



Ware Senior (60+) “Van Go” Service

Hours of Service: Mon-Fri 9-3:30PM

Please Call 413-544-3401 at least 48 Hours in

Advance to Schedule a Ride To:

Senior Center

Medical Appointments

Beauty Shop Appointments

Big Y, Wal-Mart, pharmacies, employment and retailers

Suggested Donation of \$2.00 Each Way is Appreciated

Van Service provided in part with funding from the
Older Americans Act OAA Title III Program through a grant from WestMass
Eldercare, MA Executive Office of Elder Affairs and Administration of Community
Living

We strive to provide a safe and inclusive experience for all of our patrons.

If you feel we did not meet your expectations, please contact the Dispatch Coordinator at 413-667-7196 or the Town Manager 413-967-9648 x100, depending on the nature of the grievance, may be included after the initial complaint. Resolutions to grievances are sought with all parties involved. An “Employee Warning Notice” system may be part of the required corrective action process.

If your concern was not addressed to your satisfaction, you may contact WestMass ElderCare at 413-538-9020 for information regarding filing a written complaint. WestMass ElderCare has established formal Grievance Procedures for individuals who are dissatisfied with or denied services under Title III of the Older Americans Act. You must file your complaint within twenty (20) business days of the adverse action.