

General Information

Terrebonne Council on Aging's (TCOA) Elderly Shopping program operates a weekly curb to curb transportation service for grocery shopping. To qualify for this service, you must be a Terrebonne Parish Residents aged 60 or older. The Elderly Shopping program follows the same guidelines as the Transportation program.

Scheduling A Shopping Trip

Shopping trips must be scheduled by calling (985) 868-7701 at least by 12 noon the prior work day.

TCOA will make every effort to accommodate all shopping trips, however, availability is not guaranteed.

A \$1.00 fee per passenger per one-way trip is required to defray the cost of the service. Drivers are not permitted to make change on the vehicle, so exact change is required.

No-Show Policy

Transportation services in the Terrebonne Parish community are in a constant state of high demand. To keep the system flowing as smoothly as possible and to avoid any abuse of the system, passengers are asked to be available for pick-up one hour prior to their scheduled appointment time. The driver is allowed to wait no longer than 5 minutes after the scheduled pick-up time. If a passenger fails to board the bus, the driver will be instructed to proceed to their next pick-up. This will be recorded as a passenger "No-show."

No-shows that exceed 20% per month will result in service suspension. Service suspension can range from 1 week up to 4 weeks. A written warning notice will be mailed to the client prior to any suspension of service.

Door-to-Door Service Policy

Door-to-door service means the driver will assist all passengers on and off the vehicle and special assistance when required. Drivers secure wheelchairs and fasten seat belts using approved methods and equipment.

It is expected that walkways, pathways and ramps will be kept clean and clear of hazards. Drivers are prohibited from entering a passenger's home or any private residence.

Passenger Rights & Responsibilities

- ♦ Eating, drinking and smoking in vehicles is prohibited.
- ♦ Service animals are permitted.
- ♦ If medically necessary, an escort is allowed.
- ♦ Passengers are limited to four (4) grocery bags.
- ♦ Bags must be secured in provided crates on the vehicle.
- ♦ Weapons, alcoholic beverages, gasoline and toxic materials are not permitted on TCOA vehicles.
- ♦ Passengers are not permitted on or off the vehicle without a driver present.

- ♦ Passengers are required to wear seat belts and/or the proper safety restraints.
- ♦ Disruptive, abusive or argumentative behaviors will not be tolerated on TCOA vehicles.

Passengers failing to abide by these restrictions may be denied service. TCOA is not responsible for lost, stolen or damaged articles.

Inclement/Adverse Weather

Ensuring passenger, driver and public safety is our primary concern. During adverse weather conditions we will make every effort to maintain operations. However, TCOA reserves the right to delay or cancel operations as necessary. If weather cancellation is necessary, TCOA staff will provide as much advance notice as possible to the scheduled passengers.

Approved Shopping Destinations

- ♦ Walmart (West and East Side)
- ♦ Walmart Neighborhood Market
- ♦ Rouses
- ♦ Cannata's
- ♦ Target



Elderly Shopping Program

**To schedule a Shopping Trip
or for more information
Call (985) 868-7701**

**Diana N. Edmonson
Executive Director
995 West Tunnel Blvd.
Houma, LA 70360
985-868-8411
Website: terrebonnecoa.org**