

TRANSPORTATION RULES FOR CLIENTS

Keep in mind that this free service is provided by volunteers. Please treat them with respect, dignity and courtesy.

Please follow these rules if you wish to receive rides through Lend A Hand:

1. Rides & errands can only be requested and scheduled through the Transportation Assistant:

➤ **520-312-7143**

➤ lahrides@gmail.com

Never call a volunteer driver directly for a ride.

All other LAH services are requested through the LAH Coordinator at **520-248-6882**.

2. Requests for rides must be made NO LATER THAN Friday at 5:00 pm for a ride the following week. Requests may be scheduled up to two weeks in advance and clients are encouraged to make their requests as soon as possible within the two-week window.
3. LAH clients may request two (2) rides per week. Each ride is limited to two (2) stops, Monday through Saturday, 8:00 am to 5:00 pm. LAH cannot provide rides to church services.
4. Clients are asked to give the following information to the Transportation Assistant:
 - ✓ Name
 - ✓ Date of requested ride or errand
 - ✓ Pick-up time or appointment time (please specify)
 - ✓ Destination address and purpose (medical, shopping, other)
 - ✓ Walker? Wheelchair? Other Limitations? Please let us know.
5. If, within 48 hours of pick-up time, you have not heard from a driver or the LAH Coordinator, please call the Coordinator at **520-248-6882**.
6. Medical appointments are a priority. If a driver for a medical appointment is not available, LAH will provide a taxicab.

If no driver is available for a non-medical ride request, the ride may have to be cancelled or rescheduled for the following week.
7. Requests for non-medical rides shall be for destinations within our neighborhoods.

If your driver does not show up, call **520-248-6882** for a solution.