



# 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.

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## MEMBERSHIP

The Office on Aging's on-site services are open to South River residents age 55+. Residents age 62+ are invited to participate in additional off-site excursions which utilize our bus transportation services. Proof of age and residency are required. Members must be independent and able to self-propel, and not require assistance with activities of daily living. For residents who require such assistance, we can provide information and referrals for county programs and assisted living or adult day care facilities.

## FACILITY

The Human Services Building, which opened its doors in 2007, is handicap accessible and features a large social activity room, game room with pool and card tables, computer learning center, fitness room, movie theater and library. Parking is accessible from either the building's parking lot or the overflow lot, located at the corner of Prospect and William Street.



## HOURS OF OPERATION

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

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

## SERVICES

Transportation to scheduled destinations such as shopping centers, grocery stores, farmer's markets, specialty shops & discount outlets  
Exciting local day trips, excursions and getaways  
Wellness clinics, health screenings and educational seminars  
Flu and pneumonia vaccination clinics  
Caregiver education series  
Exercise classes  
Computer classes  
Art classes  
Movies and entertainment  
Special events  
Comprehensive monthly newsletters  
Extensive resource library  
Links to community resources  
Information and referrals for state and county assistance programs  
Assistance with various benefits and entitlements  
Income tax and Property Tax Rebate (PTR) preparation  
AARP driver safety courses  
U.S. passports and county identification cards

*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 scheduled trips and events. The calendar page includes a complete listing of each month's activities, however, it is important to take note of the "Office on Aging Highlights" page, which indicates trips where "substantial walking" or "stair climbing" are involved and the "Planning Ahead" section, which explains 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 issues beyond our control.

## TRIP RESERVATION POLICY

Trip reservations are accepted from registered members age 62+ on a first come, first served basis.

Members may make reservations beginning on the first business day of the calendar month, either 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 at the beginning of 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

## TRIP RESERVATION POLICY (cont.)

physical limitations.

If a trip reaches maximum capacity, members may request to be put on the waiting list; if space becomes available, they will be notified by telephone.

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 require use of the wheelchair lift should notify the office at the time of reservation.

## 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 operating hours or post a NO BUS sign in a window or door that is visible from the outside.

***Failure to adhere to The Office on Aging's Policies and Procedures may result in suspension of member privileges.***



## BUS TRANSPORTATION POLICY

Bus transportation is available to registered members age 62+ to scheduled destinations. Members must be ready to board the bus at least 15 minutes prior to departure.

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

Members who are transported by the bus are expected to return on the bus and will be returned to their original pick-up location.

Members are allowed no more than four standard-size shopping bags per trip.

The bus driver is not permitted to physically assist members or their belongings.

Smoking, eating, drinking, weapons, drugs and alcohol are prohibited.

Members are required to conduct themselves appropriately and not engage in loud conversations, excessive use of cell phones or profane language; the bus driver will take appropriate action should this occur.

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

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

The bus driver does not accept reservations or cancellations.

Tips and gratuities are strictly prohibited.