

# Ready Ride



## Medical Assistance (MA)

# Ready Ride

## Rider Packet

**Please keep this packet for your reference.**



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## Welcome

Dear Valued Rider,

Thank you for your interest in the Ready Ride transportation program. We are excited to have you as a Rider!

West Central MN Communities Action, Inc.



We have provided you with a few forms which need to be completed by you or your authorized power of attorney, then returned to us in the postage-paid envelope. We do need them returned to us before we can begin to request rides for you. This Rider Packet is for you to keep.

Please try to request all rides by Monday at noon for the following week or later. This gives us time to try to match your ride request with one of our dedicated, amazing volunteer drivers.

If you ever have any questions, please call or email me. The number for Ready Ride is 218-685-7433. I am available 8:00 am - 4:30 pm, Monday through Friday, excluding federal holidays.

Again, thank you for allowing us to be of service. We look forward to providing you with the level of excellence for which we have become known.

Sincerely,

John Przybylski  
Administrative Assistant – Transportation  
john@wcmca.org

# West Central Minnesota Communities Action

## The Community Action Promise

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.



## Mission Statement

Partnering to build community and empower people to overcome poverty and achieve their full potential.

## Staff Contact

**John Przybylski**

Administrative Assistant – Transportation

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218-685-4486 Ext. 7038

Policies and directives contained herein are subject to change with or without notice at the sole direction of company officials.

Manual updated December 2021

## Rider Conduct

It is our mission to provide safe, comfortable, and enjoyable ride experiences to all our valued Clients. You are the reason why we are here; it is our pleasure to serve you.

Currently, due to the Covid-19 pandemic, a maximum of two riders, including a child, are permitted to ride in our volunteer drivers' vehicles. Facemasks are required for all rides. Riders must sit in the rear seat of the vehicle; no passengers are permitted in the front seat. We will continue to do all that we can to contribute to everyone's safety during these trying times.

All riders are required to wear seat belts. Age-appropriate seat restraints are required for children.

To ensure a level of uniformity in behavior and to assist the program in maintaining its quality service, please read the following brief requirements. Then, sign at the end of the packet where indicated. Your participation and cooperation are greatly appreciated.

1. Avoid discussing controversial issues with your driver. Many people have very strong beliefs about:
  - Religious positions
  - Political matters
  - Racial issues
  - Social issues such as immigration, gender and sexual orientation, other countries of origin

NOTE: This list is not all-inclusive. As a reminder, we recommend keeping the conversation light and avoiding "hot-button" topics.

2. Please call Ready Ride directly to request a ride (218-685-7433); don't call the driver.
3. No rides are guaranteed. It is preferred that Riders request a ride by Monday at noon for the following week to be able to better assist the riders and volunteers.
4. Use good judgment about eating or drinking in a driver's vehicle. Smoking, including vaping, is not permitted.

5. When requesting a ride through Ready Ride, please notify us if you need to transport a pet with you. Some drivers might be allergic. Service animals are allowed all the time, but please notify Ready Ride if you will be accompanied by a service animal.
6. If you are accompanied by a spouse, friend, or support person, we will note that on the ride information we email to you. If someone wants to accompany you but is not on the information sheet, simply explain that another person requires permission and call us.
7. You must be on MA (Medical Assistance) and have a valid, current PrimeWest health insurance card. Authorization for all rides will be subject to verification of current active coverage.
8. Ready Ride will supply you with a File of Life card. Please carry this card with you when you use the Ready Ride Service. In case of a medical emergency, we want to be prepared to help you, to the very best of our ability, in the event you experience a medical issue. Additionally, if your File of Life card changes, please update us immediately.
9. Ready Ride holds the right to deny rides if riders do not follow this code of conduct.
10. Riders must submit a copy of the MA insurance card, front and back, to Ready Ride.

## Rider Process

### Request Rides

1. Call **218-685-7433 (RIDE)** to request a ride.
2. Be prepared to give WCMCA the following information:
  - Your name
  - Date of ride
  - Pick up time
  - Pick up location
  - Return time
  - Return location

NOTE: Modifications to your ride cannot be made via voicemail. Regular riders are asked to carry a File of Life with them when using our service.

### Weather

If you are unable to take your ride because of weather conditions, please call the Administrative Assistant - Transportation at 218-685-7433 (RIDE) and they will notify the driver. If we are closed, please call the Special Projects Coordinator and they will contact the driver.

## COVID-19 Guidelines

Follow all COVID-19 guidelines.

- Wear face coverings which cover your mouth and nose.
- Maintain 6 feet of physical distance from individuals who are not part of your party whenever possible, including boarding and disembarking.
- Ride in the back seat.
- Practice good hand hygiene. Sanitize hands before boarding, after touching high-touch surfaces, and after disembarking.
- If any of the situations below apply to you, we ask that you call us at (218-685-7433) and notify us of your situation.
  - If you are feeling sick or
  - If you are waiting for the results of a COVID-19 test or
  - If you have tested positive for COVID-19 on or before the day of your ride or
  - If you have been in contact within the last 72 hours with a person who has COVID-19 or
  - If you've had COVID-19 and it's been less than 10 days since the onset of symptoms

**NOTE:** If any of the situations above apply to you, we ask that you please cancel or reschedule your ride if that is an option. If Ready Ride transportation is the only option for you to get to your appointment, we can keep your appointment if we have a volunteer driver able to take you. We ask that you take every precaution to maximize distance from other individuals and avoid contact with high touch surfaces as much as possible.