



Thank you for applying to Interlink!

After we receive your completed New Client Application and Volunteer Transportation Release (enclosed) we will evaluate them for eligibility and, once entered in our system, we will be in touch to begin scheduling your requests. Please allow 7-10 days for return delivery and processing.

Our Mission

“Providing volunteers to assist elders and those with disabilities to enable them to live independently in their own homes.”

Who We Are

Interlink was created in 1984 as part of a multi-faith coalition, prior to the existence of assisted living facilities. At that time Interlink volunteers provided everything from at-home care to yardwork for the elderly and those with disabilities. Since those formative years, Interlink has transformed and specialized into the following programs:

What We Do

- Transportation to and from medical, grocery, retail, community, and personal destinations.
- Delivery of groceries, COVID-19 PPE, and medications.
- Safety modifications to homes such as the installation of handrails and grab bars.
- Access ramp installation at the homes of qualifying community members.

All of our services are provided free of cost to the recipient. We encourage those who can donate to do so to help keep these services available to our community.

Our Limitations

Interlink operates on the time and goodwill of local volunteers. Though we strive to assist all seniors and those with disabilities in the LC Valley and surrounding area, we cannot perform all activities or provide for every request. Common requests that cannot be fulfilled include wheel-chair transport, electrical and plumbing work, bathroom remodels, roofing, weatherization, AC repair, housekeeping, moving assistance, out-of-town transport, snow removal, and yard work.

Eligibility Requirements

Interlink provides transportation for adults over 60 and for adults younger than 60 who have disabilities that prevent them from driving or using public transportation. All transportation clients must be able to enter and exit a volunteer’s personal vehicle without assistance.

Ramps are provided to adults with mobility disabilities within the Lewis-Clark Valley. Clients are assessed for eligibility based on need, outside compatibility, and ramp availability.

Eligibility Restrictions

Interlink does not transport individuals under the age of 60 with disabilities that are not mobility affecting, examples include obesity, anxiety/PTSD, and addiction.

Interlink clients must have a stable address. We cannot serve people who are not living in their own homes.

How to Request a Ride

KEEP FOR YOUR RECORDS

To request a ride, please call Interlink at **509-751-9143** during our business hours, 8:00 am – 4:00 pm, Monday – Thursday to speak with a staff member. To request a ride outside our hours you may leave a detailed message or send an email to **transportation@interlink-volunteers.org**. When contacting Interlink for a ride, you will need to know the date of your appointment, the time of your appointment, how long your appointment will last, and where you need to go. (Example: Feb 23, 9:00 am for one hour, CHAS clinic)

Your request must be called in no later than 2 full business days in advance. However, you can call in requests as much as 2 months in advance. **Interlink is closed on Friday, so rides for Monday must be called in by the prior Wednesday and rides for Tuesday must be called in by the prior Thursday.** More notice is better as it allows us more time to coordinate with volunteer drivers. Once we have the information for the ride it is put on the transportation calendar which is available to our drivers. Because Interlink depends on volunteer drivers, who choose which rides to complete according to their own schedules, we cannot guarantee your ride will be completed. We will contact you by 3:30 pm at least one business day before your ride and tell you if you have a driver.

How to Cancel a Ride

If you must cancel your scheduled transportation request, please call us at **509-751-9143** between the hours of 9:00am and 4:00 pm Monday through Thursday. If calling after hours, please leave a detailed voicemail message.

When you schedule your transportation request with the Interlink office, you are holding a space on our calendar that is no longer available to our other members. To be respectful of your fellow community members and our volunteer drivers, please call the Interlink office as soon as you know you will not be able to make your appointment.

If a cancellation is necessary, we require that you call at least one full business day in advance to avoid possible consequences and to allow another client access to that appointment time. Clients who frequently cancel rides without giving one full business days' notice may be suspended from receiving rides from Interlink for 3 or more months.

Grievance Procedure

Interlink is committed to providing reliable, safe, and satisfying transportation options for our elder community and those with disabilities. Users of Interlink services are the reason for our business and as such, their feedback is crucial to our growth and development. If you have an issue that the staff has not been able to resolve, please contact Interlink's Executive Director, Mark Havens, at 509-751-9143 or director@interlink-volunteers.org.

Frequently Asked Questions:

1. Can I get a ride to Spokane or Walla Walla?
 - a. Due to in-town demand and the costs associated with long-distance trips, Interlink does not offer long-distance or out-of-town travel.
2. Does my COVID-19 vaccination status affect my eligibility?
 - a. Interlink does not discriminate based on COVID-19 vaccination status however, some volunteers may choose to decline your request because of it.
3. Will I be able to bring my pet/service animal with me while riding with Interlink?
 - a. Yes, although requesting to take a pet or service animal may limit which drivers volunteer to complete your request several drivers are pet friendly. If possible, pets should be confined to pet carriers.
4. Can I bring a friend or family member with me when I ride with Interlink?
 - a. It is Interlink policy that all riders be Interlink clients. If your friend or family member is ineligible to be an Interlink client, they will not be able to ride with you.
5. How long does it take to fulfill a ramp request?
 - a. The ramp building process depends on several factors including ramp design, volunteer availability, material availability, and weather. Typically, a ramp can be placed within 3 months.
6. How long does it take to fulfill a grab bar or railing request?
 - a. Grab bars and rails are generally installed within 2-3 weeks, depending on the availability of the materials and volunteers.

