

MENDHAM AREA SENIOR TRANSPORTATION SERVICE

Call to Schedule Your Ride (973-543-2666)

MISSION

Mendham Area Senior Transportation efficiently transports seniors 60 years of age and older and disabled 18 years of age and older residents in Mendham Borough and Mendham Township to medical appointments and food shopping. Towns served are Basking Ridge, Bernardsville, Cedar Knolls, Chester, Denville, Florham Park, Harding, Mendham Borough, Mendham Township, Morristown, Morris Plains, Morris Township, Mount Freedom, Parsippany, Randolph, and Whippany. Rides to other towns in Morris County will be considered as the schedule permits. We also drive to the Veterans Hospital in Lyons, NJ.

HISTORY

Since 1980, Mendham Borough and Mendham Township have supported our transportation service for seniors and disabled adults within the Mendham community. It began with a small mini-van and, in 2006; MASH purchased a 12 passenger, wheelchair accessible bus. In March 2010, Mr. Gerard T. Cleary donated a 2010 Ford Flex to MASH in memory of his wife, Fran Cleary. Fran's mother, Mrs. Mary Mongavin, lived at Mendham Area Senior Housing for 12 years. Special thanks to Gerard T. Cleary, Kathleen Salerno, and the generosity of the MASH Annual Fund Drive donors who enabled us to purchase a 2016 Ford Flex.

SCHEDULING A RIDE

The **Rider Registration Form** must be completed and on file in the Office before participation in the transportation service.

- **For All Rides: Call the MASH Office (973) 543-2666.**
Transportation service operates between 9 am until 3 pm, Monday, Tuesday and Thursday for medical appointments. Fridays the service operates for medical appointments between 9 am-12:30 pm. Wednesdays the service operates for *food shopping only* between 9 am-12:30.

- All ride requests are scheduled through the office. The Transportation Office Hours are: Monday and Tuesday 10-2 and Thursday 10-1. Please use Option 2 to leave a message for transportation. Messages will be retrieved daily and, unless the message requires immediate attention, a response will be made during transportation office hours.
- MAST does not transport to or from hospital and/or emergency rooms.
- MAST does not transport wheelchair passengers. Wheelchair passengers must obtain transportation through the Morris Area Paratransit System (MAPS) at 1-888-282-6277.
- MAST does not transport animals unless service dogs.
- We welcome you having an assistant ride with you to ensure your well-being and safety. Please provide the office with the name, address, and phone number of your assistant.
- Chemotherapy, radiation therapy, dialysis and physical therapy rides will be accommodated as the schedule permits and can only be booked one week in advance. Please enroll in the Morris Area Paratransit Systems (MAPS) as backup.

For Individual Appointments: Schedule rides as far in advance as possible (2-6 weeks) or, as soon as you have scheduled a medical appointment. Have the following information ready:

1. Date
2. Time
3. Approximate length of appointment
4. Dr.'s name, address and phone number
5. Will an assistant be riding with you?

In the interest of efficiency and cost savings, most individual appointments are scheduled with multiple passengers.

One Way Rides: MASH will transport one-way trips to accommodate the needs of the passenger and/or the schedule.

Grocery Shopping

Please call the MASH Office to be included on the Shop-Rite trip listed below. You must call each week to have your name put on our list for pick up. Departure time for the following group trip is:

- 9:00 Wednesdays Shop-Rite, Chester

DAY OF THE RIDE

The driver will call the morning of your scheduled ride to confirm that you are riding that day. Please expect this phone call. If you have an answering machine, the Driver will leave a message but you will have to call the Office to re-confirm your ride. If the driver cannot contact you and the Office has not heard from you, your pick-up may be cancelled. Please be prompt for your pick-up time and remember MAST serves others and transportation schedules run very tight.

ON THE RIDE

- Wear seatbelt and keep seatbelt fastened until van stops and door opens.
- Food and beverages are prohibited in the vehicle.
- Seating is at the Driver's discretion.
- Roundtrip suggested donation levels are as follows:
 - \$2.00 Mendham
 - \$3.00 Morristown and Chester
 - \$5.00 All other towns
- Put all bags and food on your lap or on the floor, not the seat.
- A ride will be dropped off and picked up at the same location.
- Do not ask the driver for unscheduled stops.
- Close any window you have opened before you get out of the vehicle.
- Do not leave trash (Kleenex, candy wrappers, etc.) on the vehicle—if you carry it on, carry it off.

RETURN FROM APPOINTMENTS

If you will be longer than anticipated at an appointment, call the **MASH Mobile Phone Number: 201-919-7201** to contact the Driver. A supply of slips with this phone number is carried in the car for your convenience. Depending on the constraints of the schedule, the Driver will attempt to reschedule your pick up time and notify you through your Dr.'s phone number or your cell phone number. In rare instances, the schedule may be unable to be adjusted. In that case, we will pick you up no later than 3:30pm. Drivers should ***not have to leave the vehicle to look for a passenger nor have to wait longer than 5 minutes if a passenger is late for a return trip.***

Medical Emergency Situation Policy

In the event of any medical emergency or problem experienced by a passenger - - whether at time of pick-up, during transport, or at drop-off - - the driver is to pull over [or remain stationary, if appropriate], call 911, and wait for assistance. Emergency contact information, if available, is only for the purpose of providing it to the police, ambulance, or EMT personnel after their arrival. Once the passenger is in the care of the police or medical emergency personnel, MAST driving responsibilities for this passenger are terminated and, the driver should depart [advising the emergency responder(s) that he is doing so in compliance with MASH/MAST policy].

What Does This Policy Mean To You

If there is any type of medical emergency or problem, the driver is obligated to call 911. At whatever point during the ride, once 911 is called and emergency assistance arrives, the ride is ended. MAST will leave. Thereafter, the passenger will be responsible for further transportation.

A MAST Passenger...

- Should be ambulatory (i.e. able to get in and out of the vehicle without aid)
- Will carry their own packages to their door
- Will be picked up and dropped off at the same location

A MAST Driver...

- Will fold a walker for a passenger and place it in the vehicle

MAST Drivers and Passengers are...

- Prompt
- Patient
- Considerate of Others

GENERAL POLICIES

- If a passenger frequently causes a disruption in the schedule by being late and/or changing their schedule at the last minute, the privilege to ride our transportation service will be revoked for a period of time.
- In case of inclement weather, MAST follows the Mendham School District closing and delayed opening schedule. Delayed openings and closing are shown on Channel 7 Eyewitness News beginning at 5:30 am.
- Last minute requests will only be accommodated if the schedule allows.
- Drivers are responsible to report any breach in policy to the Transportation Office for follow-up.

Revised: 3.14.19