



Northern Essex Elder Transport, Inc. (NEET)  
100 Main Street, Suite 108  
Amesbury, MA 01913  
978-388-7474

3/8/2022

Dear NEET Rider:

Our number one concern is the health and safety of you, our riders, and our generous volunteer drivers. Our COVID-19 guidelines are enclosed and remain in place. For your protection, we anticipate we will continue these guidelines for several months. Your cooperation is greatly appreciated.

Please read and review the enclosed documents. Please understand that **we cannot schedule rides without receiving the two signed documents;**

- **Ride Waiver**
- **Registration Form**

Our volunteer drivers have been given similar Guidelines and we ask you join them in following these mandated precautions.

**After your review**, if you wish to use our volunteer driver program, please:

- 1. Complete and sign the Registration Form, including the Acknowledgement.**
- 2. Sign the Ride Waiver.**
- 3. Return both (white paper) documents in the enclosed self-addressed envelope. If requested, a copy will be mailed to you.**

We realize that many of you have been using our services for several years, and we look forward to assisting you.

**In addition to our Guidelines**, we hope you are practicing these everyday preventive actions:

- Avoid touching your eyes, nose, or mouth especially when wearing a mask.
- Keep in mind where you can access and use facilities with soap and water during the ride.
- Wash your hands regularly with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer containing at least 60% alcohol.
- Carry tissues in with to use when you cough, sneeze, or touch your face. Throw used tissues in the trash.

Please stay safe and healthy.

Sincerely,

*NEET staff*

NEET serves elders in Amesbury, Boxford, Georgetown, Groveland, Haverhill, Lawrence, Merrimac, Methuen, Newbury, Newburyport, North Andover, Rowley, Salisbury and West Newbury.



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Please call your local Council on Aging to request assistance with transportation through this program.

## COUNCILS ON AGING

City or Town	Phone Number	Contact Person
Amesbury	978-388-8138	Nancy Marrs X544 M-Th
Boxford	978-887-3591	Liza Giugliano
Georgetown	978-352-5726	Kirsten Klueber
Groveland	978-372-1101	Nisha Burke, Maria Yaguel
Haverhill	978-374-2390	Maria Yaguel M,Th,Fr.
Merrimac	978-346-9549	Nick Fiorello
Methuen	978-983-8825	Cheryle McQuillan
Newbury	978-462-8114	Kathy Zaremba
Newburyport	978-462-0430	Rosemary Coulombe
North Andover	978-688-9560	Cahla Ahlmstrom
Rowley	978-948-7637	Lisa Lozzi
Salisbury	978-462-2412	Carol Dorman
West Newbury	978-363-1104	

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## SENIOR RIDER GUIDELINES

COVID 19 - 2021

### WHY GUIDELINES FOR RIDERS?

We are dedicated to our mission to provide affordable transportation to Seniors and grateful for the combined support that has made this possible.

In this time of COVID-19, these Guidelines for our Riders, along with Guidelines we have provided to our Volunteer Drivers, are necessary to ensure the safety of everyone involved in the program. We are aware of the extra effort that is required to follow the Guidelines and appreciate your understanding and continued support.

### BEFORE WE CAN SCHEDULE ANY RIDES

To use NEET services, every Rider **must** have already provided the:

- Senior Rider Registration form – which includes signed Acknowledgement of these guidelines
- Rider Waiver form.

COAs will not be able to schedule a ride without having already received these documents.

### SCHEDULING A RIDE- Part 1

**When calling the COA**, have available:

- Location to pick you up for the ride (your residence or other location)
- Appointment time and expected duration
- Appointment destination including location, name of practice or service, phone number, and any special instructions about parking.

## SCHEDULING A RIDE – Part 2

### Pre-screening Questions.

The NEET scheduler will ask you the following questions:

Are you or someone in your household <b>experiencing</b> any flu-like symptoms...	such as fever, cough, shortness of breath, sore throat, or headache?
Have you or someone you are <b>in close physical contact</b> with been exposed to anyone who was diagnosed with COVID-19?	For example, a family member, close friend, or neighbor, etc.
Have you or someone you are in close physical contact with recently <b>traveled or attended an event</b> outside of your low-risk community?	Known or likely “hot spots” Gatherings of 25 or more people Other large gatherings where masks and social distancing requirements were not followed Areas, countries, or regions with a large or sustained outbreak of COVID-19

### If you answered YES to any of those questions:

- NEET policy prohibits scheduling the ride.
- You should contact your primary physician or public health department as soon as possible to determine if you should be seen or tested.

