location for the pick-up, check to be sure that the client will not have any problem getting into the vehicle, and confirm if the client has any particular special needs, such as using a wheelchair.
- Driver makes a reminder phone call to the client the day before the appointment, letting them know the pick-up time and location, and reminding them to bring their handicapped placard if they have one.
- Driver provides transportation to and from\* the appointment.
- Driver must notify ASAP the F.I.S.H. Coordinator if any problem arises during the drive.
- If no one answers the door when the driver arrives to pick up the client, the driver should first try calling the client. If the client does not answer the phone, the driver should call the F.I.S.H. Coordinator (via FISH line) **AND** the Senior Center (978-443-3055) and ask to speak to Debra Galloway or Janet Lipkin.

\* Some rides are one-way due to the expected length of the appt. For longer appts, there might be 2 drivers, one for drop-off, one for pick-up.