

## RIDE ASSIST NAPERVILLE (RAN) CLIENT GUIDELINES

- 1. Ride Assist Naperville transportation services are for Medical Appointments only, no exceptions.
- 2. You must always use the seatbelt. It's the law.
- You must schedule your ride at least 7 business days *prior* to your <u>medical appointment</u>. There is a limit of rides we can offer per day. Once the day is full, we cannot add any more. Please call as soon as you know you need a ride – we can book ride requests 3 months in advance.
- 4. If your appointment changes or gets cancelled or if your plans change in any way call the RAN office immediately so we may contact your driver and update our records.
- 5. Currently, each rider has a maximum for <u>2</u> rides per week.
- 6. For insurance reasons, we cannot offer rides outside our boundaries or to non-medical ride requests. Please see the attached boundary map.
- 7. Be ready at the scheduled pick up time. If you live in a community or assisted living facility, the driver will only pick you up from the main entrance. This is for ease of the drivers and safety of our riders.
- 8. All communication with your assigned driver takes place through our office, please do not contact Volunteers about ride requests.
- 9. Do not ask the volunteer for their phone number. Do not try to contact him/her. Call the RAN office if you have any questions or concerns not the driver!
- 10. If you own a car, *please do not ask the volunteer to use it*. They must use their own vehicle for insurance purposes.
- 11. Be sensitive to the driver. They are willingly providing a volunteer service for you.
- 12. The driver will call two days prior to a scheduled ride to confirm it. You must be able to answer your phone or listen to your voicemail to get the confirmation.
- 13. Please make your donation as requested we are a non-profit organization.
- 14. Agree to hold harmless Ride Assist Naperville (RAN) and its volunteers, who provide escorted humanitarian services.
- 15. Do not ask the volunteer to take you to non-medical locations (other than a stop at the pharmacy), as they only provide rides to medical appointments.
- 16. By using RAN, you, the rider, voluntarily assume all risks related to exposure to COVID19.

## Please keep this for your records.