



# RIDE ASSIST NAPERVILLE (RAN) CLIENT GUIDELINES

1. You must use the seatbelt at all times. *It's the law.*
2. You must schedule your ride at least 5 business days prior to your doctor appointment.
3. **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.**
4. Be ready at the scheduled pick up time.
5. **All communication with your assigned driver takes place through our office.**
6. **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!**
7. If you own a car, please *do not ask the volunteer to use it*. They must use their own car for insurance purposes.
8. Be sensitive to the driver. *They are willingly providing a volunteer service for you.*
9. Should you have any questions or concerns regarding service, please call the RAN office at 630-864-3087 so we can discuss it.
10. Please make your donation as requested – we are a nonprofit organization.
11. Agree to hold harmless Ride Assist Naperville (RAN) and its volunteers, who provide escorted humanitarian services.
12. **Do not ask the volunteer to take you to other non-medical locations (other than the pharmacy), as they only provide rides to medical and dental appointments.**

**Please keep this for your records.**