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New Client Application

ALL FIELDS ARE REQUIRED

Name:	Date of Birth:
Home Address:	Veteran: Yes No
City, State, Zip:	Home Phone:
Mailing Address (if different):	Cell Phone:
City, State, Zip:	Email Address:

Please Circle Where Appropriate

Marital Status: Married Widowed Divorced Partnered Single Other	Gender: Male Female Other
Living Situation: Alone Alone with Assistance With Spouse With Friends or Family In a Group Home or Facility	
Are you over 60 years of Age? Yes No	Are you disabled? Yes No
Race/Ethnicity:	Are you on Medicaid: Yes No
If you are a member of a church, which church:	Are you on Medicare: Yes No
	Are you on Food Stamps: Yes No
Emergency Contact:	Relationship to Client:
Address:	Phone:
City, State, Zip:	Email:

Client Ability

Do you access the Internet and technology regularly?	Yes No
Do you receive Veteran's Benefits?	Yes No
Can you get in and out of a vehicle without assistance?	Yes No
Do you use a cane, walker, or wheelchair?	Cane Walker Wheelchair None
Do you own a car?	Yes No
Does your health prevent you from driving safely and legally?	Yes No
Can you use the bus?	Yes No
Does the bus come near your home?	Yes No

What Service(s) are You Applying for?

Transportation to Medical Appointments	Yes No
Grocery Delivery	Yes No
ADA Access Ramp	Yes No
In-Home Minor Safety Modifications (handrails, grab-bars)	Yes No

How did you hear about Interlink?

Client Health

Please **indicate** and **describe** the medical conditions that affect you.

Bladder/Bowel Incontinence	
Blindness/Vision Impaired	
Bone/Orthopedic Disorder	
Deafness/Hard of Hearing	
Dementia/Memory Loss	
Developmental Disability	
Diabetes/Renal Condition	
Heart Condition	
Hygiene/Self-Care Concerns	
Large/Obese Person	
Mental/Psychological Disability	
Parkinson's/Neurological Disorder	
Respiratory Condition/Smoker	
Seizures	
Vertigo/Balance Disorder	
Other: Please describe	

Additional Services

Are you enrolled in Dial-A-Ride	Yes	No	Are you enrolled in COAST	Yes	No
Are you on hospice?	Yes	No	Do you use home health care services?	Yes	No

Additional Household Information

Do you own or rent your home?	Own	Rent	Other:
Please describe your home:	Stick-Frame	Condo/Apartment	Facility Hotel/Motel
Manufactured/Trailer	Do you own or rent your manufacture/trailer space?		Own Rent Other
Do you live in another's home as an adult dependent?	Yes	No	

- Income -

Interlink does not have an income limit. This information is used to help Interlink staff, board members, and funders to better understand the community we serve. Please circle your gross income category.

Gross Annual Income:	<\$9,999	\$10k-\$15k	\$15k-\$20k
	\$20k-\$35k	\$35k-\$50k	\$50k-\$75k \$75k+

- COVID-19 Vaccination -

Interlink does not discriminate based on vaccination status, but refusal to provide this information will force Interlink to enter your status as *Not Vaccinated* potentially limiting your service.

Please circle your Vaccination Status.

Vaccinated against COVID-19	Not Vaccinated against COVID-19
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By signing this form, I affirm that the information contained in this form is true and accurate to the best of my knowledge. If it is discovered that the information provided is false or inaccurate, I understand that I may be barred from Interlink's services for a period of time decided by the Interlink Board of Directors.

Signed:	Date: ____ / ____ / ____
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Volunteer Transportation Release

Both Rider Release and Rider Attestation MUST be signed to receive services from Interlink.

Print Name: _____

1. Rider:

The undersigned assumes all reasonable risks involved in this service. I know that the driver is a volunteer and bears no responsibility for my health beyond safe point-to-point transportation. I know the driver Does Not Have first aid and CPR training. I also know the driver Does Not Have special training in passenger assistance techniques.

The undersigned understands and expressly assumes all the dangers of the service. The undersigned waives all claims arising out of the transport whether caused by negligence, breach of contract or otherwise, and whether for bodily injury, property damage or loss or otherwise, that I may ever have against Interlink, its successors and assigns, and its officers, directors, agents (e.g., volunteers), and employees, and their executors, administrators, and heirs.

Signed: _____ Date: ____ / ____ / ____

2. Rider Attestation:

There is no reason or condition that may cause the above-named person difficulty during transit. The rider can enter and exit a vehicle under their own power. The rider may be transported in a sitting position in a private auto. Related to Interlink's volunteer transportation service, I hereby waive all claims, that I may ever have against the Interlink, its successors and assigns, and its officers, directors, employees, and agents (e.g., volunteers), and their heirs, executors, and administrators.

Signed: _____ Date: ____ / ____ / ____