



Ashland Christian Emergency Services

**Hanover Senior Rides Program
P.O. Box 114, Ashland, VA 23005**

(804) 543-6115

www.aceshanover.org

Rider Registration Package

Dear Rider:

Welcome to the Hanover Senior Rides Program.

This program was established to help seniors age 60+ who can no longer drive and need transportation in order to stay in their homes. The rides may be for medical appointments, grocery shopping and for personal business. While the focus of the program is on seniors, we also provide transportation for persons, regardless of age, who may have a medical condition that requires frequent rides to physical therapy, chemo therapy, dialysis or other medical programs.

ACES operates the Hanover Senior Rides program for residents who live in central Hanover County area, including Zip codes 23005, 23059 and 23069. Riders must be ambulatory and able to walk with the assistance of a cane or a collapsible walker. There is no charge for the ride, but we do ask you to consider donations to ACES to help sustain the service. Whenever you are given a ride, we will provide a donation envelope for any donations that you or your family may wish to make.

All of our ride coordinators and drivers are volunteers who give their time to operate this program. Our drivers use their own vehicle to provide the rides. Each driver is required to have a good driving record, a criminal background check and must take a safety driving course. Our drivers are well qualified and insured by the State Division of Risk Management. We expect all of our volunteers to treat our riders with upmost respect and in return, we ask you to be respectful of our volunteers and their time.

Rides must be requested 7 to 14 days in advance of your appointment so we will have time to schedule the trip and secure a volunteer driver.

Please carefully read the Hanover Senior Rides Eligibility Rules, complete the Rider Registration form and return it to MCEF Senior Rides. Thank you.

ACES Senior Rides – Eligibility Rules

Please read our guidelines below and please sign the agreement at the end.

The **ACES Senior Rides** program is for persons age 60 or older who need transportation to (1) medical appointments, (2) grocery shopping or (3) personal business (such as banking). While our focus is on seniors, ACES may also provide rides for persons who have a medical condition that requires frequent medical treatments such as physical therapy, chemo therapy or dialysis. We are glad to serve you and it's important that you understand how our organization operates so we can provide you with the best service possible.

ACES Ride Services

All of the ACES Drivers are volunteers. Not only do they donate their time, but they use their own vehicles and pay for their own gas to transport people in our community who need rides. Please **Do NOT** give money or tips to the drivers. [See information for giving a donation in #16 below.](#)

Our Ride Coordinators are volunteers. They are on call Monday through Friday from 9:00 a.m. - 1:00 p.m. They donate their time, energy, and expertise to schedule your transportation appointment.

We ask you to please be considerate of our volunteers for their time and their willingness to serve you!

Regarding Animals:

When an ACES Driver comes to your home, please contain your animals in a separate room. (A dog that seems friendly to you may misunderstand why a stranger is in the house and become aggressive.) Service animals may be acceptable after a review by ACES.

Eligibility- For ACES Ride Services

To qualify for the ACES Ride Service, you must be (1) 60 years of age or older and (2) Independently ambulatory and continent. (The ACES volunteers cannot transport incontinent or wheelchair clients.)

Guidelines for ACES Riders:

Please be considerate of ACES volunteer drivers who are providing your transportation by following these guidelines:

1. Your pick-up location must be in one of the following zip code areas: 23005, 23047, 23069 and 23059 – [all must be in Hanover County.](#)
2. A standard time for a trip from pick-up to return is **2 hours**. **If you think your trip may be longer, please let the Ride Coordinator know when you call.**
3. Please try to make the time for your appointments between **9:00 a.m. and 2:00 p.m.** Monday through Friday. We want to avoid rush-hour traffic.
4. All grocery shopping trips must be to stores **within 5 miles** of your home.

5. Our drivers are not permitted to lift heavy objects. (No cases of water or drinks on shopping rides.)
6. All arrangements for your transportation are to be made through ACES Coordinators at: (804) 543-6115. **Please do not call the driver at home. (The driver will call you to verify.)**
7. **You are responsible for any tolls and parking fees associated with your ride.**
8. You need to call at least 7 days ahead of your appointment, but not more than 2 weeks ahead. If you leave a voice mail message, PLEASE SPEAK SLOWLY and state the following:
Name
Phone Number
Date and time you need transportation, the location of medical appointment, personal business appointment, or grocery store.
9. We can only provide transportation for you **once in seven days**. More frequent trips put too much demand on our volunteer drivers. We can provide a maximum of two grocery shopping rides per month.
10. **In the event of inclement weather**, when the Hanover Schools are closed, the ACES office is closed. No transportation will be provided for a scheduled appointment. The driver will contact you and let you know if he/she will not be able to provide transportation that day.
11. Please be ready 10 minutes before the time of pick-up and be on the lookout for the driver in the event that they are having trouble finding your home.
12. **The drivers will not make any additional stops—except to your pharmacy following a medical appointment.**
13. Please call us if you have a change of plans and don't need our driver.
14. All Virginia laws of the road, including seat belt laws, must be observed to protect our clients as well as our drivers.
15. **Please understand that we will make every reasonable effort to provide the requested ride, but as a volunteer organization we cannot guarantee the ride. But if we cannot provide the ride, we will notify you in time to cancel your appointment.**
16. *Although this is a free service for you, our organization is supported through the donations of the people in Central Hanover County area and a contribution is always appreciated in order to keep these services available. **The driver will provide a donation envelope for your use.***

Please keep these guidelines and refer to them before calling ACES Rides at (804) 543-6115 to request an appointment.

***Rider Registration: Please fill in this form COMPLETELY, sign, and send to:
ACES, Hanover Senior Ride Program, P. O. Box 114, Ashland, VA 23005***

Name _____
Phone _____ Cell Phone _____
Address _____
City _____ State _____ Zip _____
Email _____
Date of Birth ____/____/____ Church Affiliation _____

How did you hear about Senior Rides? _____

Why are you in need of our services? _____

Do you use a cane or a walker or other device for mobility? _____

Do you have a chronic health condition such as asthma or diabetes that may at times
require immediate attention? _____

Emergency Contact - Family Contact Information:

Name of Emergency Contact _____ Relationship to you: _____

Home or Cell Phone _____ Work Phone _____

Email _____

Address _____

City _____ State _____ Zip _____

Acknowledgement of ACES' Eligibility and Guidelines and Release from Liability

**I have read the Hanover Ride Program Eligibility Rules and agree to abide by them.
I understand that failure to do so could result in my removal from ACES Ride services.**

As a receiver of the ACES volunteer services, I relieve said ACES of any liability due to
accident or illness while in the care of their volunteer. Please note failure to abide by the above
noted guidelines will result in being removed from our services. I also give my permission to
utilize any photos taken while participating in ACES Ride services.

(Signature) _____ (Date) _____