



# RIDE ASSIST NAPERVILLE (RAN)

## CLIENT GUIDELINES

1. You must always use the seatbelt. *It's the law.*
2. You must schedule your ride at least 7 days prior to your medical appointment. 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 6 months in advance.
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. Currently, each rider has a maximum for 2 rides per week.
5. For insurance reasons, we cannot offer rides outside our boundaries. Please see the attached boundary map.
6. Be ready at the scheduled pick up time.
7. All communication with your assigned driver takes place through our office.
8. 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!
9. If you own a car, *please do not ask the volunteer to use it.* They must use their own vehicle for insurance purposes.
10. Be sensitive to the driver. They are willingly providing a volunteer service for you.
11. Should you have any questions or concerns regarding service, please call the RAN office at (630) 864-3087 so we can discuss it.
12. Please make your donation as requested – we are a non-profit organization.
13. Agree to hold harmless Ride Assist Naperville (RAN) and its volunteers, who provide escorted humanitarian services.
14. 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.

**Please keep this for your records.**