



# RYDE REGISTRATION

**LIVING SITUATION**

**DATE:**

Client ID#

**Address:**

**City:**

**State:**

**Zip:**

## ADULT 1 PROFILE INFORMATION

**Household type:** Single Adult Adults in a Household no Child(ren) Household w/ Adult Child(ren)

**First Name:**

**MI:**

**Last Name:**

**Other Names Known As:**

**Date of Birth:**

**Gender:** Female Male Transgender F-M Transgender M-F Other Unknown

**Home Phone:**

**Work Phone:**

**Cell Phone:**

**Smartphone: Y/N**

**Email:**

**Disability:** Cognitive Mental Physical None

**Mobility Aids:** Walker Cane Oxygen tank Service animal Therapy animal

**Marital Status:** Single Married Separated Divorced Domestic Partner Widowed

**Education:** Some School GED AA Degree College Degree Graduate Degree

**Highest Grade Level:** Elementary School Middle School High School

Junior College Undergraduate School Graduate School

**Are you of Hispanic Origin:** Yes No Unknown Declined

**Primary Ethnicity:** American Indian/Alaska Native Asian Black/African American

Native Hawaiian/Other Pacific Islander White Unknown Declined

**Are you a veteran?:** Yes No

**Primary Language:** English Chinese Russian Spanish Vietnamese Other:

**English Fluency:** Fluent Semi-Fluent Not Fluent

**Employment Status:** Full Time, 35+ hrs/wk Part Time, less than 35 hrs/wk Retired

Unemployed, seeking work

Unemployed, not seeking work

Disable, not in the labor force

Full time homemaker

Student

Unknown

**Monthly Income:**

**Annual Income:**

**Number of People In Household:**

**Annual Household Income:**

**Emergency Contact:**

**Relationship:**

**Phone Number:**

**Also a client?** Yes No



Client ID#

SASCC , WVCS, and the City of Morgan Hill are committed to treating you with dignity and respect. It is our goal to provide equal treatment to all seeking our services. We ask that you treat our staff and volunteers in the same manner. We reserve the right to refuse service to anyone unable to comply. Please read and sign the following:

SASCC , WVCS, or the City of Morgan Hill may ask for verification of the information I provide and that this information will allow the program staff to assist me in an effective way. I understand that if I am unwilling to provide the necessary paperwork and/or am unable to verify my need, SASCC, WVCS or the City of Morgan Hill may not be able to provide me with assistance.

All information I provide is true and accurate.

All information between SASCC, WVCS, or the City of Morgan Hill and me is held strictly confidential unless:

1. I authorize a release of information with a signature;
2. SASCC, WVCS and/or the City of Morgan Hill is ordered by court to release information;
3. I present a danger to myself or others;
4. Child & adult abuse/neglect are suspected;

In the latter two cases, SASCC, WVCS, and the City of Morgan Hill staff is required by law to inform potential victims and legal authorities so that protective measures can be taken.

\_\_\_\_\_  
Print Name of Adult 1

\_\_\_\_\_  
Signature of Adult 1

\_\_\_\_\_  
Date

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### Waiver of Liability - Hold Harmless Agreement

In consideration for receiving services provided by **Saratoga Area Senior Coordinating Council (SASCC), West Valley Community Services (WVCS), or the City of Morgan Hill** including, but not limited to access to the Food Pantry, I hereby release, waive, discharge and covenant not to sue SASCC, WVCS, and/or the City of Morgan Hill, its officers, servants, agents and employees (hereinafter referred to as "releases") from any and all liability, claims, demands, actions and causes of action whatsoever arising out of or relating to any loss, damage or injury, including death, that may be sustained by me, or to any property belonging to me, whether caused by the negligence of the releases, any third party, or otherwise.

I hereby acknowledge that the Senior Transportation Pilot Program (RYDE) is a service provided by SASCC, WVCS, and the City of Morgan Hill and funded by Santa Clara County. I hereby waive the right to make any claims against Santa Clara County, WVCS, SASCC, and/or the City of Morgan Hill, or their official, employees, and volunteers for any injuries, damages, charges or expenses, including attorney's fees which might be sustained as a result of my participation in this program. I also acknowledge that WVCS, SASCC, and the City of Morgan Hill reserve the right to refuse transportation service.

