

## Policy Updates and Reminders



### When to Use the Emergency Line

*Please leave a message on the emergency line when the Neighbor Ride office is closed if:*

- You need to cancel a ride scheduled to take place within the next 12 hours or over the weekend
- You were not contacted by your driver the night before your scheduled ride
- Your driver has not arrived at the scheduled time

**OFFICE HOURS: Monday–Friday 9a.m. to 2p.m. / Saturday 10a.m. – 1p.m.**

### What is Neighbor Ride's Inclement Weather Policy?

- To ensure the safety of our drivers and passengers, either the driver or the passenger may cancel a ride by calling the Neighbor Ride office. In questionable weather, even if the driver is willing to drive, the driver will contact the passenger to confirm that he/she still wants the ride. If the ride is cancelled, the driver will contact Neighbor Ride.
- If possible, the Neighbor Ride office will remain open to handle notification of cancellations. Payments for cancelled rides are refunded by crediting the passenger's account.

Please do not leave messages that can be handled the next business day in the Emergency voicemail box. Non-emergency, after-hours calls may be left in Neighbor Ride's general voicemail box.

#### Did You Know? – Making Extra Stops

Neighbor Ride's drivers are not permitted to make unscheduled stops during a ride. **ONE** brief additional stop can, however, be scheduled at the time the ride is originally requested. If the additional stop falls between the pickup and destination, no extra charge will be incurred. If the additional stop is outside the trip route, an extra fee will be charged.

#### Reminder: Tolls and Parking Costs

Please remember that tolls and parking costs are NOT included in Neighbor Ride fees. Passengers are expected to be prepared to pay for tolls and parking related to their trips on the day of the ride.



## The Senior Volunteer Initiative

Through generous support from the Ascend One EDGE Fund, Neighbor Ride is able to offer 1/2-price rides for passengers seeking transportation for volunteer activities. For more information about local volunteer opportunities, call the Volunteer Center Serving Howard County at 410-715-3172. Once you've found the perfect match, call Neighbor Ride at 410-884-7433 to schedule your rides.



Passenger Mildred Jones enjoys volunteering at Bethel Baptist Church where she and other volunteers do correspondence Bible studies for inmates at the Howard County jail.

## CALLING TO SCHEDULE RIDES

### Request Day

Monday  
Tuesday  
Wednesday  
Thursday  
Friday  
Saturday

### First Available Ride Day

Friday  
Saturday  
Sunday or Monday  
Tuesday  
Wednesday  
Thursday

### Requesting Rides

Rides may be requested by calling 410-884-7433 or through our online ride request form, available under "Transportation" at [www.neighborride.org](http://www.neighborride.org).



For example, if you need a ride on Friday, you must contact Neighbor Ride on Monday, before 2:00 p.m., to schedule. Phone, email or website requests made after 2:00 p.m. are not accepted until the following business day. When scheduling rides, passengers must provide the pick-up and appointment times, number and names of additional passengers, destination address and telephone number and return trip time. For medical appointments, the doctor's name and group practice name are also requested.

### HOLIDAY OBSERVANCES

Below is a chart depicting Neighbor Ride's upcoming holiday schedule. Note that these holiday observance dates, like Sundays, do NOT count towards the required three business days notice needed when scheduling rides. Please try to plan ahead and allow extra time when scheduling rides during holiday seasons.

Holiday Observance	Day	Date	Office Closed?	Rides Available?
Christmas Eve	Friday	Dec. 24, 2010	yes	yes
Christmas	Saturday	Dec. 25, 2010	yes	no
New Year's Eve	Friday	Dec 31, 2010	yes	yes
New Year's Day	Saturday	Jan 1, 2011	yes	no
Martin Luther King Day	Monday	Jan.17, 2011	yes	no
President's Day	Monday	Feb., 21,2011	yes	no

### Meals on Wheels of Central Maryland, Inc. ©

Meals on Wheels of Central Maryland, Inc. has been serving homebound clients since 1960 and in Howard County since 1975. Our mission is to enhance quality of life through the provision of nutritious meals, daily contact and related services.