### Special Situations:

#### Only one rider is allowed in the car at any given time

- The only exception is when special **arrangements have been** made through your local COA in advance of scheduling a ride.
- If the exception is allowed, **your escort will also be required** to complete a Senior Rider Registration form – which includes signed Acknowledgement of these guidelines and Ride Waiver prior to scheduling your ride.

#### If you utilize a walker when getting to your appointment

- You must **tell your NEET scheduler** at the time you request a ride.
- You should **disinfect the walker** before leaving your home. Your walker will be placed in the trunk of the driver’s vehicle.

## THE DAY BEFORE EACH RIDE

**Your driver** will call you to:

- Confirm the ride and related details.
- Ask the same prescreening-questions (as above) that the scheduler asked.
- Discuss the appropriate pick up location after your appointment.

**Tell your driver:**

- If you are bringing a walker,
- If you are bringing an escort (refer to the requirements on page 2).

## DURING & AFTER EACH RIDE

**If you have a walker**

You should disinfect the walker before leaving your home. Your walker will be placed in the trunk of the driver's vehicle.

**Wear a cloth face covering**

NEET requires senior riders to wear face coverings prior to greeting the driver and throughout the entire ride.

**Getting into the car**

Avoid close contact with driver, when possible. The driver will also avoid close contact.

- Driver will provide rider with hand sanitizer prior to entering the car - both before leaving home and immediately after the appointment.
- Rider **MUST** sit in the back seat; riders are not allowed to sit in front seat.
- Driver will open and secure back seat door for rider before rider approaches the car.
- Except for the driver providing directions, the rider must be able to reach for and buckle their seat belt. If physical assistance is needed, please contact your local COA director.
- Once the rider is safely in the vehicle, driver will close the back-seat door.
- Rider must be able to handle their own personal bags and belongings during pick-up and drop-off.

## **While Driving**

The driver:

- Will **NOT** use the recirculated air option for the car's ventilation.
- **WILL** bring in fresh outside air by using the car's vents and/or lowering the windows.

## **The Appointment**

Volunteer will NOT accompany rider into their appointment. Prior to leaving your vehicle, please confirm your pick- up destination location with the driver and, if possible, leave the driver with a contact phone number.

## **During the entire interaction and after returning**

Avoid contact with surfaces frequently touched by driver, such as door frame/handles, window buttons, seatbelt buckles, and other vehicle parts before cleaning and disinfection.

## **Donation Envelopes**

Upon receipt of your Senior Rider Registration form, NEET will mail you donation envelopes. NEET never charges for our services. Free will donations are greatly appreciated and are tax deductible. If you are able, you may donate at any time.

*Thank you very much*

Northern Essex Elder Transport, Inc. (NEET)



Northern Essex Elder Transport, Inc.

# Senior Rider Registration Form

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

**PLEASE PRINT**

Address: \_\_\_\_\_

City/State/Zip Code: \_\_\_\_\_

Telephone: Home \_\_\_\_\_ Cell: \_\_\_\_\_

Birth Year: \_\_\_\_\_ Email: \_\_\_\_\_

## Emergency Contact Information

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

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Are you a Veteran  Yes  No

COVID 19 Vaccination  Yes  No  Have received one dose

Optional

**Check any of the following that applies to you:**

Uses a Rollator walker  Uses a walker  Needs assistance with seatbelt  
 Hearing impaired  Low Vision  Unable to get in Truck or SUV

**Please let us know if you need special assistance:**

\_\_\_\_\_  
If you need physical assistance when moving, you may have a companion accompany you. You must make the arrangement for your companion, not NEET. Your companion or spouse must also complete the paperwork. NEET volunteers are not allowed to provide escort services.  
\_\_\_\_\_

## ACKNOWLEDGEMENT

**Your signature is required below to acknowledge that:**

- Have read and agree to abide with the Senior Rider Guidelines – COVID 19 – 2021.
- You understand that failure to abide by these guidelines may result in a lack of services.
- You understand that our program uses volunteer drivers and availability may be limited.

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

***PLEASE MAIL this page and your signed waiver (two white pages) back in the enclosed self-addressed envelope.***

Northern Essex Elder Transport, Inc., 100 Main Street, Suite 108, Amesbury, MA 01913



Northern Essex Elder Transport, Inc.

