

Powhatan County Ride Assist Services  
*Compassion in Action*

Guidelines for Riders

804-698-0438 [RAServices.PVA@gmail.com](mailto:RAServices.PVA@gmail.com)

Please refer to these guidelines before calling RAS 804-698-0438 to request a ride.

The Ride Assist Services program is for Powhatan County residents age 60 or older who are unable to drive to (1) medical/dental appointments, (2) grocery shopping or (3) personal business (such as banking). 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. This service does not duplicate transportation individuals may have through their health insurance.

All of the RAS Drivers are volunteers. They donate their time and use their own vehicles to transport seniors in our community who need rides.

**Eligibility for Ride Assist Services**

To qualify for Ride Assist Services transportation, you must be (1) Powhatan County resident 60 years of age or older and (2) unable to drive yourself due to physical limitations. An eligible individual can register who has a diagnosis prohibiting driving (ex: pneumonia/advised not to drive by doctor), or for only specific procedures related to a diagnosis rendering rider unable to drive. Registered riders must be able to make and keep track of their own arrangements (ride requests and related appointments).

**Guidelines for RAS Riders:**

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

1. Your pick-up location must be in Powhatan County (zip code 23139).
2. When an RAS Driver comes to your home, please contain your animals in your home. (A dog that seems friendly to you may misunderstand why a stranger has arrived and become aggressive.) Service animals may be acceptable after a review by RAS. If a ride request is approved requiring a service animal, this will be considered a wheelchair accessible ride.
3. Please try to make the time for your appointments between 9:00 a.m. and 2:00 p.m. Monday through Friday for medical and personal business requests between 9:00 a.m. and 3:00 p.m. Monday through Friday. We want to avoid rush-hour traffic.
4. Call to request your ride **at least 5 business days** ahead of your appointment. **(Clients in need of wheelchair transportation are required to request their ride 2 weeks in advance in an effort to secure a driver.)** If you leave a voice mail message, please state all of the following:
  - Name
  - Phone Number

- Date and time you need transportation, the practice or facility name and address of medical appointment, personal business appointment, or grocery store
- Please ask your medical/dental provider an estimate of how long your appointment might take and include that information when requesting a ride

5. Personal business and grocery trips will utilize locations within Powhatan County.

6. WHEELCHAIR ACCESSIBLE RIDES – RAS drivers utilizing wheelchair accessible vehicle will drive only. If a client is in need of assistance apart from wheelchair van lift entry, securing wheelchair, and van exit, client is required to have a companion or caregiver with them for the duration of the ride for assistance.

7. All RAS rides provided are generally without accompaniment or assistance into destination facility or location. Our drivers will not lift heavy objects (such as cases of water).

8. All arrangements for your transportation are to be made through RAS Transportation Coordinator. If you have a ride scheduled with RAS and your need changes or you need to cancel the ride, communicate changes ONLY to RAS at the phone number or email address above. **Please do not call the driver directly.**

9. All requests are mapped online, utilizing quickest route; riders are responsible for any tolls and parking fees associated with your ride.

10. We allow a ride request once in seven days. More frequent trips put too much demand on our volunteer drivers. We allow a maximum of two grocery shopping ride requests per month.

11. Ride requests are limited to Powhatan, Chesterfield, Richmond. Although requests are permitted to facilities into the city of Richmond, please understand that distance may greatly effect the number of volunteers available to accept your request.

12. In the event of inclement weather, when the Powhatan County Schools are closed, the RAS 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.

13. 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.

14. The drivers will not make any additional stops—except to your pharmacy following a medical appointment.

15. Rider must comply with law and wear a seat belt.

16. Please understand that we will make every reasonable effort to provide the requested ride, but as a volunteer organization we cannot guarantee the ride. If no volunteer is available to fulfill the ride, we will notify you in time to cancel your appointment.

17. Warning will be communicated when a rider (1) does not cancel a ride request previously made with RAS when their appointment or schedule changes, or (2) does not pay toll or parking fees associated with their trip, or (3) is unable to keep track of arrangements made. In an effort to honor the time given by our volunteer team, upon the third such instance, the rider will be removed from the program.

18. This is a free program to seniors who meet our guidelines; if a rider wishes to make a donation to help offset expenses, drivers can accept donations for the program which will then be submitted to the transportation coordinator. Donations can also be mailed into the office – 3908-2 Old Buckingham Road, Powhatan VA 23139 designating “Ride Assist Services”. Thank you for your support in improving Powhatan for seniors.

**Powhatan County Ride Assist Services is committed to ensuring that no person is excluded from participation in its volunteer transportation program for seniors on the basis of race, color or national origin, as protected by Title VI of the Civil Rights Act of 1964. For additional information on Powhatan County Ride Assist Services' nondiscrimination policies and procedures, or to file a complaint, please contact Title VI Manager, 3908-2 Old Buckingham Road, Powhatan VA 23139**

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