

# Department of Elder Services Policies

Town of Atkinson New Hampshire

February 10, 2014

Draft Version

**Please note: These Town of Atkinson New Hampshire Department Policies will be reviewed on an annual basis and modified if necessary to maintain consistency with current business practices. In addition, they may change with or without prior notice to staff at any time. However, the Town of Atkinson New Hampshire will make a reasonable effort to seek input from staff prior to any changes.**

## **1. Elder Services Policies**

### **1.1. Policy Purpose**

To outline policies for the Town of Atkinson New Hampshire (hereinafter referred to as "Town of Atkinson"). In particular, this Policy aims to promote the following goals:

- To ensure the integrity, consistency, availability, and greater performance of Elder Services;
- To ensure that use of Elder Services is consistent with the principles and values that govern use of other Municipal services; and
- To ensure that Elder Services are used for their intended purposes.

### **1.2. Policy Statement**

The Elder Services assets, which include but are not limited to transportation vehicles, are the property of the Town of Atkinson. Individuals using and having access to these municipal assets must take reasonable and prudent steps to protect the assets. These assets are to be used for appropriate business-related functions only.

### **1.3. Policy Acknowledgment**

Prior to the use of the Town of Atkinson vehicles the employee hired by the Town of Atkinson is required to read the Town of Atkinson Elder Services policies and sign an acknowledgment statement.

### **1.4. Policy Guidelines**

All vehicle acquisitions must go through an approval process managed by the Board of Selectmen, Town Administrator, or other designated person as determined by the Board of Selectmen, accordingly all changes, modifications, and alterations to the vehicles must be made by the aforementioned delegates.

Failure to comply with all components of the Elder Services Policies may result in disciplinary action up to and including termination of employment.

## **2. Elder Service Eligibility**

Atkinson residents of 60 years or more in age and the disabled of any age are eligible for services. The common usage of the term disability is to be applied for those requesting services. Those with severe or minor disability may be denied services based on the availability or capability of resources.

Certain functions, such as the senior luncheons, have an age requirement of 65.

## **3. Driver Eligibility**

Drivers are required to have a valid New Hampshire Driver's license, a clean driving record over the past five years, and specific training prior to being eligible to drive for the Elder Services Program.

Prior to the use of the Town of Atkinson vehicles the employee hired by the Town of Atkinson is required to read the Town of Atkinson Elder Services policies and sign an acknowledgment statement.

Failure to comply with all components of the Elder Services Policies and Procedures may result in disciplinary action up to and including termination of employment.

#### **4. Driver Practice**

- Any person who is driving for the Town must consent to a motor vehicle and criminal background check
- After accepting a transport assignment, the driver will contact the client the day or evening prior to the transport to confirm the time of departure and the location of the transport.
- Drivers will always have the right to cancel a transport due to perceived weather issues or condition of the vehicle to be used for the transport.
- Seat belt use is required for both the driver and client. Client refusal to use a seat belt will terminate the transport.
- The driver will lock and secure the town vehicle when not inside it.
- In the event of an emergency while transporting a client, the driver will stop the vehicle in a safe manner and call 911 for professional emergency help.
- Gas tanks will be filled prior to returning a vehicle after a transport when the fuel indicator is not above one half (1/2) full. This leaves the vehicle fueled and ready for the following transport.
- Snow and ice will be removed from the vehicles prior to transports.
- Drivers must assess the ability of the client to enter and leave the vehicles. When appropriate the driver will assist the client to enter and leave the vehicle but drivers will not lift clients; only a minimal amount of support will be used. When assisting clients the driver must be aware of the outside corner of the door as it is often directly in line with the clients face.
- When assisting a client after they have reached a sitting position inside the vehicle the client may be asked if they need assistance to buckle the seatbelt. The driver must never reach inside the vehicle to assist a client without asking permission to reach across them to buckle the seatbelt. Drivers need specific permission to invade the client's space before assisting them.
- At no time are drivers to use town of Atkinson vehicles for their own personal use.
- Clients may be made aware of the town of Atkinson Elder Service trust and the method of making donations to that fund. However, at no time are drivers to accept tips or solicit donations.
- At no time are drivers to solicit clients for donations, signatures or any other item during his/her working time anywhere on Town premises including Town vehicles. No employee may distribute any written material during his/her working time without permission.

## **5. Transportation Priority**

Transport priority will be given on a first come first served basis within the following ranking, the ranking taking precedence over the request time:

- Periodic medical appointment such as dialysis, chemo treatment etc.,
- Other medical appointment,
- Health related appointment or need such as lab visit or pharmacy,
- Local non medical or health transport,
- Out of area non medical or health transport.

## **6. Cancelation of transport**

Occasionally scheduled transports must be canceled. This may be due to scheduling demand/requests, unexpected delays in earlier transports, vehicle breakdown, weather, etc. The transport coordinator will notify the scheduled rider as soon as the cancelation occurs.

## **7. Refusal of transport**

Transports will be provided only to Atkinson residents who are either senior citizens or disabled.

Only a minimal amount of aid will be provided to help the resident to and from the vehicle. If a wheelchair is used there must ramps in place or no steps.

Residents in obvious extreme distress will not be transported by Elder Services. In most cases, these will be handled by 911.

It will be the decision of the transport coordinator, typically the assistant director of Elder Services, to refuse transports due to the lack of vehicle availability. Relating to this policy, the wheelchair van is to be considered as a separate resource from the other vehicles. Once a transport has been refused for a specific time period no other transports will be scheduled for that period.

The transport driver should always use best judgment in determining whether or not to transport an individual. When in doubt, the transport should be refused.

Each case will be reviewed independently for reinstatement to the program.

## **8. Equipment Loan**

Elder Services has a large assortment of equipment that is available on a loan basis for residents of Atkinson. Equipment includes hospital beds, walkers, wheelchairs, canes, ramps, etc. The procedure for obtaining this equipment is to call Elder Services for availability and a time when it can be picked up. When picked up a loan agreement must be signed. Equipment will be returned and signed back in when no longer required by the resident. In some situations, the equipment can be delivered by Elder Services personnel. Elder Services will make every effort to provide requested equipment however it will be available on a first come-first served basis.



Last Update	Action Taken	By Whom
2/10/2014	Approved at the BOS meeting by William Friel, William Baldwin and Fred Thompson	BoS

**The Town of Atkinson New Hampshire**

**Elder Services Policies**

**Acknowledgement Statement**

I have read and understand the Elder Services policies and I agree to adhere to the stated requirements. I also understand the signing of this page does not constitute a contract, nor is it to be construed as such; rather, my signature only indicates I have read the enclosed policies and will comply with same.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_