



6/2/2020

Hello to our RAN Riders,

We hope this letter finds you and your family in good health. Our community has been through a lot over the last few months, and all of us are looking forward to resuming our normal habits and routines. While many things have changed, one thing has remained the same: our commitment to your safety. You may see some changes when you make your next ride request. We made these changes to help protect our riders and drivers.

- If you have family or friends that can take you to your medical appointment, please ask them before calling RAN. We have many drivers who cannot drive at this time so our rides available are severely limited.
- Our office will ask some screening questions. You'll be asked those same questions again when your driver calls to confirm your ride the day prior.
- If you are feeling ill, you will not be able to use RAN for a ride.
- Since medical buildings currently only allow patients inside the building, our drivers will drop you at the front door, give you their business card with their cell phone number, and you will call them when you are ready to go home. Depending on the length of the appointment, they will either leave and come back or stay in their car in the parking lot.
- We have hand sanitizer that we will ask you to use when you enter the car.
- We will ask you to wear a face mask during the entirety of your ride. We will provide you with a mask if needed.
- We will ask that you sit in the backseat to allow further physical distance between you and the driver.
- Drivers will be taking extra care cleaning their cars right before and after every RAN ride.

We look forward to seeing you again and are happy to answer any questions you may have. To make an appointment, please call our office at (630) 864-3087.

Sincerely,

Tim Ells and the entire Ride Assist Naperville Board of Directors

Please keep this page for your records.



RAN

RIDE ASSIST NAPERVILLE

Updated Client Guidelines pertaining to COVID-19.

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- Drivers will be taking extra care cleaning their cars right before and after every RAN ride.
- By using RAN, I understand I voluntarily assume all risks related to exposure to COVID-19.

I (please print), _____, hereby agree to the above client guidelines as set forth by Ride Assist Naperville (RAN).

Client Signature

Date

Please sign and return to Ride Assist Naperville.