

## MOBILITY MATTERS - RIDES PROGRAMS

### Qualifications for Clients

In order to apply as a client for our Rides programs, the individual must meet ALL the following criteria:

### Qualifications for Volunteer Drivers

In order to apply to become a volunteer driver, the individual must meet ALL of the following criteria:

- Be a caring, mature individual who is willing and able to provide transportation to a senior or disabled veteran who can no longer drive or take other forms of transportation.
- Age 25 -75 with a current driver's license.

#### RIDES FOR SENIORS

- Live in our service area, which is anywhere in Contra Costa County.
- Age 60 or older.
- Able to walk with the aid of a cane, walker, knee scooter, crutches, or elbow assistance.
- Require escorted, door-through-door assistance.
- Able to call in to request rides.
- Unable to use other forms of transportation for medical or dental care and basic necessities, like grocery shopping.
- Trained, certified service animals welcome.

#### RIDES 4 VETERANS

- Live in our service area, which is anywhere in Contra Costa County.
- Must be an honorably discharged veteran of any age.
- Able to walk with the aid of a cane, walker, knee scooter, crutches, or elbow assistance.
- Require escorted, door-through-door assistance.
- Able to call in to request rides.
- Unable to use other forms of transportation for medical or dental care and basic necessities, like grocery shopping.
- Trained, certified service animals welcome.

- Excellent driving record and crime free background.
- Own or have access to a reliable, safe vehicle that is registered and insured.
- Participate in a three hour training class before giving first ride.

When a volunteer driver joins our team, we can usually enroll at least two more clients. Come join us and find out what a difference you can make in other people's lives. It will change their lives for the better, and it will most certainly change yours as well!



### Matching riders with providers

1035A Carol Lane  
Lafayette, CA 94549

Non-Profit  
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Permit No. 33

RETURN SERVICE REQUESTED



# Connections

NEWSLETTER—Year End 2020

## Matching riders with providers

### IN THE YEAR 2020!

I remember when the term “20/20” only meant one thing to me....perfect vision. After this year it will mean a whole slew of things that have nothing to do with clear vision.

How could any of us have known what this year had in store for us?!? First came a highly contagious virus (Coronavirus) rapidly creating a pandemic known as COVID-19! In January, a month before it was on the medical community's radar, I contracted it and will never forget how sick I was for weeks. I isolated myself in one room of my home. My medical provider had me just take over-the-counter medicines and do all the things one does when one has a case of the flu. I told her if this was the flu, it was the worse flu I had ever experienced in 73 years and was surprised I had not been protected by my annual flu shot. She told me there was a very virulent form of flu showing up in a few elderly patients that apparently was not covered by the most recent vaccine. It ends up I did not have the flu; I had every coronavirus symptom and could only breathe in a sitting or standing position. Fortunately, I was never hospitalized and am fully recovered! I am so grateful no one else caught it from me, especially my husband, who is in his 80s, and I pray none of you ever get it!

Here at Mobility Matters, our tenacity of purpose and commitment to our mission shone brightly through all the adversity presented in this tumultuous year filled with multiple and complex challenges. Not only the virus crisis, but political and social unrest, out-of-control fires that resulted in property damage, injury, and death, as well as significant health hazards from widespread smoke contamination put us all in a more dangerous personal safety situation than we could ever have imagined or prepared for.

In spite of the seemingly insurmountable challenges before us, our staff and volunteers stepped up to the plate and did all we could safely do to meet the needs of our clients, and our donors continued to give in spite of the uncertainties before them. Although we were not able to provide medical/dental rides during the two month shelter-in-place lockdown, we were able to provide grocery shopping and delivery services, as well as prescriptions and other basic necessities, emergency packets and solar powered weather radios. In addition, to mitigate the loneliness and isolation being experienced by many our clients, we began making weekly reassurance phone calls to listen compassionately and offer information and referrals. These calls also gave us the opportunity to check in with them regarding possible Coronavirus symptoms. I am so pleased and grateful to report that, to date, none of our staff, volunteers, or clients have come down with the Coronavirus, with one exception....me....before we knew about it. I am also happy to report that we resumed full operations in early July and are growing!

As 2021 approaches, I look forward to seeing this virus become just a bad memory as a result of an effective and widely available vaccine and continued awareness of how to protect ourselves and others from viruses of all kinds. In addition, I am hoping for unity in our country, forgiveness, and that we will find a way to work and live together in peace.

I want to thank everyone involved with Mobility Matters for your continued support and patience, and for sharing your time and financial resources so we can continue to carry out our mission. God bless you for all you are and all you do for others.

Wishing everyone a healthy, happy, peaceful New Year!