- We deliver two meals a day, 1 hot and 1 cold
- Meals are delivered Monday through Friday,

Our service can be used during recovery from surgery, chemo therapy, and dialysis.

To **APPLY FOR SERVICE** call 410-730-9476 or go online to: [www.mealsonwheelsmd.org](http://www.mealsonwheelsmd.org)

including holidays, between 11 am and 1:30 pm

- The cost of the meals is based on a sliding scale of disposable income. Some federal monies are available to those who are eligible.
- The only requirement for our program is the difficulty to cook, prepare meals or shop for oneself. You do not need to live alone.

# Neighbor Ride® **The Rider**

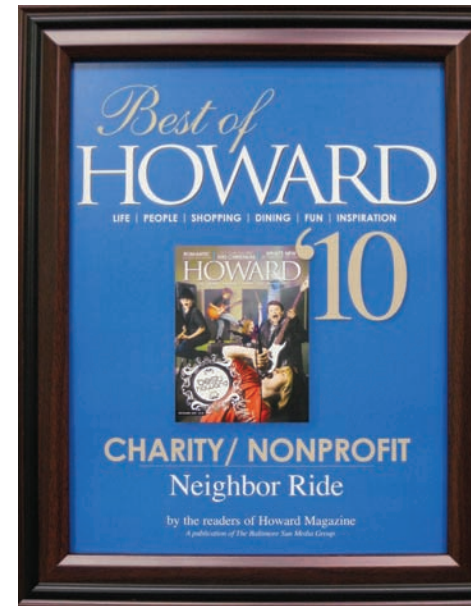
Volunteers Drive - Seniors Thrive

**8950 Route 108, Suite 115 - Columbia, MD 21045**

Published with generous funding from the Judith & Edwin Cohen Foundation

## Neighbor Ride Named “Best of Howard”

For the third consecutive year, Neighbor Ride was voted “Best of Howard—Charity/Nonprofit” by readers of Howard Magazine. The award is a well-deserved testament to the dedication of our amazing volunteers and the support of all our wonderful passengers and friends in the community.



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## We're on the Web!

[www.neighborride.org](http://www.neighborride.org)

- Donate Online
- Download Registration Packets and Information
- Request a Ride
- Read about the Latest Neighbor Ride News and Upcoming Events

## Handy Numbers

**Neighbor Ride:**  
410-884-RIDE (7433)

**Howard County Office on Aging-Maryland Access Point**  
410-313-5980

**Meals on Wheels**  
410-730-9476

**Howard County Food Bank**  
410-313-6185

**Neighbor Ride Sets Monthly Trip Record:  
Over 1,000 Provided!**

Neighbor Ride®  
Volunteers Drive - Seniors Thrive  
8950 Route 108, #115  
Columbia, MD 21045

## Did You Know? – Medication Lists

The American Pharmacists Association recommends that people always carry an updated list of their prescription and over-the-counter medications, vitamins and herbal products. The list should include the name and dosages of the medications, as well as what conditions the medications treat and any of the patient's known allergies. Carrying such a medication list can provide emergency medical personnel with lifesaving information and help prevent medication related errors, such as improper dosing, duplicating medications, and harmful drug interactions and side effects. For more information or to download a printable medication list, visit: <http://www.pharmacist.com/APhM>.

## Please join Neighbor Ride in thanking the following for their generous donations:

### Visionary (\$5,000 and above)

Beverly Foundation  
Coalition of Geriatric Services

### Benefactor (\$2,500-\$4,999)

1st Mariner Bank  
Howard County Gen. Hospital

### Patron (\$1,000-\$2,499)

Ascend One Edge Fund  
Home Instead Senior Care  
Howard County Real Estate  
Million Dollar Club

Owen Brown Community Assoc.  
Rotary Club of Columbia  
Patuxent

### Advocate (\$500-\$999)

JPB Enterprises, Inc.  
The Shelter Group  
St. John the Evangelist Church  
Walmart Columbia