

# Thank you for your interest in the Urbandale Community Action Network Caring Corps!



Our volunteers are excited to meet you!

## To request a ride:

- Call our office at 515-278-3999 Monday – Friday from 9am-1pm.
- Limit your requests to two trips a week
- Trips to stores need to remain approximately two hours per ride. We understand some appointments may take longer; our volunteers are flexible.
- Please call us as soon as you know of your appointment. Our office volunteers will try to secure a volunteer to drive you; however, sometimes we do not have a volunteer available at the time you request.

## Things to know:

- Our volunteers **do not have medical training**. Please refrain from asking them to assist with medical applications for example: administering medications, helping to wrap a wound. If you are in need of extra help listed above, please seek alternative assistance.
- Our volunteers can help you with a coat, but are not able to help dress or provide personal cares. If you are in need of extra help listed above, please seek alternative assistance.
- Our volunteers are often very happy to help carry groceries to your kitchen, help put a walker or cane in their vehicle and help you get your equipment back into your home. We cannot load large wheelchairs into vehicles.
- If our volunteers or staff feel you need more assistance than we can provide, we will let you and your emergency contact know that we can no longer provide transportation.
- If your actions pose a threat to our volunteers, we will discontinue any type of our service for you and those in your home
- Our services are free; however, you can make a donation in honor of your volunteer at the address below! UCAN is a non profit organization that relies on donations from the community to continue our services. We not only provide transportations, we have more than 30 different programs that help Urbandale residents of all ages. Please remember this is completely voluntary!
- We have the right to refuse service at any time.



Questions? Contact Laura Holms, Executive Director at 515-278-3936 or  
via email at [Info@UrbandaleNetwork.org](mailto:Info@UrbandaleNetwork.org)  
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