I am fully aware of risks and hazards connected with being on the premises and receiving services, including food from the Food Pantry and /or Senior Transportation Program service (RYDE), and I am fully aware that there may be risks and hazards unknown to me connected with being on the premises and receiving services, and I hereby elect to voluntarily participate in receiving services provided by SASCC,WVCS, and/or the City of Morgan Hill its officers, servants, agents and employees, to enter upon the above named premises and engage in activities knowing that conditions may be hazardous, or may become hazardous or dangerous to me and my



property. I voluntarily assume full responsibility for any risks of loss, property damage or personal injury, including death, that may be sustained by me, or any loss or damage to property owned by me, as a result of receiving services from SASCC, WVCS, or the City of Morgan Hill whether caused by the negligence of releases or otherwise.

I agree and acknowledge that (i) intend these consequences even as to claims for damages that may exist as of the date of this release but which I do not know exist, and which, if known, would materially affect my decision to execute this release, regardless of my lack of knowledge is the result of ignorance, oversight, error, negligence or any other cause, and (ii) this release is a material term and condition precedent for my employment/services with SASCC, WVCS, or the City of Morgan Hill.

I further hereby agree to indemnify and save and hold harmless the releases and each of them, from any loss, liability, damage or costs they may incur, whether caused by the negligence of any or all of the releases, or otherwise.

I authorize SASCC, WVCS, and/or the City of Morgan Hill to use and disclose my protected “passenger information” to County for the purposes of program oversight. “Passenger information” shall be defined as follows: income verification; customer feedback forms; trip information, including pickup and destination information; and all other information SASCC, WVCS, or the City of Morgan Hill have gathered within scope of RYDE.

I hereby grant the West Valley Community Services (WVCS) Saratoga Area Senior Coordinating Council (SASCC), and the City of Morgan Hill permission to use my likeness in a photograph, video, or other digital media (“photo”) in any and all of its publications, including web-based publications, without payment or other consideration. I understand and agree that all photos will become the property of WVCS, SASCC, and/or the City of Morgan Hill and will not be returned.

I hereby irrevocably authorize WVCS, SASCC, or the City of Morgan Hill to edit, alter, copy, exhibit, publish, or distribute these photos for any lawful purpose. In addition, I waive any right to inspect or approve the finished product wherein my likeness appears. Additionally, I waive any right to royalties or other compensation arising or related to the use of the photo.

It is my express intent that this Release shall bind the members of my family and spouse, if I am alive, and my heirs, assigns and personal representative, if I am deceased, and shall be deemed as a Release, Waiver, Discharge and Covenant Not to Sue the above named releases.

In signing this release, I acknowledge and represent that:

1. I have read the foregoing release, understand it, and sign it voluntarily as my own free act and deed;
2. No oral representation, statements or inducements, apart from the foregoing written agreement, have been made;
3. I am at least eighteen (18) years of age and fully competent; and
4. I execute this Release for full, adequate and complete consideration fully intending to be bound by same.

Participant signature: \_\_\_\_\_

Name Printed: \_\_\_\_\_ Date: \_\_\_\_\_



Client ID #: \_\_\_\_\_

**Household Income Verification Form**

***Client Information***

Client Name \_\_\_\_\_

Phone #:(     ) \_\_\_\_\_

***Household Income Sources***

**Please read all instructions on this form prior to filling it out.**

If the client is a dependent, please list the income source and amounts of income for all family members in household (including the client). If a family member does not contribute to the household income, please indicate zero in the amount field.

Household		Amount	Frequency		
Name	Relationship		Weekly	Monthly	Yearly
	Client				

**Include the following types of income,** and any others not listed here, to depict the combined income of household.

- 1. Wages
- 2. Rental Property Income
- 3. Unemployment
- 4. Other Income (Please Explain):
- 5. Alimony
- 6. SSI
- 7. SSDI
- 8. Pension
- 9. Workers Compensation

\_\_\_\_\_

\_\_\_\_\_

***Submission Instructions***

**Please attach supporting documentation for all income sources mentioned above.**

**Return completed form and supporting income documents to your RYDE coordinator.**

If this form is submitted incomplete, it will delay the income document review process.

If the form or attached documentation is unclear your area coordinator will contact you by phone.

I understand that completion of this form does not guarantee financial or other assistance from WVCS, SASCC, or the City of Morgan Hill. I also understand that this information is subject to verification by WVCS, SASCC, and/or the City of Morgan Hill. I understand that the information presented in this letter is true and correct to the best of my knowledge and belief.

