



The health and safety of our clients and drivers are important to us and we are taking every step possible to prevent the spread of novel coronavirus / COVID-19 in our community.

We have implemented the following procedures to the RYDE program to keep our clients and drivers safe:

1. All drivers and clients **must wear a mask throughout the RYDE**. We reserve the right to refuse service if a client is not wearing a mask.
2. If a client is sick we ask that they stay home. We reserve the right to not provide transportation to a client if they are ill.
3. A plexiglass screen has been installed in our vehicle between the front and rear seat.
 - a. All clients must sit in the rear seat.
 - b. When not seated in the car, clients must remain 6 feet away from the driver at all times.
4. There will be a **no-touch policy**.
 - a. Drivers will no longer assist clients in and out of the vehicle.
 - b. Drivers will wipe down walkers when putting them in the trunk.
 - c. Drivers will wear gloves.
5. If a client is visiting a store during your RYDE and have bags or packages to put in the trunk, please follow these procedures:
 - a. Bags should be left in the cart or placed at the side of the vehicle
 - b. Once the client is seated in the vehicle, the driver will place the items/bags in the trunk of the vehicle.
 - c. The driver will change gloves after touching the items/bags
 - d. Once arrived at the destination, the driver will unload the trunk and place the items within easy access. Client should remain in



the car or stand at least 6 feet away from the driver while bags are being unloaded.

6. Drivers will wipe down all surfaces between each ride.

If you need food assistance speak to your area coordinator and they can work with you to sign you up for a weekly drop-off of food from the West Valley Community Services food pantry. They can also provide you information on financial assistance through West Valley Community Services, as eligible.

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If you have any questions or concerns about this let us know.

As a reminder RYDEs are NOT for emergency transportation.

In the event of an emergency, please dial 911.