

## TRANSPORTATION

**Medical Van:** Individual-response medical transportation is available to Danvers residents age 60 or older, and/or disabled Danvers residents under the age of sixty. All efforts will be made to accommodate requests. It is encouraged to have residents make transportation requests as early as possible for scheduling purposes. Individuals in wheelchairs can be accommodated.

Suggested donation is \$1.50 each way for appointments within Danvers and \$2.50 each way for appointments to the adjoining communities of Peabody, Beverly and Salem.

***Medical transportation service is available from 9:30am until 1:30pm, Monday through Friday for all Danvers appointments.*** Any out of town appointments are considered individually in terms of how they can be accommodated.

Monies received are deposited in the Danvers Council on Aging Transportation Revolving Fund (under the control of the Town of Danvers Treasurer) and are used for van expenses and driver salaries.

**Out of Town Medical Appointments:** The Danvers Council on Aging offers the following out of the area transportation service in a lift equipped vehicle. ***Please note these appointments are booked based on availability of a van and driver.***

Boston Medical Rate:                   **Danvers Residents** - \$28.00 first hour, \$12.00 each additional hour.  
  **Beverly, Salem, Peabody, Middleton Residents** - \$40 first hour, \$10 each additional hour.  
  **NSES Client** (appointment made through caseworker) - \$25.00 first hour, \$10 each additional hour.

Lahey Burlington Rate:               **Danvers Residents** - \$18.00 first hour, \$12.00 each additional hour.  
  **Beverly, Salem, Peabody, Middleton Residents** - \$25 first hour, \$10 each additional hour.  
  **NSES Client** (appointment made through caseworker) - \$20.00 first hour, \$10 each additional hour.

Gordon College Wenham Rate:       **Danvers Residents** - \$6 per ride/\$12 round trip

Assisted Living Local Transp. Rate: **Danvers:** \$12 per ride/\$24 round trip

All other out of area medical transportation for individuals, age 60 and older, from other communities of Beverly, Peabody, Middleton, Salem and Marblehead to an adjoining North Shore Community - \$10 each way for the first hour, \$10 each additional hour.

**Additional Guidelines:** If an individual is accompanying a client for assistance there will be no additional charge for that individual. Under normal situations, the driver will not enter the home of a client to assist in transporting individuals to the van. Problems should be discussed with the Director of the Senior Services if a question should arise as to appropriate service. For more information, please contact Lorene at the Danvers Council on Aging at 978-762-0208 or 978-762-0209.

## Complaint Filing

To file a complaint alleging a violation of Title VI or related federal nondiscrimination law, contact the Title IV Specialist (below) within 180 days of the alleged discriminatory conduct.

Title VI Specialist  
MassDOT, Office of Diversity and Civil Rights  
10 Park Plaza  
Boston, MA 02116  
857-368-8580  
TTY: 857-368-0603  
[MASSDOT.CivilRights@state.ma.us](mailto:MASSDOT.CivilRights@state.ma.us)

To file a complaint alleging a violation of the state's Public Accommodation Law, contact the Massachusetts Commission Against Discrimination within 300 days of the alleged discriminatory conduct at:

Massachusetts Commission Against Discrimination (MCAD)  
One Ashburton Place, 6<sup>th</sup> floor  
Boston, MA 02109  
617-994-6000  
TTY:617-994-6196

**NOTE:** Reasonable modifications in policies, practices, or procedures are available to avoid discrimination on the basis of disability. To request such modifications please contact the Danvers Council on Aging at 978-762-0208.

**If an alternative format is required to review materials, please let us know and it will be provided for you.**