



Member Handbook

**To Request a Ride
Call 360-622-2929**

Who can become a member?	1
Who will be giving me rides?	1
How to become an Orcas Door to Door Member?	1
What does it cost?	1
Requesting a Ride	2
What kind of rides may I request?	2
How to request a ride?	2
How to request a preferred driver?	2
How to request a recurring ride?	2
How to request a ride for a non-specific time?	3
Program Rules	3
Emergency Transportation	3
Rider Assistance	3
Wheelchairs	3
Pets and Service Animals	3
Seat Belts	3
Rider Escorts	4
No-Show Policy	4
Inclement Weather Conditions	4
Rides are not guaranteed	4
Confidentiality	4
Please tell us what's working or not	5

Thank you for becoming a member of Orcas Door to Door. The Orcas Door to Door program is designed to meet the needs of non-driving, homebound older adults and adults with disabilities on Orcas Island.

Who can become a member?

Orcas Door to Door is an assistive transportation service for Orcas Islanders age 60 plus or for people with disabilities, either temporary or permanent, that result in their inability to drive. The program is available for those who need door-to-door assistance to access essential services and social events in order to remain healthy and active within our community.

Who will be giving me rides?

Orcas Door to Door provides rides with volunteer drivers using their personal vehicles. The drivers have passed both driver record and criminal background checks as well as completed a required driver training and orientation session. Volunteer drivers who have passed these qualifications will wear an Orcas Door to Door ID badge.

How to become an Orcas Door to Door Member?

Simply fill out and sign an Orcas Door to Door Rider Membership Application. You may request an application packet to be mailed to you by contacting the Orcas Door to Door Coordinator at 360-622-2929. Application Packets are also available at the Orcas Senior Center.

Please mail the completed application to Orcas Door to Door, PO Box 1252, Eastsound WA, 98245 or drop it off at the Orcas Senior Center Front Desk

What does it cost?

Rides are provided at no cost to enrolled members, although donations are gratefully accepted. If you are interested in making a donation please contact the Coordinator at 360-622-2929.

Volunteer drivers are not permitted to accept tips or any cash.

Orcas Door to Door will be establishing a membership fee to help pay for insurance and other administrative overhead. The membership fee will be established as the demand for rides and the administrative costs are understood. Payment plans will be available and low income residents may apply for assistance.

Note: Membership Fees are waived for a limited time during the program's launch and rollout. Members enrolled during this period will receive their first year free.

Requesting a Ride

What kind of rides may I request?

Orcas Door to Door will provide rides, to enrolled members, for any reason; be they for essential trips like medical appointment and shopping, or social and community events. The program is however only for trips on Orcas Island.

Off island medical trips can be accommodated by the County's Transportation Program. Call the Orcas Senior Center at 360-376-2677 for information.

How to request a ride?

Enrolled participants may request a ride by calling **360-622-2929**. Please request a ride at least 3 days before the time of your ride. Simply tell us your destination, when you need to be picked up, and whether you need a return trip.

The Orcas Door to Door phone will be answered from 8:00am to 6:00pm, Monday through Friday. Messages left during normal hours of operation will be responded to as soon as possible. Messages left after hours will be responded to during the next business day.

When a volunteer driver is found you will be notified by phone. We will confirm your destination and pickup time and let you know the name of the driver. You will also receive a reminder call the evening of the night before your ride.

If you have to change your trip for any reason, please let us know as soon as possible, but at least 24 hours before your scheduled pickup. Remember our drivers are volunteers. If they arrive to give you a ride you no longer need they may become discouraged and stop volunteering.

How to request a preferred driver?

You may have identified a preferred driver on your enrollment application, or you may discover after being in our program that you prefer a particular volunteer driver. At the time of your ride request you may ask for a preferred driver and we will check if that driver is available to provide your ride. If the driver is not available, we will then notify our pool of volunteers of your request. Your preferred driver must be an Orcas Door to Door Volunteer.

How to request a recurring ride?

