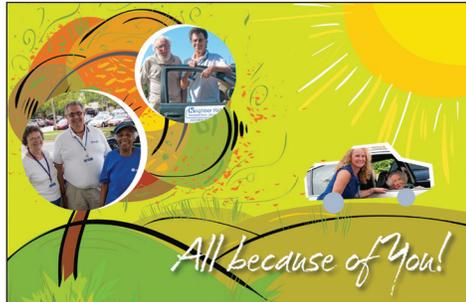


# The Rider

## You Make it Possible...

Neighbor Ride's Annual Giving Campaign is underway. Your support makes it possible for us to provide the transportation that helps Howard County's older residents remain active, independent and connected to the community.



### To Donate:

- Send a check to 5570 Sterrett Place—Suite 102, Columbia, MD 21044 **or**
- Contribute online at [www.neighborride.org](http://www.neighborride.org).
- You can also designate all or part of a United Way gift to Neighbor Ride. Our Combined Federal Campaign number is 90968. For private employers, use 7765 to designate Neighbor Ride.

Volume 5, Issue 2  
Fall 2013

**We're on the Web!**  
[www.neighborride.org](http://www.neighborride.org)

- Learn More About Volunteering
- Donate Online
- Download Registration Packets and Information
- Request a Ride
- Make a Deposit into a Passenger Account
- Read about Neighbor Ride News and Upcoming Events

## **GIVE A GIFT TO YOURSELF AND YOUR FAMILY... Quit Smoking Today!**

### **FREE Tobacco Treatment Program at the Howard County Health Department**

Open to anyone who lives or works in Howard County

- Wednesdays (6:30-7:30pm)/(11:30am-12:30pm)
- 4 week program, 1 session per week offered in English and Spanish
- Physician evaluation for medication support 5:00-8pm (appointment only)

Call 410-313-6265 for more information or to register for class.

*This program is funded by the Cigarette Restitution Fund.*



## Handy Numbers

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

**The Volunteer Center  
Serving Howard County**  
410-715-3172

**SERVE - Southern Region**  
443-820-8261

**MD Access Point (MAP)**  
410-313-5980

# 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
- You were not contacted by your driver the night before your ride
- Your driver has not arrived at the scheduled time/place
- If an unanticipated change occurs in the course of an after-hours trip

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.

**OFFICE HOURS: Monday–Friday 9a.m. to 2p.m. / Saturday 10a.m. to 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, be sure to let the Neighbor Ride office know.

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.

## 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.

<b>Holiday Observance</b>	<b>Day</b>	<b>Date</b>	<b>Office Open?</b>	<b>Rides Available?</b>
Thanksgiving	Thursday	Nov. 28, 2013	No	No
Thanksgiving Friday	Friday	Nov. 29, 2013	No	Yes
Christmas Eve	Tuesday	Dec. 24, 2013	No	Yes
Christmas	Wednesday	Dec. 25, 2013	No	No
New Year's Eve	Tuesday	Dec. 31, 2013	No	Yes
New Year's Day	Wednesday	Jan. 1, 2014	No	No
Martin Luther King Day	Monday	Jan. 20, 2014	No	No
Presidents Day	Monday	Feb. 17, 2014	No	No
Memorial Day	Monday	May 26, 2014	No	No

## Plan to Take Your Time

When scheduling rides for shopping, be sure to allow enough time for picking up everything you need and getting through the checkout line. This will ensure that you don't leave your volunteer driver waiting beyond the expected pick-up time.

# Requesting Rides



- Call 410-884-7433

**OR**



- Visit [www.neighborride.org](http://www.neighborride.org), click on “Passengers” and fill out our online ride request form

Request Day	1st Available Ride Day
-------------	------------------------

Monday	Friday
Tuesday	Saturday
Wednesday	Sunday or Monday
Thursday	Tuesday
Friday	Wednesday
Saturday	Thursday

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

## Neighbor Ride Rate Schedule

Neighbor Ride’s fees are determined by the one-way distance, per Google Maps, between the pick-up location and destination. See at right for the rate schedule:

One-Way Mileage	Roundtrip Fee
Under 2 miles	\$5
2 – 6.99 miles	\$7.50
7 – 9.99 miles	\$15.00
10 – 14.99 miles	\$20.00
15 – 19.99 miles	\$25.00
20 – 35 miles	\$35.00

## Services, Education and Resources for Vulnerable Elders (SERVE)

SERVE, a program of Family & Children’s Services of Central Maryland, is a comprehensive, community-based elder care initiative. The program offers case management, in-home services, respite care, transportation, mental health services, caregiver support and advocacy to seniors, age 50 and over, and their caregivers. The goals of SERVE include:

- Enabling individuals to remain safely in the community in their preferred home setting
- Improving the quality of life of caregivers and care recipients
- Providing high quality case management and coordination to support clients and caregivers in accessing the services that they need
- Preventing premature institutionalization
- Reducing incidents of elder abuse and neglect through prevention and intervention services

For more information, referrals and inquiries, contact SERVE at [SERVE@fcsmd.org](mailto:SERVE@fcsmd.org). Calls in the Northern Region (Baltimore, Carroll and Harford Counties) may be directed to Katie Cashman, Regional Director, at 410-848-2433. Southern Regional (Baltimore City, Anne Arundel and Howard Counties) calls may be directed to Heather Sherbert, Regional Director, at 442-820-8261.

