

Effective June 3, 2020

What rides will NR schedule?

Rides requests will be accepted for Medical, Food delivery, Grocery Stores, Hair Salons, Veterinaries, and Banks.

What safety procedures should drivers follow when taking a client?

- Face Masks must be worn
- Clients should sit in back seat of cars if physically able to create distancing
- Driver is encouraged to have windows opened or cracked, weather permitting
- Driver should wipe down door handles, and grab bars at end of ride
- Driver should use hand sanitizer after handling any equipment such as walkers and rollators
- Driver are discouraged from taking back to back rides

What do I need to consider when taking a client to any appointment?

- Many medical practices are having client wait in car until exam room is ready
- Volunteers are discouraged from entering medical buildings unless client is visually impaired
- Volunteers should stay on site for a few minutes to assure that client is not turned away from the appointment
- Clients might have to wait to enter smaller food stores that have a restriction on # of shoppers.

How is NR office staff and RC's communicating with clients?

- At ride entry and with confirmation calls, NR staff will remind the client to speak to their provider and get instructions on the current policies regarding check-in and screening procedures
- Clients will be informed that they need a mask and will be asked to sit in back seat of car
- Clients will be informed that if they are bringing a second passenger, that they have checked with the provider to confirm that the second passenger is approved and is able to go in the office with them
- NR will reiterate to clients that if they have a fever or have a household member that has been exposed, that NR will cancel the ride

Will Neighbor Ride continue Food Delivery rides?

- Food delivery rides will continue for the foreseeable future.
- Please always check notes field for delivery details

- Food Bank rides involve considerable # of bags/boxes. Please take this into consideration when accepting these rides
- Due to the popularity of these rides, we ask that driver take a maximum of 3 per week
- Office staff will confirm rides, drivers should call client when leaving pick up location