



Please indicate day / time of routine weekly appointments, if any, that require transportation in table below:

Monday	Tuesday	Wednesday	Thursday	Friday	Weekends
					May not be available
					May not be available

Reminder: We are a volunteer organization and while we do our best to meet every request, all services are subject to volunteer availability. Please provide as much notice as possible when requesting transportation. Please do your best to not cancel or provide as much notice as possible if cancellation is unavoidable.

**Are you interested in our companion programs? Please indicate which option below:**

\_\_\_\_\_ Senior Companion \_\_\_\_\_ Seniors Starting Over (widowed /widower group) \_\_\_\_\_ Senior Buddies (school/youth group companion)

**Are you in need of assistance from our other programs?**

**Transportation** \_\_\_\_\_  
(limited to 2 times / week and 3 hour per trip)

**Spring/Fall Clean Up days** \_\_\_\_\_  
(clean up days are held once in fall / once in spring)

**Handyman Services** \_\_\_\_\_  
(Small jobs – no ladders)

**Other (please explain)** \_\_\_\_\_

**General:**

**Is there anything our volunteers should be aware of while assisting you that has not been addressed above? Please explain:**

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How did you hear about UCAN / Urbandale Caring Corps? \_\_\_\_\_

**Transportation Guidelines:**

UCAN/Caring Corps Volunteers give their personal time to provide all services of the organization. They receive no compensation for the time or expense incurred during their volunteer time. Without a large, vibrant volunteer force, our organization would not be able to provide any services. For these reasons, the following guidelines are expected of clients receiving UCAN/Caring Corps services.

1. Treat UCAN volunteers and staff in a courteous, respectful manner.
2. Give as much notice as possible when requesting services. (Two ride/week limit, 3 hours max duration per trip)
3. Do not ask to add on stops after being picked up – plan your trip and tell the scheduler so we can accommodate your needs
4. Give ample notice when cancelling a trip is unavoidable but do my best to keep all scheduled rides – cancellation of trips without notice will result in termination of services.

**We reserve the right to refuse service at any time. Our number one concern is the safety of those we are driving and our volunteers. If you have a medical condition that is unregulated or requires assistance above what our volunteers can provide, we will refer you to other transportation services such as Paratransit, DART, or private transport companies.**

**I have read, understand and agree to UCAN Client Guidelines.**

I understand that I must be officially accepted before becoming a client. I understand that misrepresentation or omission of facts requested in this application is cause for rejection as an Urbandale Community Action Network, (UCAN), client. I understand that failure to comply with these procedures may lead to termination of services.

Signature \_\_\_\_\_ Date \_\_\_\_\_