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

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

Coalition of Geriatric Services  
The Mall in Columbia (inkind)

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

1<sup>st</sup> Mariner Bank

Howard County General Hospital

SunTrust Foundation

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

Ascend One EDGE Fund

Howard County Real Estate Million Dollar Club

Rotary Club of Columbia-Patuxent

Unitarian Universalist

Congregation of Columbia  
The Shelter Group

## Scams by the Season

by: Sid Kirchheimer

Tips to keep fraudsters away from your money throughout the year.

Some scams are new and unexpected, but so many are so predictable. Here's what to keep an eye out for this year—and next, and the year after that too.

### WINTER

#### The Sweepstakes Swindles

Sweepstakes and lottery scams are a 365-day concern for older Americans, who are specifically targeted—and most likely to fall victim. Here's how these scams work: You receive a series of letters and emails notifying you that you're a winner. The problem is, you're requested to pay processing fees or expenses to receive your jackpot and to "prove" your identity by providing personal information prized by identity thieves.

Here's what you should know:

- If you didn't enter, you didn't win. Period.
- You never have to pay anything upfront to redeem a legitimate prize.
- If you receive a partial-payment check for winning, it's a scam.
- Foreign lotteries are not open to U.S. residents.
- Never provide personal information such as a driver's license or passport number.
- It's a scam if the fine print lacks any of the following info: start and end dates; judging date; methods of entry, including judging criteria; type of proof of purchase required; description of prizes and approximate retail values; legal disclaimers; and sponsor's name and address.

### SPRING

#### The "Help Me, Grandma!" Scam

As spring break begins for many college students, con artists behind the notorious Grandparents Scam get to work. You may get a call that a beloved grandchild was arrested, hospitalized or has endured some other hardship that requires your money.

The usual request: Send a wire transfer (for bail, hospital bills, meal or travel expenses) to somewhere in the United States or abroad. Don't take the bait. Thousands of other loving grandparents have—and in the process lost millions of dollars with their good intentions. Authenticate any claims of a grandchild's alleged trouble by calling the home or cellphone number to ensure all is fine. If the caller alleges to be a lawyer, police officer or doctor "helping" a grandchild in need, a five-minute online search can verify the reported law firm, police station or hospital for a callback on your part.

### SUMMER

#### The "Dialing for Diabetics" Diversion

Have you received a phone call telling you that you qualify for free or discounted medical supplies for diabetes, heart disease or other conditions? Pay attention to that caller's next line: "Before the supplies can arrive, I need to confirm your condition with your age, Social Security number and the name and phone number of your doctor." It's another scammer out to steal your identity.

Don't be fooled, no matter what caller ID says. These offers—usually by unsolicited phone call but sometimes via email or letter—are attempts to extract personal information from Medicare-age folks, whose names and numbers are gleaned from purchased lists.

It's illegal for a medical supplier to make unsolicited telephone calls to people who use Medicare unless you have given written consent to have that supplier call you, the call is about an item the supplier already provided to you, or you received delivered equipment in the previous 15 months. The same applies to telemarketers calling on behalf of suppliers.

To be sure, legitimate businesses such as pharmacies or booths operated by a charity, health agency or association offer flu shots and other free services. But they will not ask you for revealing personal information.

### AUTUMN

#### Medicare Open Enrollment Cons

Medicare scams occur year round, but they dramatically spike starting in mid-October, when open enrollment begins. During this period, identity thieves ramp up various ruses to get you to reveal your Medicare number—which is your Social Security number.

The most common ploys: cold-calling those who are retirement age. Scammers collect their names, ages and phone numbers from public telephone directories or purchased lists. The fraudsters then claim that Medicare is issuing new cards, entitlements or refunds that can be redeemed only if you provide or "verify" your Medicare eligibility. Some crooks also ask for credit card or bank account numbers.

Don't believe it. Medicare will never phone or email you to ask for such information. The only time Medicare will request verification is if you initiate contact. Don't trust caller ID, which can be manipulated with "spoofing" products or Internet-based phone lines to display whatever phone number or organization they choose. And if you're wondering about changes in Medicare, learn about them at [medicare.gov](http://medicare.gov).

*Reprinted from AARP.org, December 2012. Copyright 2012 AARP. All rights reserved. Excerpted from 2013 AARP Almanac.*