



RIDE ASSIST NAPERVILLE (RAN) - CLIENT GUIDELINES

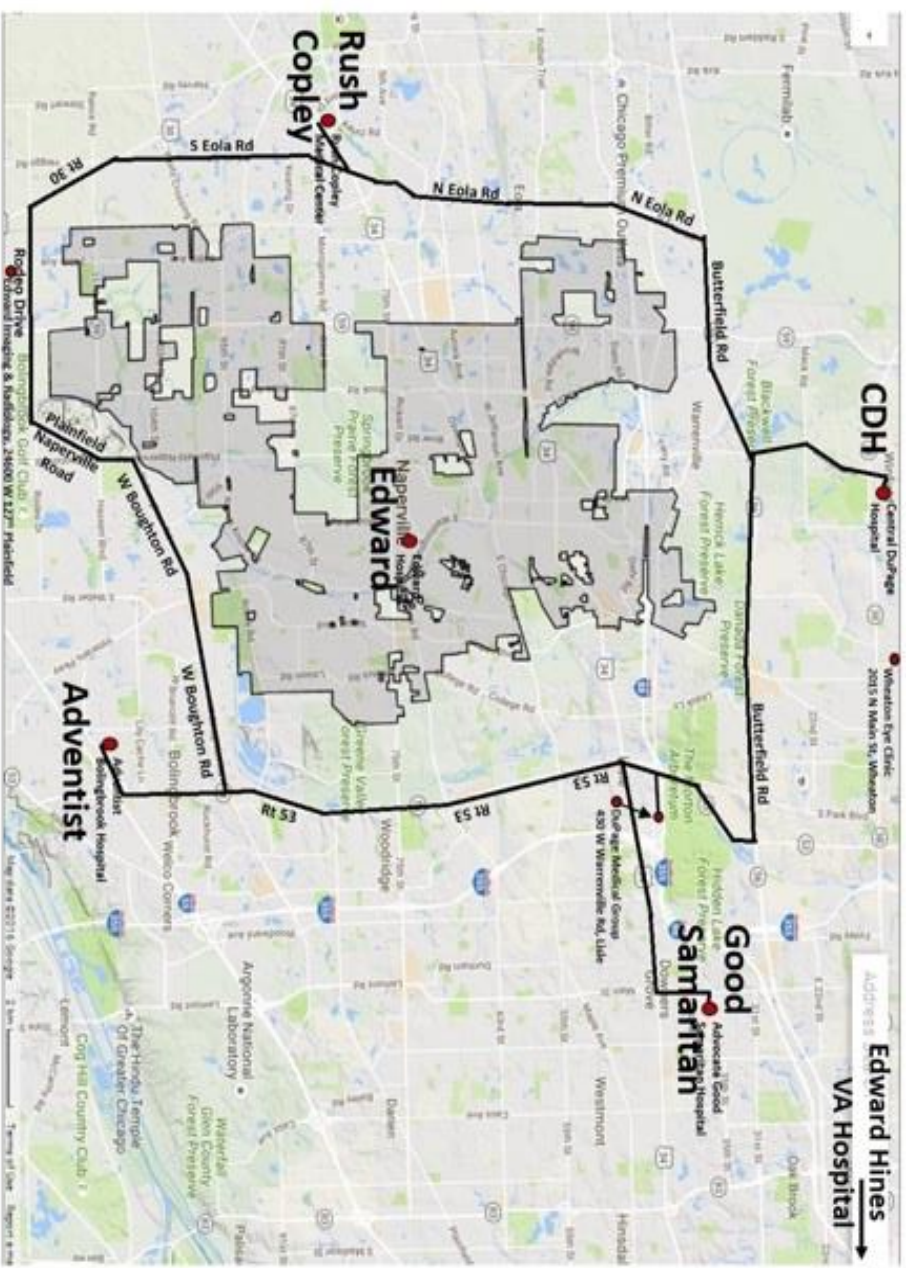
(Please keep this for your records)

RAN DOES NOT OFFER WHEELCHAIR-ACCESSIBLE TRANSPORT VEHICLES.

1. As a RAN Rider, you must be a Naperville resident, at least 60 years old, able to safely transfer in and out of a vehicle with limited assistance and possess the cognitive capacity to use our program safely.
2. RAN offers door-to-door transportation for routine **medical appointments** only. We cannot offer 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. Always wear your seatbelt. It's the law.
4. Rides are available by appointment only, Monday through Saturday from 8:00 am – 5:00 pm. *Sundays are by special request.* To request a ride, a **minimum** of **SEVEN** days' advance notice is required. We can schedule rides up to **SIX months** in advance, but please note there are limited rides available each day. Once our schedule for the day is full, we cannot accommodate additional ride requests, so it is best to call as soon as you know you need a ride.
5. Currently, each rider has a maximum of **TWO rides** per week.
6. If your appointment changes or is cancelled, **call the RAN office** immediately so we may contact your driver and update our records. All communication with your assigned volunteer driver should go through our office. Please do not contact volunteers directly for rides.
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 policy is in place for the convenience of our drivers and the 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 reasons.
9. You agree to hold harmless RAN and its volunteers, who provide escorted humanitarian services.
10. The volunteer driver will call two days before your scheduled ride. Make sure you can answer your phone or listen to your voicemail to get confirmation.
11. If you are able, a suggested donation of \$15.00 round-trip and \$7.50 one-way is appreciated. As a non-profit organization, we rely on these donations to "keep us running". At the beginning of each month, you will be mailed or emailed a *PLEDGE invoice for the rides you took the previous month*. Thank you for your support!
12. By using RAN, you, the rider, voluntarily assume all risks related to exposure to COVID19.



RAN Boundaries



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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.