

The Upside of Aging

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Policy Change

Starting with Labor Day, 2018 the Commission on Aging will change the days that we will be asking clients if they would like their worker's Holiday time off made up. The changes are as follows:

Offering Make Up

President's Day
Easter
Memorial Day
Independence Day
Labor Day
Veteran's Day

No Make Up Offered

2 Days at Thanksgiving
2 Days at Christmas
2 Days at New Year's
M.L. King Jr. Training Day

The bulk of our clients are requesting time be made up during these Holidays as opposed to the Thanksgiving, Christmas and, New Year's, when there is a greater chance that family will be visiting or clients will be traveling. We believe that this will be a positive change for our clients.

Home Chore Vendor Program

The Home Chore Vendor Program for Lawn Maintenance/Leaf Removal is now closed for the season. Anyone calling to receive this service, will be placed on the list to be contacted next spring.

Clients can call us at 231) 922-4688 to be added to the Home Chore Vendor Program list for Snow Removal for the 2018-2019 snow season.



Caring for those who cared for you.

Caring for those who cared for you, since 1975

COAST Bus Changes

The COAST bus service (Commission on Aging Senior Transit), is sponsored and paid for by the COA. COAST is free to COA members, and provides door-to-destination transit service by reserving a ride with BATA Dispatch (231-941-2324).

This service was developed to provide reliable access to medical care, shopping, employment and social needs. Unfortunately, we are finding that the rate of cancelled reservations is far above an acceptable level. This in turn, has caused a high rate of denials because the buses are completely booked in advance. Approximately one third of all COAST reservations are being cancelled, usually at the last minute. This is a serious loss of a valuable resource to seniors in need of transportation.

In an attempt to improve access to COAST for all seniors, we will be making the following changes to the COAST policy, effective July 16, 2018.

Reservations and Cancellations

Reservations may be made up to seven days in advance (changed from fourteen days). We ask that you make reservations for planned trips **only**, not as placeholders. Reservations that become unneeded must be cancelled **48 hours in advance**. Not boarding the bus when it arrives for your reservation is considered a late cancellation. Riders with 3 or more late cancellations in any given month will be sent a notice of concern. Riders with 5 or more late cancellations in any given month may be suspended from COAST services for two weeks. Any rider facing possible suspension from COAST services will have a right to appeal the decision. For more information on the appeals process, please contact us at 231-922-4688.

We hope that these changes will help open up our COAST Bus to more riders, who really need the service.

Staff Birthdays

August

Suzanne B. - 7
Marsha J. - 9

& Anniversaries

August

Jenny R. - 2 Clarissa F. - 4
Karen Z. - 23