



Welcome to Bikur Cholim of Greater Washington

**** clients and volunteers may sometimes be vulnerable and in certain situations may request that the party wear a mask. We ask that volunteers and clients be considerate of each other's needs. ****

Bikur Cholim of Greater Washington (BCGW) is a not-for-profit 501 (c) (3) organization that provides assistance to people facing medical or related challenges. We serve all segments of the Jewish community regardless of affiliation as well as patients who travel to the region to seek medical treatment at area hospitals.

BCGW relies on the generous financial support of the community and on the dedication and time of our volunteers to provide our services free of charge. Tax deductible donations can be made online at www.bikurcholimgw.org or mailed to:

Bikur Cholim of Greater Washington

12320 Parklawn Drive

Rockville, MD 20852

While we do our best to accommodate medical transportation requests, rides depend upon the availability of our volunteers and cannot be guaranteed. If BCGW cannot provide a ride, we will be happy to refer you to other organizations that may be able to assist you.

Please read our transportation policies and complete the Client Information form and sign the Transportation Policy Agreement form. **We must have all your information on file before we can provide services.** Print, fill , scan and email completed forms to info@bikurcholimgw.org or mail to:

Bikur Cholim of Greater Washington

12320 Parklawn Drive

Rockville, MD 20852

PLEASE KEEP THIS PAGE FOR YOUR REFERENCE

BCGW Transportation Policies

1. BCGW provides transportation to medical appointments . For emergency situations, please call 911. 2. You may request up to three rides per month and will be matched with volunteer drivers when available. All requests should be submitted a minimum of two weeks in advance. You can make urgent requests if needed but requests made earlier will take precedence.
2. Please let us know at the time of the transportation request if you have any medical equipment such as light transport wheelchairs or walkers. All clients will have to be able to walk on their own or have an escort they bring with them who can assist. Volunteers are not expected to physically assist clients in any way and will take light small foldable pieces of equipment at their discretion.
3. While we do our best to accommodate all requests, we cannot guarantee transportation. Please contact BCGW within 72 hours after making your request to see if a ride has been found.
4. If your appointment has been canceled or rescheduled or you have found other transportation, please contact BCGW as soon as possible so we can notify

volunteers.

5. **Health Guidelines for Volunteer Drivers** : Please notify BCGW immediately to cancel your drive if you are sick in consideration of our volunteers . Call your healthcare provider for medical advice and guidance and let BCGW know if you need a ride to rescheduled appointment.
6. BCGW does not generally give out volunteers' contact information. If a ride is scheduled, we will have the volunteer contact you directly to confirm pick up time. It is at the volunteer's discretion to provide you with their contact information.
7. Volunteers may not enter the client's home for any reason other than to help escort them to the vehicle. Please do not ask our volunteers to make phone calls or retrieve medications from the home.
8. Volunteers will only take you to the scheduled appointment. Any additional stops must be arranged in advance with BCGW.
9. All transportation needs must be scheduled through BCGW. Volunteers are not authorized to schedule rides for you. Please call 202-331-4481 or email requests to info@bikurcholimgw.org.
10. BCGW does not provide transportation on Shabbat or Jewish holidays. **For more information about BCGW programs and services login to your client portal or call 202-331-4481 and visit www.bikurcholimgw.org**



Transportation Policy Agreement :I have read and agree with the BCGW transportation policies. I am aware that if any of the policies are violated, Bikur Cholim of Greater Washington reserves the right to terminate transportation service.

Print Name

Signature

(if via email your submission counts as your signature)

Date filled out: