



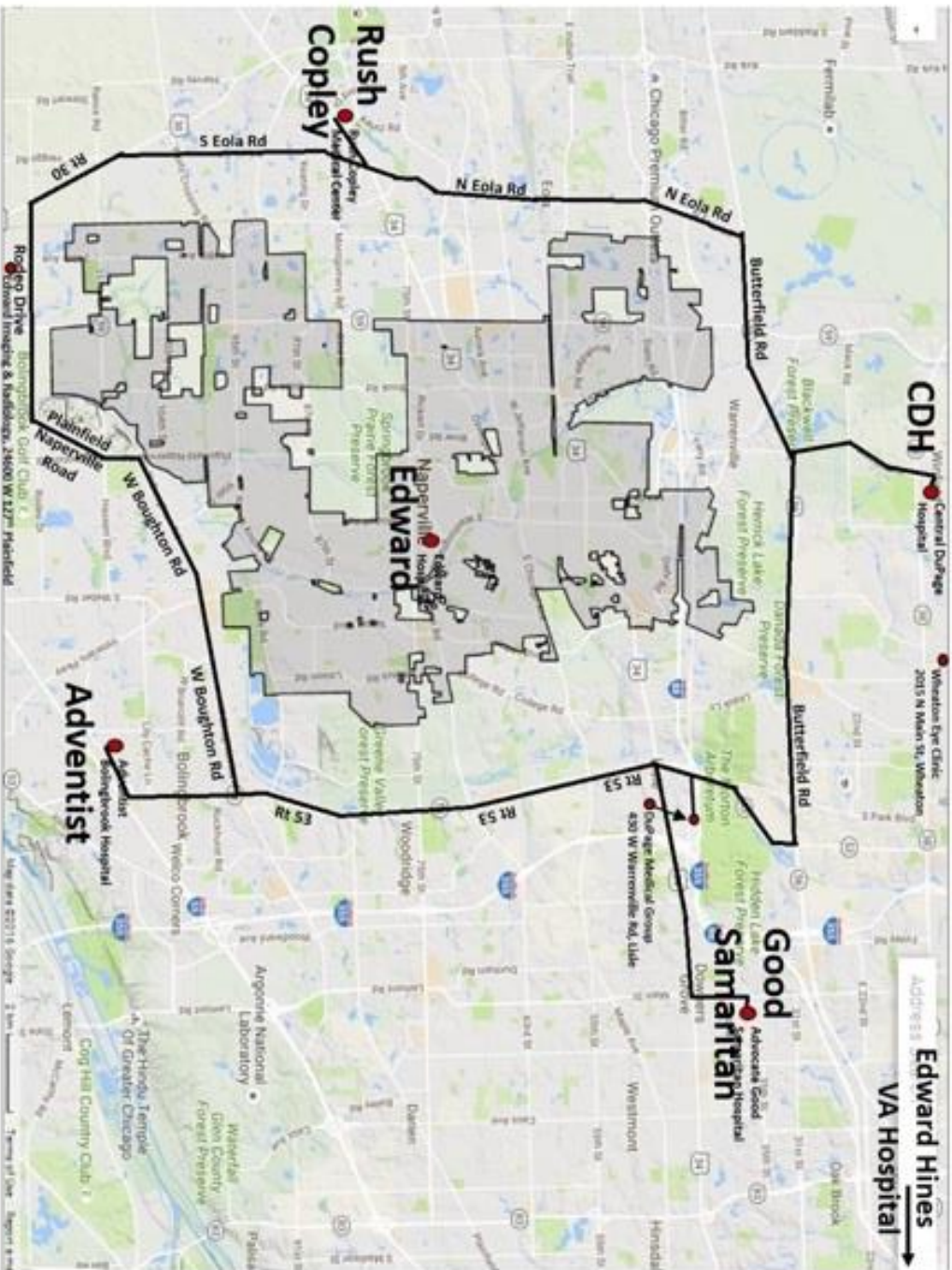
## RIDE ASSIST NAPERVILLE (RAN) - CLIENT GUIDELINES

1. As a RAN Rider, you must be a Naperville resident, 60 years or older, able to safely transfer in and out of a vehicle with limited assistance, and have the cognitive capacity to safely use our program.
2. RAN offers door-to-door transportation for routine **medical appointments** only. We cannot provide rides to surgeries or procedures that require anesthesia such as colonoscopies or cataract surgery. Please see the attached boundary map of our service area.
3. You must always wear your seatbelt. It's the law.
4. A **MINIMUM** of 7 days advance notice is required for all ride requests. We can schedule rides up to 3 months in advance. There are limited rides available each day. Once the day is full, we cannot add more so please call as soon as you know you need a ride.
5. If your appointment changes or gets cancelled, call the RAN office immediately so we may contact your driver and update our records. All communication with your assigned volunteer driver takes place through our office, please do not contact volunteers directly for rides.
6. Currently, each rider has a maximum of two rides per week.
7. Be ready at the scheduled pick-up time. If you live in a senior community or assisted living facility, the driver will only pick you up from the main entrance. This is for the ease of the drivers and safety of our riders.
8. If you own a car, please do not ask the volunteer to use it. They must use their own vehicle for insurance purposes.
9. Agree to hold harmless RAN and its volunteers, who provide escorted humanitarian services.
10. The volunteer driver will call two days prior to a scheduled ride. You must be able to answer your phone or listen to your voicemail to get confirmation.
11. If you are able, please make your donation as requested – we are a non-profit organization and rely on donations to “keep us running”.
12. By using RAN, you, the rider, voluntarily assume all risks related to exposure to COVID19.

**Please keep this for your records.**



# RAN Boundaries



## RAN Boundaries

### Pick Up Area:

Riders must live at a Naperville address to qualify for service, including unincorporated Naperville.

### Delivery Area:

North:  
Butterfield Road

South:

(west to east) Rodeo Drive to Plainfield-Naperville Road to W Boughton Road

East:

Route 53

West:

(north to south) Eola Road to Rt 30

We will take riders to four hospitals outside the boundary line.

We will also take veterans to Hines Hospital and the North Aurora VA Clinic.