

# The Rider

## Navigating the COVID-19 Crisis

This is a challenging time for all of us, but we want you to know that Neighbor Ride is still there for you. Our staff is safely working from home and the phones are manned during our regularly scheduled office hours. We are currently providing essential medical rides and will return to offering rides for banking, grocery shopping, and other needs in accordance with guidance from county officials.

### Pivoting to Meet New Needs

As it became clear that social distancing guidelines implemented to mitigate the impact of the COVID-19 crisis would be both far-reaching and long-term, Neighbor Ride put measures in place to ensure that essential medical rides could continue to be provided and proactively made plans to pivot our transportation program to one that could also accommodate essential food deliveries. As usual, our volunteers eagerly responded to the call for help and by the first week of April were providing food deliveries to Howard County Food Bank clients throughout the county. In the following weeks, Neighbor Ride and its drivers extended their delivery support to the Howard County Office on Aging & Independence, Head Start, and Public School System Grab & Go meal programs that are serving a growing number of vulnerable individuals and families in our community.

To date, Neighbor Ride's volunteers have made over 250 deliveries to 120 Howard County Food Bank, Office on Aging and Independence, Head Start, and Public-School System clients. During the coming month, we know that the numbers will continue to climb.

### How You Can Help

With the fee-for-service component of Neighbor Ride's transportation program largely shut down, we are projecting an impactful loss of revenue as the COVID-19 crisis persists. Please remember to keep your passenger accounts up to date by mailing a check or making an online payment. Donations can also be made online at [www.neighborride.org](http://www.neighborride.org) or by check, made payable to Neighbor Ride: 5570 Sterrett Place, Suite 102 – Columbia, MD 21044.

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**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

## Handy Contacts

**Neighbor Ride**  
410-884-RIDE (7433)  
[www.neighborride.org](http://www.neighborride.org)

**Howard County Caregiver Support Program**  
(410) 313-5955

**Howard County Office on Aging & Independence MD Access Point (MAP)**  
(410) 313-1234

**Grassroots Crisis Intervention Center - 24/7 Crisis Hotline /**  
410-531-6677

# Updates and Information

## 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 or two different drivers contact you regarding the same ride (Please remember to check your answering machine before calling.)
- Your driver has not arrived at the scheduled time/place



**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 9 a.m. to 2 p.m. / Saturday 10 a.m. – 1p.m.**

## Neighbor Ride Rate Schedule

Fees are determined by the one-way distance, per Google Maps, between the pick-up location and destination. **If your income is limited, however, you may be eligible for subsidized rides. Please call the Neighbor Ride office for more information or to request an application.**

One-Way Mileage	Roundtrip Fee
Under 3 miles	\$8.00
3 – 4.99 miles	\$10.00
5 – 6.99 miles	\$12.00
7 – 9.99 miles	\$16.00
10 – 14.99 miles	\$22.00
15 – 19.99 miles	\$28.00
20 – 35 miles	\$36.00

## Requesting Rides (Allow 3 business days when you schedule a ride.)



Call **410-884-7433**

**OR**



Visit **portal.neighborride.org** and click on Request a Ride.

Request Day	First Available Ride Day
Monday	Friday
Tuesday	Saturday
Wednesday	Sunday or Monday
Thursday	Tuesday
Friday	Wednesday
Saturday	Thursday

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

**New Portal Available:** If you have email and access to a computer we have a new portal that you are invited to use. Through the portal, you or a family member can submit ride requests, view your rides and account balance, and make payments. Please email [volunteer@neighborride.org](mailto:volunteer@neighborride.org) for login information and instructions.

**Are You a Veteran?** Please call us at (410) 884-7433 or email [volunteer@neighborride.org](mailto:volunteer@neighborride.org) with this information so that we can update our records.

## Volunteer Notebook

We love hearing our volunteers' stories and feedback about their experiences as Neighbor Ride drivers and thought you would enjoy them too. See below for just a handful of the comments and vignettes received as we have all responded to the COVID-19 crisis together:

"During the crisis period, I have been providing medical rides and making food deliveries on behalf of the Food Bank and the Office on Aging and Independence. On April 24th, when arriving at the 50+ Center to pick-up Grab & Go meals for delivery, I was greeted by 2 Easter bunnies. They were waving and when I stopped and rolled the window down, they both thanked me for what I was doing. It really made me feel warm all over."-**Paul**

