



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 or older and disabled persons 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, chemotherapy, dialysis or other medical programs.

ACES operates the Hanover Senior Rides program for residents who live in the Ashland area (Zip codes 23005, 23059 and a portion of 23069). Riders must be ambulatory and able to walk with the assistance of a cane or a collapsible walker. (Small collapsible Rollators may also qualify for support.) 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 our volunteers to treat our riders with the utmost 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. Also, while COVID restrictions are no longer in effect, if future flair-ups occur, we may ask if you have recently had COVID or have been exposed to someone with the disease before scheduling your ride.

Please carefully read the Hanover Senior Rides Eligibility Rules and then complete the Rider Registration form and return it to Hanover Senior Rides, P. O. Box 114, Ashland, VA 23005. Thank you.

Hanover Senior Rides – Rider Eligibility Rules

Please read our guidelines below and sign the agreement on the Registration Form

The **Hanover Senior Rides** program is for persons age 60 or older and disabled persons who need transportation to (1) medical appointments, (2) grocery shopping or (3) personal business, such as banking. While our focus is on seniors, we may also provide rides for persons who have a medical condition that requires frequent medical treatments such as physical therapy, chemotherapy 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. ***We ask you to please be considerate of our volunteers for their time and their willingness to serve you!***

Hanover Senior Ride Services

All of the Hanover Senior Rides Drivers are volunteers. Not only do they donate their time, but they use their own vehicles to transport people in our community who need rides. Please **Do NOT** give money or tips to the drivers. *See Donations below.*

Our Ride Coordinators are volunteers. They are on call Monday through Friday: ACES - 9:00 a.m. - 5:00 p.m.; MCEF – 9:00 a.m. – 5:00 p.m. They donate their time, energy, and expertise to schedule your transportation appointment.

Regarding Animals:

When a 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 the Hanover Senior Rides Program Director or the ACES Senior Rides Transportation Director.

Eligibility- For Hanover Senior Ride Services

If you are receiving Medicaid Benefits – please contact your benefits manager or case worker. Medicaid includes transportation services and you are not eligible for rides through the Hanover Senior Rides Program.

To qualify for the Hanover Senior Rides service, you must be (1) 60 years of age or disabled and (2) Independently ambulatory and continent. We cannot transport incontinent or wheelchair clients.

Smokers: To protect our volunteers, smoking is not allowed in the vicinity of or inside any of our vehicles.

While COVID-19 restrictions are no longer in place, should flair-ups occur in the future, we may ask if you have recently had COVID or have been exposed to someone with the disease before scheduling your ride.

Guidelines for Riders:

Please be considerate of the drivers who volunteer to provide your transportation by following these guidelines:

- 1. For MCEF:** Your pick-up location must be in one of the following Hanover County zip code areas: 23111, 23116 and a portion of 23069.
- 2. For ACES:** Your pick-up location must be in one of the following Hanover County zip code areas: 23005, 23059 and a portion of 23069.
- 3.** 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.**
- 4.** 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.
- 5.** All grocery and other shopping trips must be to stores **within 5 miles** of your home.
- 6. Our drivers are not permitted to lift heavy objects. (No cases of water or drinks on shopping rides.)**
- 7. All arrangements for your transportation are to be made through our Coordinators. For Mechanicsville: (804) 357-9360; For Ashland: (804) 543-6115**
Please do not call the driver at home. (The driver will call you to verify your ride.)
- 8. You are responsible for any tolls and parking fees associated with your ride.**
- 9. You need to call 7-14 days in advance of your appointment.** In leaving a voice 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.
- 10.** Our goal is to provide the transportation you need for medical and other essential services, but there may be times when a volunteer driver is not available. In such cases, your ride may be provided by our paid transportation service provider. Also, there may be times when we need to limit the number of non-medical rides per month.
- 11. In the event of inclement weather, when the Hanover Schools are closed, Hanover Senior Rides will be closed. No transportation will be provided for a scheduled appointment. The driver will contact you and let you know if he/she will be able to provide transportation that day.**
- 12.** 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.
- 13. Drivers should only make additional stops when it's a necessary part of the ride – such as stopping at the client's bank as part of a trip to the grocery store or stopping at a pharmacy after a medical visit. When you request the ride, please tell the ride coordinator if you need additional stops.**
- 14. Please call us, immediately, if you have a change of plans and don't need the scheduled ride.**
- 15.** All Virginia laws of the road, including seat belt laws, must be observed to protect our clients as well as our drivers.
- 16. Please understand that we will make every reasonable effort to provide the requested ride with one of our volunteers. If that is not possible the ride will be scheduled through our paid transportation provider. **However, if we****

cannot provide your ride we will notify you in time to reschedule or cancel your appointment.

- 17. Donations: *Although this is a free service for you, our organization is supported through the donations of the people in the Mechanicsville and Ashland areas and a contribution is always appreciated in order to keep these services available. Your driver will provide a donation envelope after your ride for your use.***

Please keep these guidelines and refer to them before calling Hanover Senior Rides at (804) 357-9360 for MCEF or (804) 543-6115 for ACES to request an appointment.

Hanover Senior Rides - RIDER REGISTRATION

Please fill out the form COMPLETELY

Name _____

Phone _____ Cell Phone _____

Address _____

City _____ State _____ Zip _____

Email _____

Date of Birth ____/____/____ Church Affiliation _____

How did you hear about Hanover Senior Rides? _____

Why are you in need of our services? _____

For mobility, do you use: a cane _____ a walker _____ a rollator _____, a tall rollator _____ or other device _____

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

Are you currently receiving Medicaid benefits? _____

Are you eligible for rides from other agencies? _____

Name of Emergency Contact _____

Relationship to you: _____

Home/Cell Phone _____ Work _____

Email _____

Address _____

City _____ State _____ Zip _____

Acknowledgement of the Hanover Senior Rides Eligibility and Guidelines and Release from Liability: I have read the Hanover Ride Services Eligibility requirements and agree to abide by them. I understand that failure to do so could result in my removal from the Ride services.

As a receiver of the volunteer services, I relieve said Hanover Senior Rides program 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 the Hanover Senior Ride services.

(Signature) _____ (Date) _____

Please return your application to the appropriate agency listed below

MCEF
P.O. Box 604
Mechanicsville, VA 23111

ACES
P. O. Box 114
Ashland, VA 23005