Client Signature: \_\_\_\_\_

Date: \_\_\_\_\_



## Frequent Locations

Client ID#: \_\_\_\_\_

Client's Name: \_\_\_\_\_

*\*please give any extra information about your location below the address you have given, such as a preferable entrance, a cross street, or any other notes*

Location	Address	Phone#
1.		
2.		
3.		
4.		
5.		



## Authorized Persons

An authorized person is anyone who may need to make any changes, financial decisions or schedule a ride for the client.

Name	Relationship	Phone	Email



**Please complete pages 1-5 and mail to your area coordinator.**

- Complete page 4 and include supporting documents (SSI letter, Unemployment, 3 paystubs, Retirement, etc.), if page 4 is not completed you will have the base rate for rides.
- You must provide an Emergency Contact. If none is provided we cannot provide you a ride.
- Once all of the completed forms have been received you will receive a letter stating your rate. Before your first ride you will need to make a deposit.
- When you have completed all of the forms please remove pages 7 & 8 (Grievance Procedure) and keep them in your records.

**Sam Sloan**  
**RYDE Coordinator – Campbell,**  
**Cupertino, San Jose (zip codes: 95129**  
**and 95130)**  
**10104 Vista Drive, Cupertino, CA**  
**95014**  
**(669) 220-0831**  
**RYDEinfo@wvcommunityservices.org**  
**www.wvcommunityservices.org**

**Joe Maddox**  
**RYDE Coordinator -**  
**Saratoga, Los Gatos, Monte**  
**Sereno, San Jose (zip codes:**  
**95120 and 95124)**  
**PO Box 3033, Saratoga, CA**  
**95070**  
**(408) 892-9739**  
**RYDE@sascc.org**  
**www.sascc.org**

**Denise Melroy**  
**RYDE Coordinator – Morgan**  
**Hill**  
**171 W Edmunson Ave, Morgan**  
**Hill, CA 95037**  
**(408) 310-4250**  
**RYDE@mhcrc.com**  
**www.mhcrc.com**

## Grievance Procedure

A grievance is a dispute of differences of opinion raised by a client, volunteer or employee against SASCC, WVCS and/or the City of Morgan Hill involving the meaning, interpretation or application of the office/client procedures, volunteer manual, or personnel policy manual. A grievance shall be processed in the following manner:

**Step 1:** Any client, volunteer, or employee, who has a grievance, shall submit the grievance in writing, designated as a grievance to the appropriate immediate supervisor (Program Director, Recreation Supervisor, or Executive Director). The supervisor shall give a written response within five (5) working days after such presentation.

**Step 2:** If the grievance is not settled in Step 1 and the client, volunteer or employee wishes to advance the grievance to Step 2 of the grievance procedure, the grievance shall be referred in writing to the Executive Director or Recreation Supervisor within five (5) working days after the written response in Step 1 was received. The written grievance shall contain a complete statement of facts, the situation or issue in dispute, and the relief requested. The Executive Director or Recreation Supervisor shall discuss the grievance within five (5) working days with the client, volunteer or employee with a written answer within (5) working days of the meeting

**Step 3:** If the grievance is not settled in Step 2 and the client, volunteer or employee wishes to appeal the grievance to Step 3 of the grievance procedure, the grievance shall be referred in writing to the Board Administration Committee of the Board of Directors or Public Services Director within five (5) working days after the Executive Director's answer in Step 2 was received and signed by the client, volunteer or employee. The written grievance shall contain a complete statement of facts, the situation or issue in dispute, and the relief requested. If no settlement is reached, the Board of Administration Committee of the Board of Directors or Public Services Director shall give a written answer to the client, volunteer or employee within five (5) working days following their meeting. All decisions made by the Public Services Director are final.

**Step 4 (for WVCS and SASCC only):** If the grievance is not settled in Step 3 and the client, volunteer or employee wishes to appeal the grievance to Step 4 of the grievance procedure, the grievance shall be referred in writing to full Board of Directors within five (e) working days after the Board Administration Committee's answer in Step 3 was received and signed by the client, volunteer or employee. The written grievance shall contain a complete statement of facts, the situation or issue in dispute, and the relief requested. If no settlement is reached, the Board of Directors shall give a written answer to the client, volunteer or employee within five (5) working days following their meeting. All decisions made by the Board of Directors are final.