



Senior Consumer Rights and Transportation Services (to be posted in every OSR bus)

Putnam County and its Office for Senior Resources (“OSR”) are pleased to offer curb to curb transportation services to the Seniors of Putnam County. As these transportation services are funded with assistance from the U.S. government, OSR pledges to do so and is required to do so in accordance with the following:

- Section 306 of the Older Americans Act of 1965 which authorizes area offices of the aging to provide transportation to support senior access to available services for people aged 60 and older
- The American Disabilities Act (“ADA”) of 1990 which prohibits discrimination against individuals with disabilities, and
- Title VI of the Civil Rights Act of 1964 which prohibits discrimination on the basis of race, color, and national origin.

If you believe that any of your rights under any of these laws has been violated or you are dissatisfied with and have been denied services, OSR has established the following process for resolving such grievances from older persons.

Filing of Grievance for Transportation Services

- 1) Participants must submit their grievances in writing to OSR’s Coordinator of Services to conduct the initial review of the grievance.
- 2) The grievance should be filed within thirty (30) days of denial, reduction or termination of services, or of the event or circumstance with which the participant is dissatisfied. OSR may grant an extension for good cause shown.
- 3) The grievance should be filed on the form provided by OSR which shall include a written statement setting forth in detail the date, time and circumstances that are the basis of the complaint.
- 4) Grievance Forms are available in the bus from the bus driver, at any OSR Friendship Center, or can be downloaded from the OSR website:

<https://www.putnamcountyny.com/osr/>