

# Jasper County Ride

RSVP volunteers fill a transportation gap in Newton and Jasper County in order to provide access to medical appointments and other medically necessary services which help citizens live independently.

## Who Can Receive Rides

- Passengers must be Jasper County residents who have NO other means of transportation and need a ride to medical appointments or medically necessary services.
- Passengers must meet at least one of the following guidelines to qualify: age 65 or older, U.S. Veteran, qualify for low-income assistance, or receive disability/Medicare/Medicaid.
- **RSVP volunteers cannot accommodate wheelchairs.**
- Passengers with special needs, such as the use of oxygen, must discuss these needs in advance with the Transportation Coordinator.
- Volunteers are only to take clients to and from appointments, for example no grocery store stops. This is not a door-to-door service. Drivers are not to escort clients into buildings, unless the coordinator is notified and accepts.

## RSVP Ride Volunteers:

- All of the RSVP RIDE drivers are volunteers. It is important that their service be treated with the respect it deserves. Please thank your driver.
- All volunteers maintain a good driving record, have a valid driver's license, current auto insurance as required by law, and supplemental insurance through RSVP.
- If you feel uncomfortable with a volunteer, you may request a different driver. Your request will remain confidential.
- Please don't have any Drinks or Food in our volunteer's vehicles unless medically needed. This helps our volunteers keep their personal vehicles clean and safe for all clients.

## Other Information:

- Please leave a message on the machine if no one is available to take your call. Your important phone call will be returned. Rides will be assigned on or before Thursday for the next week.
- Rides need to be scheduled AT LEAST one week before your appointment. If you know an appointment months in advance, please also request early. It is important to request transportation as early as possible to help ensure the availability of the volunteers. **We do not guarantee transportation but will do our best to provide this service.**
- Please do not call volunteers directly to schedule transportation. In order for the Jasper County RIDE program to work efficiently and effectively and to meet grant guidelines, it is important that you call the Transportation Coordinator and not the volunteer.

# How to Request transportation:

1. Call Jasper County RIDE at (641) 787-3078 to schedule a ride. Appointments must be at least 7 days ahead and can be made months in advance. This is due to our high demand and making sure our volunteers have a chance to answer their availability.
2. The Transportation Coordinator will need the following information when you request transportation:
  - a. Your full name
  - b. Date and time of appointment
  - c. Destination (name and address)
  - d. Approximate length of the appointment
  - e. Any changes in mobility or needs
  - f. Any changes in your address, phone number, contact information.
3. The Transportation Coordinator will contact you to inform you of the volunteer who will pick you up by the Friday before your appointment, unless notified otherwise.
4. You must be on time to meet your volunteer and notify the Transportation Coordinator if your appointment is canceled or changed for any reason.



## Donation Information

Jasper County RIDE is a free service operated by RSVP of Jasper County. For this reason, donations to Jasper County RIDE are not required but gladly accepted.

Volunteers are not allowed to personally accept your donation because doing so:

- No longer protects them under the Good Samaritan Act, and
- Violates a class C (non-commercial) driver's license

All donations should be directed to RSVP Jasper County, which will then be used to help cover the volunteer's cost of transportation.

Contributions can be sent to: Jasper County RIDE, 550 N 2nd Ave W, Newton, IA 50208

## Office Hours

We try to be available to our clients on Mondays, Tuesdays & Thursdays from 9am-4pm.

However, clients can leave messages at any time and we will try to answer within 2 business days.

If you have any emergencies or is urgent, please call 641-792-6433 for more assistance.

## Contact information

Jasper County Ride Line: 641-787-3078

Address: 550 N 2nd Ave W, Newton, IA 50208 - Located within ISU Extension and Outreach - Jasper County

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**IOWA STATE UNIVERSITY**  
Extension and Outreach

