



fishoftc.com

Greetings, FISH client!

Our volunteer drivers are happy to drive you to your medical appointments. Volunteers are essential to providing this free service.

To make sure that things go smoothly, please review the following.

Scheduling an appointment

- Call 211 to schedule a ride. If possible, *call at least two weeks before the appointment.*
- The 211 coordinator will collect all the details, including your address and the appointment location, date, and time.
- The coordinator will find a driver who is available. *This can take up to three business days.*
- The coordinator will call you to give you the name of the driver.
- The driver will call you to introduce themselves and confirm the details.

Details that matter

Be sure to tell the 211 coordinator **and** the driver if:

- You use a walker or wheelchair.
- Anyone else will be traveling with you.
- A service dog will accompany you.
- A child under age eight will be traveling with you. You must provide a car seat.
- You expect your medical visit will take more than an hour.

Restrictions

When you share the details above, we'll try to match you with a driver who can accommodate your needs. A few limits to be aware of:

- For safety and liability reasons, you must be able to get into the driver's car without assistance.
- Some drivers cannot accommodate wheelchairs, additional passengers, child seats, or service dogs. Be sure to confirm these needs with the 211 coordinator *and* your driver in advance.
- A maximum of one additional passenger can be accommodated, unless the appointment is for a child, in which case both parents may accompany.
- No additional stops may be made on the trip.
- Smoking or vaping in the car is not permitted.

Cancellations

If you need to cancel a scheduled trip, please contact the 211 coordinator. If unable to reach the coordinator, please call the assigned driver.

Your Ride

Your driver will take you to your appointment, wait for its conclusion, and take you home. During the wait, the driver may remain at the medical office or may go to a nearby location such as a coffee shop. If the driver waits elsewhere, call them when your appointment ends. Make sure you have the driver's phone number before they leave.

Privacy

- We will respect your privacy and will not share your name or other identifying information with anyone other than 211 coordinators and FISH volunteers.
- Please do not identify your driver on social media or other public postings.

Questions, Compliments, and Concerns

We hope that you have nice things to say about your ride experience. If you have any concern or complaint, please contact the 211 coordinator, or any member of the FISH board (need to list the details here).

Our volunteer drivers do not accept tips, but we appreciate donations at fishoftc.com