

**DANVERS COUNCIL ON AGING
25 STONE STREET
DANVERS, MA 01923
978-762-0208**

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 2:00pm, 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.

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.

This program has been made possible in part by funding from the Older Americans Act as granted by Elder Services of the Merrimack Valley and North Shore.

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

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, 6th 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. Furthermore, we are more than happy to assist you with any language/communication barriers you may encounter.

Revised July 2021