## Senior Rider Release & Waiver of Liability and Indemnity Agreement

**PLEASE READ CAREFULLY. THIS DOCUMENT AFFECTS YOUR LEGAL RIGHTS AND IS LEGALLY BINDING. BY SIGNING THIS AGREEMENT, YOU ARE RELEASING NORTHERN ESSEX ELDER TRANSPORT, INC. (“NEET”) FROM ALL LIABILITY AND FOREVER GIVING UP ANY CLAIMS THEREFOR.**

### **Mission Statement.**

The mission of NEET is fourfold, namely: To continue the development of the volunteer driver transportation program in 14 Essex County communities according to the needs of the elderly of each community; to continue the recruitment of volunteer drivers in each of the 14 communities to provide transportation for elders; to provide information to the aging network and outreach to the elders in the community with information about transportation services; and to assist elders in maintaining their independence and being engaged with their community.

### **Affirmative Duty.**

If I should experience or develop symptoms of illness such as fever, cough or shortness of breath, or if I should test positive for a contagious illness including, but not limited to, COVID-19, I agree to contact NEET so as to cancel any scheduled transportation appointment as far in advance as possible. I further agree to conduct my participation in the elder transportation program (“Program”) in compliance with prevailing governmental or health agency standards intended to prevent the spread of infectious diseases, to the extent practicable.

### **Assumption of Risk.**

I acknowledge that and my participation in the Program will consist of being a passenger in a vehicle driven by a NEET volunteer driver. I acknowledge and agree that my participation comes with risks including, but in no way limited to: (1) moderate and severe personal injury, (2) property damage, (3) disability, (4) death, and (5) sickness or disease including, without limitation, COVID-19. I voluntarily accept and assume full responsibility for these risks as well as any and all other risks of participation in the Program. I agree that I have full knowledge of the nature and extent of all such risks and am not relying on all such risks being described in this document.

I acknowledge that COVID-19 has been declared a worldwide pandemic by the World Health Organization, that COVID-19 is extremely contagious and is believed to spread mainly from person-to-person contact, and that, as a result, federal, state and local governments and federal and state health agencies recommend or mandate social distancing and the use of masks, among other protective measures. I further acknowledge



that NEET requires Program volunteers and participants to follow preventive measures against the spread of COVID-19 but that NEET cannot guarantee that I will not become infected with COVID-19 as a result of my participation in the Program.

By signing this Agreement, I acknowledge the contagious nature of COVID-19 and voluntarily assume the risk that I may be exposed to or infected by COVID-19 while participating in the Program and that such exposure or infection may result in personal injury, illness, permanent disability, and death. I understand that the risk of becoming exposed to or infected by COVID-19 at the Program may result from the actions, omissions, or negligence of myself and others, including, but not limited to, NEET employees, volunteers, and other Program participants.

**Waiver, Release, Indemnification & Covenant Not to Sue.**

In consideration of the use of Facilities and my participation in the Program, I, the undersigned, agree that NEET, its officers, directors, agents, employees, volunteers, insurers and representatives (“Releasees”) will not be liable for any personal injury, property damage, disability, death, sickness or disease incurred by myself, my family members, dependents or guests, including minors, however occurring including, but not limited to the negligence of Releasees. I understand that I will be solely responsible for any loss or damage, including personal injury, property damage, disability, death, sickness or disease sustained from my participation in the Program.

I further agree, on behalf of myself and any and all legal successors and proxies, to release and **HEREBY DO RELEASE, WAIVE AND COVENANT NOT TO SUE** Releasees from any causes of action, claims, costs, suits, liabilities or demands of any nature whatsoever including, but in no way limited to, claims of negligence, which I and any legal successors and proxies may have, now or in the future, against Releasees on account of personal injury, property damage, disability, death, sickness, diseases or accident of any kind, arising out of or in any way related to my participation in the Program, whether that participation is supervised or unsupervised, however the injury or damage occurs, including, but not limited to the negligence of Releasees.

In further consideration of my participation in the Program, I agree to **INDEMNIFY AND HOLD HARMLESS** Releasees from any and all causes of action, claims, demands, losses, suits, liabilities or costs of any nature whatsoever, arising out of or in any way related to my participation in the Program.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Print Name** \_\_\_\_\_