

Rides For Ridgefield

MISSION

The mission of *Rides For Ridgefield* is to ensure that Ridgefield senior residents and those with mobility disabilities have access to transportation that is affordable, acceptable to the rider, adaptable to rider needs, and allows access to all the activities and services that are needed to maintain quality of life.

GUIDING PRINCIPLES

- *Rides For Ridgefield* exists to fulfill its mission and strives to continually improve the quality of its work.
- *Rides For Ridgefield* conducts its affairs based on ethical precepts and established professional standards and in compliance with applicable federal, state, and local laws.
- *Rides For Ridgefield* recognizes the inherent dignity of all persons.
 - Callers and riders are treated with warmth, unconditional respect, and courtesy; they are listened to with empathy and understanding of their needs, preferences and values.
 - Volunteers and staff are the core of *Rides For Ridgefield*. They have the right to do meaningful and satisfying work, to work safely and to be treated with courtesy and respect.
- *Rides For Ridgefield* services are available to all Ridgefield senior residents and to all Ridgefield residents who have mobility disabilities without regard to personal characteristics.
- The caller is the decision maker regarding their use of available transportation options; volunteers and staff facilitate the caller's decision-making, providing information, education, and decision support.
- *Rides For Ridgefield* provides services in a manner that is true to their established policies and processes with flexibility to accommodate unique situations.
- All personal information received from callers, riders, volunteers, and staff is maintained confidentially.
- *Rides for Ridgefield* reserves the right to deny service to anyone who habitually abuses the service; whose conduct interferes with the safe operation of the vehicle; who disrupts vehicle scheduling; who behaves in a way that is offensive to a driver or call center volunteer, who interferes with and/or disturbs the operations of the vehicle.