



## Neighbor Ride Food Delivery Rides FAQ

### *What is the delivery service?*

Neighbor Ride is now up and running using Ride Match Portal to arrange deliveries for the following Food Programs in Howard County:

1. Howard County Food Bank (from the Food Bank @ 9385 Gerwig Lane)
2. Community Action Council Head Start Family Meal Program (from the Food Bank @ 9385 Gerwig Lane)
3. Howard County Office on Aging & Independence Congregant Grab & Go Meal Program (from the Ellicott City 50+ Center @ 9401 Frederick Road)

### *What do I need to know before taking a Food Delivery Ride?*

1. **PLEASE consider any physical limitations you may have before taking a food delivery ride.** The food bundles for any delivery from the **HC Food Bank** are equivalent to **four grocery bags of food**. You will likely need to make multiple trips from your car to get them to client. The food bundles for any delivery from the **Ellicott City 50+ Center** are **five frozen meal trays**.
2. PLEASE only take a MAXIMUM of TWO deliveries at a time. If you do sign up for two deliveries, please make sure to have a means to separate the food bundles in your vehicle.
3. At both pickup locations we are spreading out pick-up times in 15-minute intervals to minimize contact with others. For efficiency, if we have two deliveries that are to the same general destination area, we are assigning them to the same time slot (with a max of two per time slot). Additionally, most pickup slots are either before or after the pickup location is closed to any clients coming in to do their own personal pickups.
4. If possible, consider having a member of your household come with you. It helps with calling the client to finalize details of delivery after you have left the food pickup location and they can help to carry the multiple bags of food. Also, clients may live in an

apartment and depending on what you work out with client, you may need to navigate building access, stairwells or elevators so having a HELPER HELPS.

5. Please consider wearing gloves or having disinfectant wipes / hand sanitizer in your car for your safety and the safety of others. You may have to navigate door handles, elevator buttons, etc. for your delivery.
6. It typically takes less than 10 mins to do the food pick-up at the Food Bank or Ellicott City 50+ Center – but can vary on how busy they are.

### ***How do I perform a Food Delivery Ride?***

1. All Food Delivery Rides will be entered in the Portal same as all other rides that Neighbor Ride provides, and you select them the same as you do all rides. Neighbor Ride staff will spread the rides out through the day to minimize # of pickups at Food Bank at one time and to provide variety of delivery times for drivers to choose from.
2. You will know that a ride is a Food Delivery by:
  - a. It is assigned to the GROUP = Food Bank Delivery
  - b. It is assigned to the GROUP = Food Delivery – EC Senior Center
  - c. It will be a ONE WAY FROM DESTINATION Ride so the clients home address will show as the Destination.

***VERY IMPORTANT – Pay close attention to the GROUP to make sure you go to correct location for food pickup.***

3. Accept the ride as you normally do. Make sure and **check the NOTES fields** for any specific information about the delivery that we have collected. Neighbor Ride staff will contact the client to say their delivery has been scheduled. ***PLEASE DO NOT CALL the client the night before the delivery.*** You only need to call the client right before the delivery once you have picked up their food delivery (see #6 below)
4. Please PRINT a copy (two if you would like a copy for yourself) of the RIDE DETAILS from the Portal (***Click “View” button from Ride Table and then Click “Print Ride” from Ride Details.*** You will give this to Food Bank or Ellicott City 50+ Center personnel when you arrive and check-in so they can track who the delivery is for.
5. **For Food Delivery from the Food Bank:**  
Drive to Food Bank (9385 Gerwig Lane) at the scheduled time. Go in the front door to the receptionist and indicate you are doing a Food Delivery and provide the PRINT-OUT for your delivery. A food bank volunteer will then grab a bundle of food and load it in your car

#### **For Food Delivery for the Ellicott City 50+ Center**

Drive to the Ellicott City 50+ Center (9401 Frederick Road) at the scheduled time. Go in the Main Lobby of the Ellicott City Senior Center to the receptionist and indicate you are

doing a Food Delivery and provide the PRINT-OUT for your delivery. Pick up a box of the five frozen meals.

6. Call the client before you leave the pick-up location to tell them you will be there in “X” minutes and confirm how you will get the food to them.
7. REPEAT by signing up for another ride another day. 😊

## Thank you so very much!

### ***What if I know someone that needs food assistance?***

Have them call the Food Bank at 410 313-6185 to see if the Food Bank can help them. The Food Bank is doing all “qualifying” of food assistance and providing Neighbor Ride with those clients who “qualify” that need delivery assistance.