

1322 Anderson Road, Petoskey, Michigan 49770  
231.347.3211 [www.emmetcoa.org](http://www.emmetcoa.org)

*Our mission is to ensure that all senior citizens have the opportunities, information, and services necessary to live healthy, safe, and active lives in dignity.*



**Friendship Centers of Emmet County  
Council on Aging  
Transportation Guidelines  
(Updated November 16, 2020)**

**Transportation Service for Older Adults and Persons with Disabilities is Continued**  
Friendship Centers has resumed limited bus service.

**New Hours  
Monday through Friday  
from 9:00 a.m. to 3:30 p.m.**

Call (231) 348-3425 to schedule a ride.

Please make morning appointments no earlier than 9:30 a.m. and afternoon appointments early enough to be finished and ready for your ride home by 3:00 p.m.

Riders will continue to be pre-screened for COVID-19 symptoms over the phone the day of their ride. If you haven't received a call for the screening before your ride, please call FCEC's Transportation Program at (231) 348-3425. When the bus arrives for your pick up, the driver will meet you outside the bus to do a touchless temperature check before you enter the bus. You will be asked to sit in a certain seat to maintain distance from other riders and to keep the area for wheelchairs open. Please make sure you have your mask and are wearing it over your mouth and nose at all times while in contact with our staff and while riding the bus.

We continue to encourage riders to purchase our bus pass from the driver for \$20.00 payable by cash or check or you can call and purchase your bus pass over the phone with a debit or credit card. Please remember to have exact change if you're using cash; we will not give change.

We encourage you to stay home as much as possible since evidence shows you are much safer at home than out in public. We encourage you to thoroughly wash your hands after you've left your home and returned.

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**Friendship Centers of Emmet County  
Council on Aging  
Transportation Guidelines  
(Updated July 27, 2020)**

**Transportation Service for Older Adults and Persons with Disabilities is Continued**  
Friendship Centers has resumed limited bus service.

**New Hours  
Monday through Friday  
from 9:00 a.m. to 4:00 p.m.**

Call (231) 348-3425 to schedule a ride.

**All bus riders must abide by guidelines below:**

- ⦿ Please limit your rides to once or twice per week so all will have the opportunity to ride.
- ⦿ All rides must be scheduled at least two days in advance. We will not be accepting requests for rides on the same day. Schedule your ride by calling (231) 348-3425.
- ⦿ Please buy and use a bus pass if you can; we want to avoid handling cash. You can buy one over the phone if needed by calling (231) 348-3425. ***NO CHANGE will be given on the bus!***
- ⦿ Be prepared for a phone call from us the day of your ride to pre-screen for COVID -19 symptoms before you ride the bus. The driver will also take your temperature with a touchless thermometer and dispense hand sanitizer before you get on the bus. *If you have an aide, they will also be required to comply with these safety procedures!*
- ⦿ Drivers and riders will be required to wear a mask. Please bring your own mask or let us know in advance if you do not have one. Our supplies are limited.

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**Friendship Centers of Emmet County  
Council on Aging  
Transportation Guidelines  
(Updated March 16, 2020)**

As we know the outbreak of the respiratory disease named Coronavirus Disease 2019 (COVID-19) has now become a worldwide Pandemic. The virus has been detected in more than 90 countries, including the U.S. The first confirmed cases of the virus in Michigan have recently been detected requiring us to do our best to try and remain germ free. While the overall threat to the general public remains low, we need to approach this emerging threat to public health with an abundance of caution. As a reminder, we encourage Friendship Centers riders to practice good hygiene through the following steps:

- Stay home if you feel sick, and advise others to do the same.
- Always cover coughs or sneezes with a tissue or sleeve.
- Avoid close contact with people who may be sick.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Wash your hands often with soap and warm water for at least 20 seconds. Use an alcohol-based hand sanitizer with at least 60% alcohol if soap and warm water are not available.

Friendship Centers have enhanced their procedures by having driver's disinfect handrails, headrests (grab rails), seats and other surfaces in each and every bus during their standard breaks and at the end of their shift. Our riders' health and safety continue to be of utmost importance to us.

In addition to sanitizing efforts, we are limiting bus rides to the most essential trips only. This includes medical appointments, shopping for groceries and picking up prescriptions.

Any questions or concerns feel free to contact Lisa at 348-3425.