

Client/Rider Guidelines

We provide transportation for medical and therapy appointments, grocery, pharmacy, and general shopping trips.

We **DO NOT** provide transportation to churches, social events, or beauty/nail shops. Our services are free and volunteers do not accept tips or gas money; however, you are responsible for paying any parking fees and/or toll road charges.

To request our services **PLEASE CALL 703-506-2199:**

- Select 1 for rides, 2 for friendly calls/visits; and then leave a voice message with your appointment details.
- Between 10:00 am and 2:00 pm - Monday thru Friday (**If you call on Friday after 2:00 pm or on the weekend, the voice message will not be heard until Monday**)

Call as soon as possible after making an appointment but at least 3 days before your appointment (**Next day requests will NOT be accepted.**)

Please schedule your appointments between 9:00 a.m. and 3:00 p.m. on weekdays if possible.

When you call to leave a voice message for an appointment, you must provide the following information:

- Your name and your phone number (please speak slowly, clearly, and spell your last name to make sure we can recognize you)
- Name of the doctor/practice or destination
- Complete destination address, suite number and zip code
- Date, time, and approximate length of the appointment
- Phone number of the doctor/practice
- Whether the ride is one way or a round trip
- If you want additional stops during a ride you must request them when you call.
Drivers will not make extra stops during a ride unless the stop has been scheduled in advance.

Recurring or multiple rides can only be scheduled for one month in advance.

Once a ride has been accepted by a volunteer driver, the driver will call you to confirm the ride and schedule a pick up time. You will receive an automated reminder phone call around 5:00 pm the day before your appointment.

If a volunteer has not picked up your ride:

- The RideCoordinator will call you the day before your appointment.
- If you have a Monday appointment the RideCoordinator will call you on Friday if no volunteer has picked up the ride.
- However, if you have not heard from a driver or RideCoordinator the day before your requested date you should make other arrangements for transportation.

In the event of an appointment cancellation or change, you must call the Shepherd's Center at 703-506-2199 and inform your driver if you have his/her phone number.

If you would like to make a contribution to The Shepherd's Center the volunteer should have a donation envelope for your use or you may mail your check to SCMAFC, 1205 Dolley Madison Dr., McLean, VA 22101-3019.

If you have any other needs for assistance or questions, please call us at 703-506-2199, select menu option 1, and leave a voice message or you may email us at info@scmafc.org.