Sometimes you know that you will need more than one ride. You might have a series of medical or physical therapy appointments, for example. Please tell the Orcas Door to Door Coordinator all the dates and times when you make your ride request. This helps our volunteers better able to meet your needs.

How to request a ride for a non-specific time?

Sometimes you might need a ride but don't have a specific time. For instance, you would like to go to the market next Tuesday or Wednesday afternoon. When you request a ride, inform the Coordinator with the days and times that suit your needs. When a driver is identified we'll call you with the specific time of your pickup. Having a non-specific time sometimes increases the ability of our volunteer drivers to fulfill your ride requests.

Program Rules

Emergency Transportation

Rides are not for any type of emergency medical transportation. If there is an emergency please call 911.

Rider Assistance

The program provides door to door service. Drivers are not permitted to enter the rider's home. For the safety of the rider and the driver, the volunteer driver is not expected to provide any more assistance than lending an arm for balance. A driver may lend a hand to steady a rider while entering or exiting the vehicle. Under no circumstances is a volunteer expected to carry packages or personal items for riders.

Wheelchairs

Riders using a wheelchair who are unable to transfer into the vehicle with minimal assistance must be accompanied by an assistant or aide who will provide any help needed in transferring from the wheelchair to the automobile, and will also handle emergencies that involve the rider during the course of the trip. In addition, the assistant will place the wheelchair in the location of the vehicle designated by the volunteer driver, i.e. behind seat or trunk. Driver has the right to accept or refuse any trip for any reason.

Pets and Service Animals

Transportation for service animals is permitted with prior notice. The volunteer driver will always be notified if a service animal will be riding along. Non-service animals or pets of any kind are not to be transported in a volunteer driver vehicle, whether the pet belongs to the volunteer driver or to the rider.

Seat Belts

If you grew up before seat belts were common, it might seem unnatural or awkward to use them now. Your driver is required to make sure that you are wearing your seat belt. You may ask your driver to help you adjust the height of the shoulder belt if it is too high. Please wear your seat belt. Seat belts save lives!

Rider Escorts

It is important that anyone who uses the service be able to give information coherently to the driver. Escorts are normally required for members with Alzheimer's disease or other forms of dementia. It is not the responsibility of the Orcas Door to Door to furnish an escort. In the event that an unaccompanied child or youth is being transported for a social service program, the driver will be notified of the situation including the age and any special needs of the child. A volunteer driver has the right to accept or refuse any trip for any reason.

No-Show Policy

You must be ready at time of your pick-up. The driver will make a reasonable effort to be sure that you are aware that the driver is ready and waiting to take you. The driver will wait for ten minutes. If you are not ready, they will leave. You will have to submit another ride request to rebook the ride.

Orcas Door to Door takes no-show appointments very seriously, and decisions about continuing and terminating ride privileges are made based on the information provided by the driver and rider. Decisions are made on a case-by-case basis.

Inclement Weather Conditions

In the case of threatening winter weather, the volunteer driver has the right to cancel the ride, even on short notice. The volunteer driver must call the office when a decision is made to cancel, and the office will notify the rider. If the trip was to commence when the office is not open, it is up to the volunteer to notify the rider of the cancellation, and also let the office know of the decision. Nothing is more important to us than the safety of the volunteer driver and rider. In most cases riders would rather not travel in bad winter weather, and would usually prefer to reschedule than to take a chance on the roads.

Rides are not guaranteed

Orcas Door to Door provides rides with volunteer drivers. Our ability to fulfill your ride requests depends on the availability of our volunteers. Although we are committed to recruiting a pool of volunteers to meet the assistive transportation needs of the island and we will do our best to fulfill your ride requests, Orcas Door to Door can not guarantee that we will be able to fulfill all ride requests.

Confidentiality

All participant information is considered confidential and will not be divulged to any unauthorized persons.

Please tell us what's working or not

We are interested in knowing how the program is benefiting you. Also, if the program is not working for any reason please call 360-622-2929 and speak with the Orcas Door to Door Coordinator to report any issues or concerns.

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