



## **PASSENGER INFORMATION FLU SHOT:**

### **Who is eligible to use Neighbor Ride?**

Passengers must be 60 years of age, a resident of Howard County, and must be able to independently get in and out of a vehicle. Call Neighbor Ride if you need wheelchair accommodations and registration forms. Proof of residency and age may be requested.

### **How does this service work for flu shots?**

Passengers are transported door-to-door by volunteer drivers in their personal vehicles. Passengers must be physically and cognitively able to conduct their own personal business once they are at their destination.

### **Can a spouse, friend or assistant accompany me?**

Yes.

A **Passenger Waiver form** for *each* additional passenger must be on file in the office before the ride can be scheduled. Neighbor Ride cannot transport anyone under 8 yrs. of age.

### **When are rides available?**

**Neighbor Ride** provides rides daily, depending on the availability of volunteer drivers. Please note the office is closed on all major holidays and **the ride request schedule is adjusted accordingly.**

### **All flu shot rides must be in Howard County.**

### **When can I schedule my flu shot ride?**

Passengers can schedule their ride once they submit their paperwork and receive a phone call informing them their submitted paperwork has been completed.

### **How do I schedule a ride?**

Passengers must contact Neighbor Ride by phone at 410-884-7433 **at least three (3) full business days** in advance to schedule a ride. For example, if you need a ride on Friday, you must call Monday before 2:00 p.m. to schedule. Office hours are Monday through Friday, 9:00 a.m. to 2:00 p.m., and Saturday 10:00 a.m. to 1:00 p.m. Messages left on the answering machine after 2:00 p.m. and on Sundays are returned the next business day. Passengers must provide the pick-up time, appointment time (if applicable), number of passengers, destination address, zip code, telephone #, and estimated return trip time.

**What information is needed before using Neighbor Ride?** Passengers must complete the: **Passenger Registration, Waiver and Agreement Forms.**

### **Can I donate to Neighbor Ride to help ensure services will always be available?**

The best way to show your appreciation is make a tax-deductible donation via check or through our website (neighborride.org). It is against Neighbor Ride policy for our volunteers to accept tips.

**What happens if no driver is found?**

While every effort is made to find a volunteer driver, there is no guarantee that each ride will be filled. Passengers will be called 2 business days before the ride if a driver has not been found to see if the ride is still needed. Passengers will be contacted at 2 p.m. the day before the ride if no driver is found.

**What if I need to cancel a scheduled trip?**

Please cancel as early as possible so the driver can be notified. Please note: Repeat cancellations or no shows inconvenience our volunteer drivers and impact our ability to serve our passengers.

**COVID-19 Safety Requirements:**

- Drivers and passengers are required to wear masks.
- Passengers must sit in the backseat and windows will be cracked, weather permitting.
- Both passengers and drivers will be asked to cancel rides if they have tested positive for COVID or been in contact with someone who has tested positive for COVID.
- Smoking, eating or drinking during a ride are prohibited.

**How are the volunteer drivers chosen?**

Each driver has attended an orientation, passed a criminal background, driving record and personal reference check.

**When should I use the emergency line?**

When the Neighbor Ride office is **closed** leave a message on the emergency line **only** for the following circumstances:

- If you need to cancel a ride scheduled to take place within the next 12 hours or over the weekend.
- If you were not contacted by your driver the night before your scheduled ride.

**How will I be able to identify my Neighbor Ride driver?** Look for the Neighbor Ride sign on the passenger side door of the vehicle and the volunteer's name badge.

Neighbor Ride is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transportation services on the basis of race, color or national origin, as protected by Title VI of the 1964 Civil Rights Act. 9/4/202