"My origin story for 'why I drive' is because where we live and the way we live means transportation/access to it is essential for ALL. My dad's sentinel event that led to his hospitalization and diagnosis of Alzheimer's was behind the wheel. He LOVED to drive and drove way past it being safe – we, of course, did not know what was happening at the time. We used to say he had 'gasoline in his veins'. When I drive for Neighbor Ride, it is in part a tribute to my dad."-**Victoria**

"I'm doing 3 or 4 food deliveries a week from the Howard County Food Bank and Ellicott City 50+ Center, and only wish there were more to do. That's how much Neighbor Ride helps me feel as though I'm contributing in some small way to our community. I do miss the interaction with those we're helping, but trust that will return soon."-**Jeffrey**



We asked one driver, who regularly provides longer distance rides to medical appointments outside of the Columbia area, if there was on trip that particularly touched him. He responded, "My passenger was seeing her doctor for a follow-up evaluation to cancer treatment. She was declared 'Clean'." Cue tears of joy and gratitude from all of us at Neighbor Ride!"-**Bruce**

"As a two-time cancer survivor and older adult, I am at higher risk for COVID-19, so I'm not currently volunteering to drive passengers. I am, however, volunteering to deliver food. I like to think that if I was living alone and needed food that someone would step up to help. Everyone I have met has been so appreciative; and volunteering during the crisis has made me feel less isolated too."-**Kathy**

When asked what drives him to volunteer during the crisis, one volunteer responded, "People need help. I can help. All the rides – both food delivery and the limited medical ones I've provided, are so appreciated. One stands out for me because of how many times the recipient 'God Blessed' both me and Neighbor Ride."-**Greg**

"I've been happy to show up at short notice to deliver some meals and food, help out in a small way, and hopefully make a difference. I've been retired for 2 years, and part of the plan was always to try and set an example and give back in some way. I'm already looking forward to resuming my regular Neighbor Ride gig when this crisis has lifted! I'll look forward to seeing you all again in person. Until then, take care and be well."-**Charlie**

# BINGO 2020

Due to the ongoing COVID-19 health crisis, we made the difficult decision to cancel BINGO 2020, our largest fundraiser of the year. We want to thank everyone who was planning to be a part of the event and to let you know that we are already looking forward to next year's BINGO fundraiser, scheduled for May 1st, 2021.

While we are disappointed about the cancellation and resulting loss of much-needed revenue, we are humbled by the generosity of our Presenting, Event and Basket sponsors who insisted that Neighbor Ride keep the money they had contributed. Please join us in thanking them for their support, which truly makes a difference, especially in these challenging times.

## Presenting Sponsor



**In Home Care & Assistance**

## Event Sponsors



## Basket/Special Game Sponsors

Bain Center Council  
Rick & Joanne Fornadel  
Paul Gleichauf  
Louis G. Hutt, III  
Neubauer's Auto Repair  
Joseph & Mary Smothers  
Western Howard County Senior Council  
Woodbury Financial - Rosemarie Cohen

When you're able, we'd like to encourage you to patronize the many local businesses that offered merchandise and gift certificates for our BINGO prize baskets. They generously stepped up for us; and we will do our best to return the favor as they too work to recover

from the economic impact of the COVID-19 crisis.

Aesthetic Center of Columbia  
AMC Columbia Mall 14  
Bagel Bin & Deli - Wilde Lake  
Baltimore Center Stage  
Bertucci's Italian Restaurant  
Brighton Gardens of Columbia  
Brightview Senior Living  
The Cheesecake Factory  
Chris Marcinek Photography  
Cindy's Spirits  
Clyde's of Columbia  
David's Natural Market  
Ellie's Arrangements, Inc.  
Facci Ristorante at Turf Valley Town Square  
Fairway Hills, Columbia, Maryland  
Fulton Station Jewelers and Gifts  
Harris Teeter Maple Lawn  
Harris Teeter at Turf Valley Town Square  
Haven on the Lake  
Historic Ships in Baltimore  
Home Instead Senior Care  
Hudson Coastal  
The Iron Bridge Wine Company  
Live! Casino & Hotel  
Maggiano's  
Maple Lawn Wine & Spirits  
Mission BBQ - Ellicott City  
National Aquarium  
Olney Theatre Center  
Panera Bread  
Patrick's Hair Design  
Pinot's Palette  
Ranazul Tapas Wine Bistro  
Sagamore Spirit  
Seasons 52  
Shake Shack - Columbia  
Smoothie King  
Smyth Jewelers at Turf Valley Town Square  
SteelFire Kitchen & Bar  
Tino's Italian Bistro  
Toby's Dinner Theatre  
Urban Plates  
Victoria and Albert Hair  
Visiting Angels  
Washington Spirit  
Wegmans