# FISH (Friends in Service Helping) Policies and Procedures

The Spaulding Center provides rides for medical appointments through our FISH (Friends In Service Helping) Program. **FISH rides are available during regular business hours Monday through Friday (roughly 9:00am to 5:00pm). FISH rides are not available on weekends.**

**FISH is available to adults who:**
- Complete our registration form.
- Are unable to drive either temporarily or permanently, due to a disability.
- Do not have full MaineCare [if you do have full MaineCare you need to call Medicare to register and schedule your free rides at 1-877-659-1302.]
- Live alone, have no other means of transportation, or have no friends or family to transport them.
- Live within the towns of Kennebunk, Kennebunkport or Arundel.

We accept medical ride requests within a 15-mile radius of Kennebunk. This policy may change in the future as we get more volunteer drivers.

There is no charge for this program, and volunteer drivers are not reimbursed (donations to FISH are always appreciated). Our drivers are highly appreciated volunteers who understand the need for community transportation. All rides are coordinated through FISH. We will make every effort to fill all ride requests. Once a ride has been filled, the rider will be notified by the driver to confirm the date, pick-up time, and driving directions.

**GENERAL INFORMATION:**
- We are unable to transport wheelchairs. Please call 211 for information on wheelchair availability.
- We are unable to transport riders if they are having a procedure when anesthesia is administered.
- Drivers are not responsible for staying with and/or assisting riders at appointments or destinations.
- We offer round-trip rides, as well as one-way rides. A different return trip driver may be assigned, in advance only, if an appointment will be longer than an hour and the original driver cannot do the return trip.

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- Pets may be taken in driver's cars, but they must be service dogs. This needs to be approved by FISH and the driver.
- If no ride can be found, the FISH coordinator will notify the rider the day before the desired ride so they will have time to make other arrangements.
- Both riders and drivers will receive and read a copy of this Driver/Rider Procedure Sheet.

**DRIVER INFORMATION:**

- Complete and sign application and confidentiality forms.
- Provide a copy of driver's license and insurance card.
- Have a copy of insurance policy that has $300,000 per person liability.
- Have driven for at least three (3) years.
- Be cleared by background and motor vehicle checks, paid for by FISH.
- Refrain from smoking when riders are in your car.
- Be safe and considerate to your riders.
- Drive appropriately, observing all Maine DMV laws: seat belts, speed limits, etc.
- Have a well-maintained vehicle with up-to-date registration and inspection.
- Cancel a ride if road conditions are deemed unsafe; in which case drivers will call the rider directly and follow up with the FISH Coordinator.
- Be aware that drivers have a right to refuse riders at time of pickup.

**ALL RIDERS must be registered with the FISH program prior to scheduling a ride.**

**RIDER INFORMATION:**

- List any special needs (e.g. mobility, deafness, sight, etc.) on the Rider Registration form.
- Be mobile and be able to stand and get in and out of cars with minimal assistance.
- Call the FISH Program (207-967-8514) to request a ride; please do not call drivers directly.
- Give at least five (5) business days' notice to FISH for all ride requests.
- Notify the FISH coordinator ASAP if the appointment has been rescheduled or canceled.
- Give us a realistic estimate for the length of appointment time.

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- Respect the driver's time; please don't request unexpected additional rides or errands during your rides.
- Respect the driver's car, refrain from smoking.
- Be aware that drivers have a right to refuse a rider at time of pickup