

**2023 ADA
Participation Group
Forum Meeting Dates**



Please join us for the ADA Participation Group Forum!

Meetings are held on the **3rd Wednesday of every other month, 5:00 p.m. - 6:00 p.m.**

The next ADA forum is:
 • **September 20, 2023**
 • **November 15, 2023**

Please note: All ADA forums will be held virtually unless otherwise indicated. To obtain the link to join the meeting or for more information including accommodation requests, please visit our website at www.hartfordtransit.org, or contact Pat Williams by email: pwilliams@ghtd.org or phone: **(860) 380-2011**.

Please provide notice prior to the meeting if you would like to share your input with the rest of the attendees. If time allows, all participants will have the opportunity to share their comments and concerns with the group.

We look forward to seeing you at our next ADA Forum!



FREQUENTLY ASKED QUESTIONS

CUSTOMER SERVICE DEPARTMENT

Did you know that if you have a question, compliment and/or concern about your ADA Paratransit trip we would like to hear from you?

Who do I contact? You may contact the Customer Service Department by calling (860) 724-5340 extension 9, Monday thru Friday, 8:00 a.m.- 5:00 p.m. (For the hearing impaired, please dial Relay of Connecticut at 1-800-833-8134.) You may also contact Customer Service by sending an email to us.hartford.customerservice@transdev.com, fax (860) 936-3750 or write:

**Customer Service Department c/o Transdev
148 Roberts Street, East Hartford, CT 06108**

How soon should I call? Please contact the Customer Service Department as soon as possible when you wish to report an incident (ideally within 48 hours of the incident).

What information will I need to provide? Please be certain to have the day of the week, date, location, and time of all incidents that you would like to report. Any additional details you can provide will be helpful.

When will I receive a response? Any communication with the Customer Service Department will be addressed in a timely manner.

ADA RIDER TIP: Passengers may cancel trips after hours from midnight to 4:30 a.m. by calling (860) 724-5340 and selecting "0".



To obtain a copy of this newsletter in an accessible format or if information is needed in another language please contact us at: **(860) 380-2011**.

Si necesita información en otro idioma, llame al **(860) 380-2011**.

CONTACT US AT: (860) 724-5340

- Reserve, Cancel, ConfirmSelect 1**
- Dispatcher.....Select 2**
- Spanish.Select 5**
- Scheduling..... Select 6**
- Service Updates.....Select 8**
- Customer Service..... Select 9**

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THE S.T.A.R.

(Safe, Timely, Accessible, Reliable)

ADA Paratransit Newsletter

Fall 2023



PLEASE JOIN US FOR:



TRANSIT DAY!

TUESDAY, OCT. 10, 2023

**RAFFLE!
GIFT BAGS!
RAIN OR SHINE!
FREE BUS TRIP!**

Hablamos español!



Greater Hartford Transit District (the "District") and the Kennedy Collective would like to invite you to Transit Day! This is a FREE event to learn more about the convenience of using the CTtransit bus system. We will also take a mock CTtransit trip to/from the Mark Twain House in Hartford!

- 9:00 am meet at the North End Senior Center, Hartford
- CTtransit 101 class to learn more about the local bus system
- Guided by a professional travel trainer, ride CTtransit to the Mark Twain House, Hartford (all buses are ramp-equipped)
- Enjoy a brief tour of the Mark Twain House
- 11:00 am return to the North End Senior Center for raffle and gift bags

For more information or to register, please contact:
Elaine Sellenberg (860) 380-2020 / ESellenberg@ghtd.org
or Pat Williams (860) 380-2011 / PWilliams@ghtd.org

Please register by Tuesday, October 3, 2023- Maximum capacity 25

SENIORHOOD FAIR

SENIOR, ADULT, AND CAREGIVER RESOURCE FAIR



11th Annual Disability Resource Fair

All are welcome at the 11th Annual Disability Resource Fair, October 20, 2023, from 9:00 am – 12:00 pm at Oak Hill's New England Assistive Technology (NEAT) Building, 33 Coventry Street, Hartford, CT. The fair will showcase a variety of disability resources available to CT residents, and ideal for those who are:

- Unemployed or under-employed
- Transitioning from school to work or higher education
- Receiving Social Security Disability and are considering work
- Reliant on public transportation or in need of public-transportation information
- Interested in learning assistive technology
- Unsure of their legal rights in the workplace
- Seeking networking opportunities

The fair is presented by Oak Hill and Lifebridge Community Services in cooperation with other state and local organizations. For additional information, please contact Jill Larmett at jlarmett@capitalworkforce.org.



