

# The Rider

Volume 6, Issue 4  
Winter 2014

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

**Meals on Wheels of Central MD**  
410-558-0827  
[mealsonwheelsmd.org](http://mealsonwheelsmd.org)

**MD Access Point (MAP)**  
410-313-5980  
[marylandaccesspoint.info](http://marylandaccesspoint.info)



On November 17, 2014 over 120 community leaders, volunteers, passengers and supporters gathered to honor Neighbor Ride's founders and celebrate our 10th Anniversary of service in the community. Special thanks to the Bob Lucido Team of Keller Williams Select Realtors, Cookie Ride, Jason's Deli, Trader Joe's and Whole Foods Market for their delicious contributions of snacks and desserts for the open house celebration.

# 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 or two different drivers contact you regarding the same ride
- 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 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. Please let Neighbor Ride know if the ride is cancelled.

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.

## New Neighbor Ride Rate Schedule

Following Neighbor Ride's biennial review of transportation fees, our rate schedule has been updated as shown in the chart. As always, fees are determined by the one-way distance, per Google Maps, between the pick-up location and destination. **If your income is limited, 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 2 miles	\$6.00
2 – 3.99 miles	\$8.00
4 – 6.99 miles	\$10.00
7 – 9.99 miles	\$15.00
10 – 14.99 miles	\$20.00
15 – 19.99 miles	\$25.00
20 – 35 miles	\$35.00

## Announcing the Accompanied Grocery Shopping Program

Neighbor Ride is pleased to announce that we will be piloting an Accompanied Grocery Shopping Program. For rides scheduled as "Accompanied Shopping," volunteers will provide the ride, assist passengers with their shopping, and help carry groceries into passengers' homes. Please note that accompanied shopping is limited to grocery stores and that additional stops may not be added to these rides. There is no additional fee for this service. Please call the office at (410) 884-7433 for more information or to schedule your accompanied shopping trip.



# 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.**

For example, if you need a ride on Friday, you must contact Neighbor Ride on Monday, before 2:00 p.m., to schedule. Phone 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 weeks with holidays.

Holiday Observance	Day	Date	Office Open?	Rides Available?
Christmas Eve	Wednesday	Dec. 24, 2014	No	Yes
Christmas	Thursday	Dec. 25, 2014	No	No
New Year’s Eve	Wednesday	Dec. 31, 2014	No	Yes
New Year’s Day	Thursday	Jan. 1, 2015	No	No
Martin Luther King Day	Monday	Jan. 19, 2015	No	Yes
Presidents Day	Monday	Feb. 16, 2015	No	No
Memorial Day	Monday	May 25, 2015	No	No

## Meals on Wheels of Central Maryland Home Delivered Meal Program

Do you know an older or disabled person who can no longer cook or shop for themselves?

Let them know Meals on Wheels can help!

- Two nutritious meals delivered to their home Monday-Friday

- Daily contact from a friendly volunteer
- The security of knowing emergency contacts will be notified if problems are found
- Sliding scale fees based on ability to pay

**To learn more, contact Client Services:  
410-558-0827 / [www.mealsonwheelsmd.org](http://www.mealsonwheelsmd.org)**



Approved May 20, 2014

## Dementia Behavior Study

### Are you caring for a person with dementia and dealing with challenging behaviors?

This research study evaluates ways of helping families address challenging behaviors of persons with dementia who are living at home. Participation involves 3 home interviews and up to 8 home visits with research staff over 3-months, to learn potentially helpful strategies to care for a person with dementia. For more information, call 443-287-4595 or visit: <http://nursing.jhu.edu/excellence/aging/center/dementia-behavior.html> .



Laura N. Gitlin, PhD: Principal Investigator,  
IRB# NA\_00067873; Funded by National Institute on Aging

### Join us in thanking the following for their generous support in our 10th Anniversary year

#### Million Mile (\$2,000 and above)

1<sup>st</sup> Mariner Bank  
Coalition of Geriatric Services  
Howard County Department of Citizen Services  
Howard County General Hospital – Johns Hopkins Medicine  
Rotary Club Columbia-Patuxent  
SunTrust Foundation  
The Vertical Connection Carpet One Home & Floor

#### 500,000 Mile (\$1,000 - \$1,999)

The Business Monthly (In-Kind)  
ezStorage  
Cheshire Consulting  
Columbia Association  
Lorien Health Systems  
Howard County Real Estate Million Dollar Club  
Owen Brown Community Center  
St. John the Evangelist Roman Catholic Church  
The Shelter Group

#### 250,000 Mile (\$500 - \$999)

Being There Senior Care, LLC  
Columbia Center for Spiritual Living  
Howard Bank  
Howard Community College  
Howard Commuter Solutions  
Katkow Dentistry  
KatzAbosch  
Kiwanis Club of Ellicott City  
Mid-Maryland Triathlon Club  
Orthopaedic Associates of Central Maryland  
Park View Senior Living

#### 125,000 Mile (\$250 - \$499)

B. Francis Consulting, Inc.  
The Bach & Bob Jeffrey Family Fund  
The Bob Lucido Team of Keller Williams Select Realtors  
Brian's Catering Services (In-Kind)  
The Columbia Bank  
Columbia Fine Wine & Spirits  
Edward Jones – Harry Slade, Financial Advisor  
Evergreens at Columbia Town Center  
Karen Gatzke, Realtor / Coldwell Banker – Catonsville  
Giant Food  
Good to Go Markets (In-Kind)  
Heartlands Senior Living Village  
The Kaplan Hearing Center  
Kramer Rom Team with Re/Max 100  
Long & Foster Columbia Office  
LongHorn Steakhouse  
Maryland Spine & Sports Medicine  
NeurExpand Brain Center  
Jon R. Nuffer, CPA  
Office of Human Rights, Howard County  
Pioneer Custom Cleaning  
Right at Home – In Home Care  
Sandy Spring Bank  
Soft Touch Dental Care – Dr. Teresa Adams  
Swann Insurance  
Tino's Italian Bistro  
Towne Group  
Turf Valley (In-Kind)  
Union Jack's  
Walmart Foundation  
Wegmans (In-Kind)  
Whalen Properties

#### Donors

Americans for Older Driver Safety  
Candlelight Concert Society (In-Kind)  
Commercial Insurance Managers  
CookieRide (In-Kind)  
Decanter Fine Wines (In-Kind)  
Dr. David Halpern of Columbia Smiles Family Dentistry  
James Ferry Photography  
Jason's Deli (In-Kind)  
Kittamaqundi Community Church  
Patapsco Eye MDs  
Personal Physician Care  
Shanty Grille  
Strategic Wealth Management Group– Shaun Eddy  
Synergies Consulting Group  
Trader Joe's (In-Kind)  
Whole Foods Market (In-Kind)

#### Grantors

Ascend One EDGE Fund  
Columbia Association  
Community Foundation of Howard County  
S.L. Gimbel Foundation Advised Fund at The Community Foundation – Inland Southern California  
Howard County Community Service Partnerships  
Judith & Edwin Cohen Foundation  
MTA - Senior Rides Program  
Tom's of Maine  
United Way of Central Maryland  
Weinberg Foundation