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General Guidelines

Welcome to the Shepherd's Center of Annandale Springfield (SCAS)'s Transportation Program, a joint program with our partners, the Annandale Christian Community of Action (ACCA) & NV Rides. Our drivers are volunteers who donate their time and gas free of charge.

In continuing our successful Transportation Program, we have established the following Guidelines:

- Clients must be 50 years of age or older
- Clients requesting & receiving a ride must be able to communicate clearly and directly in English with office volunteers and drivers. Under certain circumstances we may be able to work with a third party
- Clients must reside in Annandale, Springfield, or approved sections of Alexandria, Virginia
- Clients are limited to a maximum of 2 rides per week, depending on driver availability
- Clients in wheelchairs cannot be accommodated
- No additional riders or pets (except service animals) other than a spouse or a support person can ride along
- Clients are asked to bring their DMV handicap placard so the driver can park in a handicapped space
- Clients are responsible for paying any tolls or parking fees
- Drivers will take clients to appointments in most areas in Northern Virginia, especially Annandale and Springfield. They will **not** drive to Maryland or Washington, D.C.
- If an appointment or ride is cancelled, clients should contact the office to let us know
- If a ride must be cancelled on the day of the scheduled ride, call the driver first; then call the office
- For most medical/dental appointments, you may be charged if you do not cancel within 24 hours of the appointment. We will try to let you know the day before if no driver has picked up your request
- Drivers cannot accept donations. However, SCAS will gratefully accept donations at the address listed above
- It is strongly recommended that you state your telephone number on your voice message to us so we know we have reached the correct telephone number when we return your call

Medical Transportation Guidelines:

- **Remember: No ride is ever guaranteed and same day service is not available.**
- **Please call SCAS at least five (5) business days and no more than two (2) weeks prior to a scheduled medical or dental appointment.**
- When requesting a ride, the client must provide the full address, date, time, office phone number and anticipated duration of the appointment
- It is highly recommended that appointments be scheduled after the morning and before the evening rush

Shopping Transportation Guidelines:

- Rides must be requested at least five (5) business days prior to their desired shopping trip
- The stores/services must be reasonably close to the client's residence
- Clients must state the places and address of their desired stores/services, usually no more than 3.

We are pleased that you have chosen the Shepherd's Center of Annandale Springfield for your transportation needs and will serve you to the best of our abilities as resources permit. If you have any questions, **call our office Monday through Friday between 9:00 a.m. and 1:00p.m. or leave a message outside of these hours.**