



South River Office on Aging Policies & Procedures

Human Services Building
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Dedicated to promoting the health,
independence and contributions
of older persons.

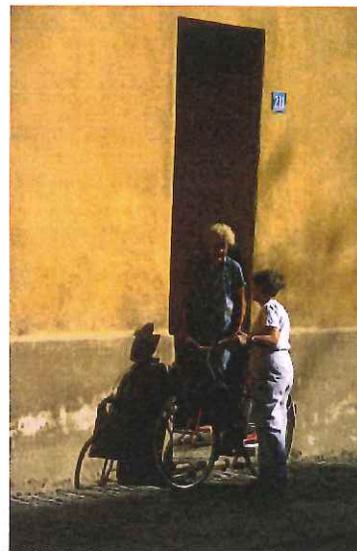
January 2019

MEMBERSHIP

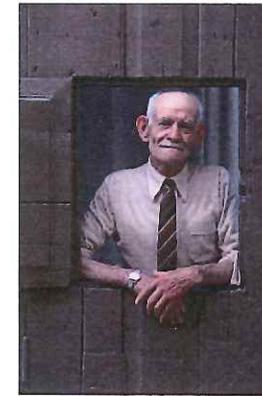
Office on Aging membership is available to South River residents age 60+, and includes on- and off-site programs and services. Residents age 55+ are eligible for limited membership, which includes on-site programs and services. Proof of age and residency are required. Members must be independent, able to self-propel, and not require assistance with activities of daily living. For residents who require such assistance, information and referrals for county programs, adult day care and assisted living facilities are available.

FACILITY

The Human Services Building, which opened its doors in 2007, is handicap accessible and features a large social activity room, lounge with pool and card tables, computer lab with internet access,



fully-equipped fitness room, and library. On-site and street parking is available, in addition to nearby overflow parking at the VFW, located at 31 Reid Street.



HOURS OF OPERATION

Monday - Friday
9:45am - 3:00pm

Fitness Room Hours
9:45am - 2:30pm

SERVICES

Transportation to destinations such as shopping centers, grocery stores, farmer's markets, specialty shops & discount outlets
Local day trips, excursions & getaways
Health & wellness screenings
Educational presentations
Residential maintenance programs
Multi-level fitness classes
Special events, parties & entertainment
Comprehensive monthly newsletter
Extensive resource library
Links to community resources
Information & referrals for federal, state & county assistance programs
Assistance with senior citizen benefits & entitlements
SHIP Medicare Counseling
Homestead Benefit Program & Property Tax Rebate (PTR/Senior Freeze) preparation
AARP Income Tax Preparation Program
AARP Smart Driver Course

The Office on Aging staff is not permitted to provide financial or legal counseling services.

TRIPS AND EVENTS

The Office on Aging publishes a monthly newsletter, which provides detailed information about programs, activities, trips and events. The Calendar includes a brief listing of each month's offerings, however, it is also important to carefully review the descriptions, which indicate when substantial walking or stair climbing are involved. The Planning Ahead section lists future excursions and events for which advance sign-up and payment are required. Trips and events are subject to change without notice, due to unforeseen or unavoidable circumstances which are beyond our control.

TRIP RESERVATION POLICY

Trip reservations are accepted from registered members age 60+ on a 1st come, 1st served basis. Members may make reservations beginning on the 1st business day of the calendar month, in person at the Office on Aging or via live telephone (no voicemail messages are accepted), with the exception of trips scheduled during the first week of the month. Reservations for the first week's trips are accepted the last week of the month prior.

Members are expected to consider the level of activity involved for each trip to which they commit, and know their own physical abilities and limitations.

TRIP RESERVATION POLICY (cont.)

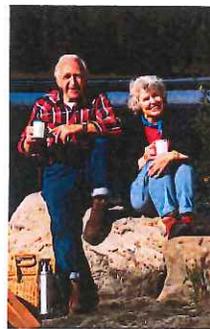
If a trip reaches maximum capacity, members may request to be put on the waiting list; if space becomes available, they will be notified as early as possible. Members should refrain from scheduling appointments on days that they have committed to trips, as we are unable to guarantee our time of return.

Members who utilize a wheelchair must notify the office at the time the reservation is made.

TRIP CANCELLATION POLICY

Members who must cancel a reservation for a trip to which they have committed should notify the office at least 24 hours prior to departure, so that someone on our waiting list may have an opportunity to attend. In the event of a last minute or emergency cancellation, members should contact the office as soon as possible and leave a message if it is outside of normal business hours. Refunds for pre-paid trip cancellations will be issued only if the office is able to fill the vacant seat.

Failure to adhere to the Office on Aging's Policies & Procedures may result in suspension or revocation of member privileges.



TRANSPORTATION SERVICES POLICY

Transportation services to scheduled destinations are available to registered members age 60+.

All passengers should be ready to board 15 minutes prior to the departure time.

The driver will not make return trips for members that miss the pick-up or departure time.

Members transported by the Office on Aging are expected to return with the Office on Aging, and will be returned to their original pick-up location.

Members are generally allowed a maximum of 4 standard-size shopping bags per trip (space permitting).

Eating, drinking, smoking, weapons, drugs and alcohol are prohibited.

Members are expected to be considerate of their fellow passengers, conduct themselves appropriately, and restrict cell phone use to brief exchanges and emergencies.

Members must remain in their seat while the vehicle is in motion and refrain from distracting the driver.

Should a medical emergency occur, the driver will call for emergency services, and the bus will resume its schedule within 30 minutes. If a member is unable to re-board at that time, they will be responsible for securing transportation home at their own expense.

Under no circumstances does the driver accept trip reservations or cancellations.

Tips and gratuities are strictly prohibited.