



Ride to Care's response in the time of COVID-19, wildfires, heat waves and winter weather

The Ride to Care program, like many others, has faced several challenges related to COVID-19, wildfires, record-breaking heat waves and traffic-stopping winter weather. Ride to Care has worked with our members, transportation providers and health plans during these uncertain times to continue to provide expanded transportation services. Learn more about some of these supportive steps below:

COVID-19

- Implemented hazard pay for our transportation providers.
- Increased vehicle sanitation efforts, sanitizing vehicles after every ride.
- Provided personal protective equipment to drivers, and members upon request.
- Paused shared vehicle-provided rides to prevent members' risk of exposure and spread from sharing a ride with someone outside their household.
- Offered flex trips to food pantries and grocery stores for members in need of access to food supports.

Wildfires

- Provided transportation for members and non-members needing to evacuate during the 2020 wildfires in Clackamas County.

Heat waves and winter weather

- Provided flex rides to cooling and warming centers.
- Supplied drivers and members with bottled water as needed during heat waves.
- Limited trips to life-sustaining needs to minimize exposure of members and drivers to extreme weather or unsafe road conditions.