



## PASSENGER INFORMATION **VACCINATION RIDE**

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

Passengers must be 60 years of age, be a resident of Howard County, and must be able to get in and out of a vehicle independently. Proof of residency and age may be requested.

### **How does this service work for vaccinations?**

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. NR cannot transport anyone under 8 yrs. of age.*

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

NR 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.**

### **When can I schedule my vaccine 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 during office hours at 410-884-7433 **as soon as you receive your vaccination appointment.** Office hours are Monday through Friday, 9:00 am to 2:00 pm, and Saturday 10:00 am to 1:00 pm. 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, number of passengers, destination address, zip code, telephone #, and estimated return trip time.

**What information is needed before using NR?** Passengers must complete **Passenger Registration, Waiver, and Agreement Forms.**

### **May I donate to NR to help ensure services will always be available?**

The best way to show your appreciation is make a tax deductible donation via check or our website (neighborride.org). It is against NR 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 contacted at 2 pm 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: Repeated cancellations or no shows inconvenience our 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 back seat 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 & drinking during a ride are prohibited.

**How are the volunteer drivers chosen?**

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

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

When the NR 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 NR drivers?** Look for the NR 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