



FISH (Friends In Service Helping) Medical Rides Program Driver and Rider Procedures

The Center provides rides for medical appointments. **FISH rides are available during regular business hours Monday through Friday (roughly 9:00am to 5:00pm). FISH rides are not available on weekends.**

FISH is available to adults who:

- Complete our registration form.
- Are unable to drive either temporarily or permanently, due to a disability.
- Do **not** have full MaineCare - if you have full MaineCare you need to call Modivcare to register and schedule your free rides (1-877-659-1302.)
- Live alone, have no other means of transportation, or have no friends or family to transport them.
- Live within the towns of Kennebunk, Kennebunkport or Arundel.

There is no charge for this program, and volunteer drivers are not reimbursed (*donations to FISH are always appreciated*). Our drivers are highly appreciated volunteers who understand the need for community transportation. All rides are coordinated through FISH. We will make every effort to fill all ride requests. Once a ride has been filled, the rider will be notified by the driver to confirm the date, pick-up time, and driving directions.

GENERAL INFORMATION:

- We are unable to transport wheelchairs. Please call 211 for information on wheelchair availability.
- Drivers are not responsible for staying with and/or assisting riders at appointments or destinations.
- We offer round-trip rides, as well as one-way rides. A different return trip driver may be assigned, in advance only, if an appointment will be longer than an hour and the original driver cannot do the return trip.
- Pets may be taken in driver's cars, but they must be service dogs. These need to be approved by FISH and the driver.
- If no ride can be found, the FISH coordinator will notify the rider the day before the desired ride so they will have time to make other arrangements.
- Both riders and drivers will receive and read a copy of this Driver/Rider Procedure Sheet.
- **ALL RIDERS must be registered with the FISH program prior to scheduling a ride.**



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RIDER INFORMATION:

- List any special needs (e.g. mobility, deafness, sight, etc.) on the Rider Registration form.
- Be mobile and be able to stand and get in and out of cars with minimal assistance.
- Call the FISH Program (207-967-8514) to request a ride; please do not call drivers directly.
- Give at least five (5) business days' notice to FISH for all ride requests.
- Notify the FISH coordinator ASAP if the appointment has been rescheduled or canceled.
- Give us a realistic estimate for the length of appointment time.
- Respect the driver's time; please don't request unexpected additional rides or errands during your rides.
- Respect the driver's car; refrain from smoking.
- Be aware that drivers have a right to refuse a rider at time of pickup.

DRIVER INFORMATION:

- Complete and sign application and confidentiality forms.
- Provide a copy of driver's license and insurance card.
- Have a copy of insurance policy that has \$300,000 per person liability.
- Have driven for at least three (3) years.
- Be cleared by background and motor vehicle checks, paid for by FISH.
- Refrain from smoking when riders are in your car.
- Be safe and considerate to your riders.
- Drive appropriately, observing all Maine DMV laws: seat belts, speed limits, etc.
- Have a well-maintained vehicle with up-to-date registration and inspection.
- Cancel a ride if road conditions are deemed unsafe; in which case drivers will call the FISH Coordinator.
- Be aware that drivers have a right to refuse riders at time of pickup.