Elaine Welch RN, MBA  
CEO—Mobility Matters



**Matching riders with providers**

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**STAFF**

Elaine Welch  
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Chalo Buckman  
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David Benet  
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Shadi Ayoughi  
Bookkeeper/Office Manager

Lisa McMann  
Program Assistant

**BOARD OFFICERS**

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**Our Mission**

Mobility Matters provides mobility management services throughout Contra Costa County by matching riders to transportation providers that meet their individual needs. Mobility Matters operates volunteer driver programs that provide free, one-on-one, door-through-door rides for seniors and disabled veterans who cannot access other forms of transportation.

**A Message from Francesca Vogel, Board President**

The Mobility Matters Board of Directors would like to thank all of you for your loyalty and generous support of Mobility Matters, especially during the pandemic this year that continues to present so many challenges to us all. We are so proud of our staff, who under Elaine’s strong leadership, has kept Mobility Matters going with valuable services provided to our clients and the community as a whole. Our selfless, courageous volunteers are in a league of their own, continuing to make personal sacrifices to help others in need. As we enter the New Year, I hope that an effective vaccine will be available soon, and we can once again all feel safe and joyful!

Happy Holidays!  
Francesca

*Welcome to Shadi!*

**Shadi Ayoughi - Bookkeeper/Office Manager**

Shadi Ayoughi joined the Mobility Matters team in September of this year as our new Bookkeeper/Office Manager when Joan Butterfield retired after 11 years! Shadi was born in Iran and immigrated to the United States in 2012. She proudly became a citizen in January 2020 and now resides in Walnut Creek. She has years of experience in accounting and office management duties. Although only with us for a short time, Shadi has already proven herself to be a valuable member of our team. In her spare time, she enjoys swimming, watching movies, and interior design, and especially the company of her precious little dog, Pumbaa, who visited us recently at the office and made everybody smile! Please join me in welcoming Shadi to the Mobility Matters family! She can be reached at (925) 284-2207 or shadi@mobilitymatterscc.com.



*Shadi & Pumbaa*

**ANNUAL RAFFLE FUNDRAISER!**

One of our favorite days every year is when we draw the names of winners for our annual raffle fundraiser! The 2020 drawing was held on October 30th. The five winners, each receiving \$1,000, were very surprised and delighted when we called them with the good news! This year the winning raffle tickets were purchased by two volunteers, two donors, and one client!

Congrats to all and thank you to everyone who purchased raffle tickets to help us continue to provide vital programs for seniors and veterans!



(NOTE: Masks were removed for quick pics only.)

**The Spice Of Life  
(A thank you letter for our volunteers from Roque)**

As we close out the year of 2020, there are so many difficulties and challenges that have flooded to the forefront. We’ve had a difficult social season, critical world-wide medical challenges, an election year and plenty of challenges coping with all of them. We have the opportunity to shake our heads in melancholy and sadness, or we can take the time to appreciate what we have all accomplished as a team.

The COVID-19 pandemic, in particular, created a unique situation within our industry, so that we as a community had to adapt and overcome. I am so proud of the results that words cannot express enough gratitude for all of our wonderful volunteers. Please allow me to recap the past year.

Each of you had to cope with real-world exposure to illness as the pandemic spread. During this ongoing season we had election year issues, protests, shortages, as well as the problem of taking care of ourselves first. What continues to amaze us at Mobility Matters was the change in social decorum and volunteerism. I have rarely ever seen a group of people come together to serve one another during times of adversity such as we’ve experienced. We will always treasure the reaction from our volunteers to serve the personal needs of those most at risk in our program.

Our staff and volunteers adapted to the pandemic, moved around the protests, endured the election season and simply went to bat for those that couldn’t take care of themselves. You will notice that there was an absence of stories about the widespread tragedies of seniors that went without food, water, medical care or basic necessities. The realization that our society came together, working for the good of those who are not able to take care of their own basic needs is a golden nugget that we must all take away from our shared experiences. There is no wind, rain, disease, or emergency that Mobility Matters volunteers haven’t overcome. This is solely a testament to who you are and what you represent within our community.

Mobility Matters is so thankful for your contribution, and the stories from clients about your sacrifices would melt the most frozen heart. There are many ingredients involved in our events and how we handle them, but the greatest spice of life is those who would give their time and resources away. You have given time and resources in your life, as a gift to people who are in great need. The time you offer as a sacrifice that you can never have back is an amazing gift to others. The true meaning of life is giving time to others so that their lives can be better. The retention of a quality of life can be lifesaving, and so volunteering for Mobility Matters isn’t merely an “opportunity” to give back, but is life changing.

I am so proud to be associated with you all and look forward to serving with you through it all. You are all lifesavers and angels to our clients and staff. You deliver gifts of care, love, time, resources and good company. Your contributions are priceless and eternal in their nature.

**THANK YOU !**

Roque Torres  
Director Of Transportation