WHEN & WHERE

Saturday, October 21, 2023

**Starts: 9:30 am / Raffle & closing remarks: 2:00 pm
(LUNCH 11:00 - 1:00)**

Place: Vernon Center Middle School

Address: 777 Hartford Turnpike, Vernon, CT 06066

The Tolland County Multidisciplinary Team (TCMT) Seniorhood Fair offers seniors, adults, and caregivers ways to plan and enhance their "seniorhood" years through workshops, demonstrations, exhibits, and resources. Exhibitors will showcase a variety of public and private services that are available in the local community which focus on the lifestyle needs of a growing senior population. Learn about Medicare, as well as options for housing, transportation, safety, and home care services. Leisure and recreation ideas will be offered, too!

EXIBITORS

- TCMT Members
- Home care assistance
- Animal care professionals
- Transportation for seniors & others
- Local volunteer opportunities
- Active senior fitness and wellness
- Senior housing options
- Estate planning



Admission is FREE!
Donuts & coffee at 9:30 am

Come to see some Keynote Speakers

Workshops, Exhibits, Health Screenings and Flu Clinic

For additional information, please go to www.vernonseniors.org

MATTEL BARBIE DOLL

WITH DOWN SYNDROME RELEASED

Toy manufacturer Mattel unveiled its first Barbie doll representing a person with Down Syndrome in partnership with the National Down Syndrome Society. This new doll further increases the diversity of Mattel's Barbie Fashionistas line. The Barbie doll line also celebrates diversity by including dolls with hearing aids, prosthetic legs and other disabilities.



Pictured: This image provided by Mattel, Inc. shows its first Barbie doll representing a person with Down Syndrome. The Barbie was created "to allow even more children to see themselves in Barbie."

"As the most diverse doll line on the market, Barbie plays an important role in a child's early experiences, and we are dedicated to doing our part to counter social stigma through play," said Lisa McKnight, Executive Vice President and Global Head of Barbie & Dolls. "Our goal is to enable all children to see themselves in Barbie, while also encouraging children to play with dolls who do not look like themselves. Doll play outside of a child's own lived experience can teach understanding and build a greater sense of empathy, leading to a more accepting world."

In a world where people with disabilities make up 26% of the population but are seen just 2.4% of the time in Hollywood movies, one study found, and in only 1% of commercials, this doll flips the script.

The doll has a new, rounder face with slightly slanted eyes, a shorter framed body and a patterned dress featuring yellow and blue butterflies, colors associated with Down syndrome awareness. It wears a pink pendant necklace with three upward chevrons representing three copies of the 21st chromosome – the genetic anomaly that causes Down syndrome. The new Barbie also has pink ankle foot orthotics (AFOs) like the ones some children with the condition use to support their feet and ankles, according to the company website. The Fashionista Barbie with Down syndrome is available on Mattel.com and in stores. (From: yahoo.com/entertainment/mattel-releases-barbie-doll-down-081222230.html)



Señor Pepe's Pointers for Fall

Summer is over, and it's time for harvest moons, orange pumpkins, crisp autumn days and Fall fairs! Señor Pepe and his girlfriend, Señorita Bonita will be attending a local town carnival this Fall via ADA Paratransit. Señorita Bonita is also Señor Pepe's personal care attendant (PCA) who assists him with daily needs. Pepe says, "PCAs can accompany an ADA-certified passenger for free! A companion who is not a PCA is also welcome to accompany you on ADA Paratransit, but would pay the current fare. Did you know? ADA Paratransit is not just for trips to medical appointments. Paratransit is available for any trip you are not able to take the local fixed route bus (CTtransit) due to the effects of a disability."

If you plan to use ADA Paratransit for an outing this Fall, please check with our Reservationists to be sure the destination is within our ADA service area.

Have an awesome Autumn!

Your friend,
Señor Pepe

