



# 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 business 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 and update our records.
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. 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.
7. All communication with your assigned driver takes place through our office, please do not contact Volunteers about ride requests.
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. 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.
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.
15. By using RAN, you, the rider, voluntarily assume all risks related to exposure to COVID19.

**Please keep this for your records.**