

Transportation Policy

The following services are provided for RESIDENTS OF BOURNE only.

Medical and Hospital Visits Have Priority

Service is available to people with physical limitations, who use wheelchairs and/or other mobility aides. The Council on Aging reserves the right to request that a personal caregiver accompany an individual.

AREAS OF SERVICE: Bourne, Falmouth, Plymouth, Wareham, Mashpee, Sandwich and Hyannis (subject to availability of a driver)

HOURS OF OPERATION: Monday-Thursday, 8:00am-4:00pm. No Holiday transportation available. If Bourne School System and/or Bourne Town Hall are closed due to inclement weather, the Bourne COA is closed as well and transportation will not be available.

APPOINTMENTS: Call 508-759-0653 to make your reservation. You must call 48 hours in advance; you may also make appointments up to three months in advance. ***Please schedule appointments between 8:30am and 2:00pm.***

CANCELLATION POLICY: You must notify the Council on Aging at 508-759-0653 if your appointment has been cancelled or changed. There is an answering machine if you need to leave a message outside normal business hours.

SERVICE PROVIDED FOR THE FOLLOWING:

- **Medical:** Doctor visits, medical appointments (such as: blood work, physical therapy, etc.) The bus cannot commit to extended physical therapy appointments.
- **Hospital:**
 - Transport to Tobey, Falmouth, Jordan and Cape Cod Hospitals. For Boston hospitals, see “Other Transportation Resources”.
 - Hospital transport includes medical appointments and outpatient drop off only. Transport **WILL NOT** be provided if a person has been under any form of anesthesia (including local) or for any person who may need medical assistance during transport.
- **Shopping:**
 - Bag Restrictions: Passengers are limited to 4 bags per trip, which follows industry standards for safety and due to space limitations.
 - Weekly shopping trips to local shopping malls.

- Monthly shopping trips to other, pre-planned locations. Schedule details are posted in the newsletter.
- **Other:** Bourne Council on Aging for activities, local hairdresser appointments, post office, bank, Town offices, voting, library, nursing home visitations, pharmacy (transport of person only-COA staff does not pick up or deliver any medications).

VOLUNTEER DRIVERS: Available on a limited basis, **for medical appointments only** if bus cannot be utilized. Volunteers transport using their own vehicles and cannot accommodate wheelchairs.

- **Cost:** Donations are always gratefully accepted-envelopes are available from the driver. Checks should be made out to “Bourne Council on Aging”. Donations can also be mailed to: Bourne COA, 239 Main Street, Buzzards Bay, MA 02532, attention: Transportation.

OTHER TRANSPORTATION RESOURCES:

- OWL (GATRA): 1-800-433-5995
- Cape Cod RTA: 1-800-352-7155 or www.thebreeze.info
- Boston Hospital Transportation: 1-800-352-7155 or <http://www.thebreeze.info/boston-hospital.htm>