



RETAIN GUIDELINES FOR YOUR RECORDS

Thank you for contacting the **Shepherd's Center of Northern Virginia (SCNOVA)**! We are happy to be able to help you with our FREE Medical, Companion, or Food Delivery Driver Transportation Services. Since 1998, Shepherd's Center's mission has allowed seniors to "age in place" safely. We also offer phone calls to see how you are doing through Friendly Callers, or visits through Friendly Visitors, and light home repairs with Handy Helpers.

Please read the information below which includes eligibility requirements and guidelines for all new clients.

Eligibility Requirements for Client Services

- 1) Adult must be 55+ years of age or older
- 2) Must live in Oakton-Vienna-Reston-Herndon-Great Falls (we do handle a small portion of Fairfax, and will notify potential clients whether they are out of the service area during the initial call to our office)
- 3) Must be ambulatory; use of a cane or walker is acceptable.
 - SCNOVA does not discriminate against its clients for any reason – including race, religion, disability, national origin, gender, sexual orientation, financial or marital status.

Guidelines- for Free Transportation Service

- Office hours are **Monday-Friday, 10am – 4pm**. You must speak to a SCNOVA Office Volunteer for your ride request to be processed by calling: **703.281.0538**.
- When making an initial contact allow at least **FOUR business days** before your appointment. (Exceptions may be made in the event of an emergency at the discretion of the office staff).
- **Remember: No ride is ever guaranteed, and same day service is not available.**
- ***Provide the following information when making a service request:***
 - a) Full name, address, and phone number of the doctor, therapist, or trip destination
 - b) Time, date and duration of the appointment
- For most medical/dental appointments, you may be charged if you do not cancel within 24-48 hours of the appointment. We will **try** to let you know the day before if no driver has picked up your request. However, if you have not heard from a driver or SCNOVA Office Volunteer the day before your requested date, you should make other arrangements for transportation.
- If you have a Monday appointment the SCNOVA Office Volunteer will call you on Friday if no volunteer has picked up the ride.
- It is up to the discretion of the driver whether any additional stops can be made.

- Clients are limited to a maximum of 3 rides per week, depending on driver availability

Guidelines – cont.

- **All arrangements for your transportation are to be made through the Shepherd’s Center.** Call the office immediately if your appointment is changed or cancelled. 703.281.5038. **Clients are not to call volunteers at home** unless to convey a cancellation of a drive after office hours.
- Clients are responsible for paying any tolls or parking fees.
- Drivers will take clients to appointments in most areas in Northern Virginia.
- If an appointment or ride is cancelled, clients should contact the office to let us know.

Face to Face Contact Requirements: COVID-19

- Facemasks are required for both clients and drivers
- Client must get into the car unassisted. Drivers abstain from touching clients
- Maintain physical distancing w/ client in the back-seat; passenger side
- Don’t touch eyes, nose, mask or mouth
- If driving client to a medical appointment, follow the instructions and wait outside the facility until the appointment is complete
- Ensure the vehicle is well-ventilated, windows ajar
- Drivers must clean vehicle surfaces (e.g., car handles, doors, seatbelts, etc.) before and after serving clients - Use 80-90% alcohol or bleach

Requirements for Medical Transportation

- Please bring a current listing of all medications, including dosage amounts
- Have the contact information for your primary care physician
- Have Emergency Contact Information on hand

Remember everyone who performs a service for the Shepherd’s Center is a Volunteer. Please be considerate of their time and treat them with the same courtesy that you expect and deserve.

You can find more information about SCNOVA at www.scnova.org.

Lastly, thank you for your cooperation with these guidelines. If you have any questions or concerns about them, please contact the office. We welcome you as a new client of the Shepherd’s Center of Northern Virginia and we look forward to serving you in the future!

Sincerely,

SCNOVA Operations/ Volunteer Manager
office@scnova.org
703.281.0538



By signing this signature page, you agree to follow the guidelines outlined.

Please sign the bottom portion of this letter, and return it to our office to indicate you have read and understand these guidelines. Retain a copy of the letter for your records. We will begin services to you immediately upon receipt of this agreement.

I have read and agree to the guidelines in this letter.

Print Name: _____

Sign Name: _____

Date: _____

Please sign and return this form in the stamped envelope provided in this packet.