

Volunteer Driver Guidelines

Keeping SAFETY FIRST in mind for both the volunteer and the client, we are providing the following guidelines. If you find yourself in a situation that does fall within these guidelines, call the office immediately. Please be assured that we will protect your confidentiality and will follow up on your concerns.

As a Community Caregivers transportation volunteer, you are providing a crucial service to our clients. We ask you to commit to the completion of your assignments and expect your client service to meet the standards we have set.

- 1. The complete details of an assignment should be provided to you at the time you are asked to drive.** This includes all the necessary information for the appointment (date, time, location, phone number) and whether the client has any special needs. If the details you receive are not complete, we need to know that. Please call us if you have not received all the information required for your assignment.
- 2. All clients have been provided with guidelines for service, so if you find yourself in a situation that is outside the guidelines, please advise the office so we can remind the client.** We recognize that some clients may test the limits of the guidelines from time to time.
- 3. Community Caregivers volunteers do not stand in as family members.** If the client or medical personnel asks you to do so, please inform them that you may not assist the client in preparing for medical examinations or procedures.
- 4. Since we do not provide any kind of “hands on” service for clients, the most physical help a volunteer should need to give a client is an arm assist.** If a client needs or expects more than that, please let us know. The client may need to have their mobility reassessed.
- 5. If you need to escort a client into a building or appointed reception area, it is acceptable to let the person out at the door and park the car before entering the building.**
- 6. We do not transport clients with their wheelchairs.** Clients may request that a wheelchair be made available at the doctor’s office, but it is their responsibility to make those arrangements. The client must be able to get themselves in and out of the car, and the chair, by themselves. Some clients may ask to be wheeled to their destination inside the building; you may decline such requests if you are uncomfortable doing this for any reason.

7. **Clients are permitted to bring and use lightweight walkers and canes.**
Walkers must be portable, easily folded and fit in the trunk of the car. If there is any question about a walker, please let us know.
8. **Clients who use portable oxygen tanks must be able to manage the apparatus themselves.** As a volunteer, you may not provide assistance for this. You can help put the tank in the car, but the client must regulate the flow of oxygen.
9. **Safety is paramount, so any decision about whether to drive during inclement weather is completely up to the volunteer.** If you want to cancel a ride for weather-related reasons, please notify the client as soon as you can and tell them to call the office when they reschedule their appointment. Please let the office know that the service was not provided, as well.
10. **If you get to the client's home and the walk or driveway is icy, snow-covered or seems unsafe in any way, please cancel the ride.** Safety first! Give us a call and we will follow up with the client.
11. **If a client asks you for an additional service or errand (an extra stop at a store or bank, for example), you can politely decline.** You have no obligation to provide anything other than the prearranged service, but you may do so if it fits comfortably and conveniently into your schedule. Ask the client to schedule any future services through our office.
12. **The maximum service time per assignment is 3 hours.** If there's any delay at the scheduled appointment, you may identify yourself as a volunteer driver in hopes that the office staff can move things along. If you have provided a transportation service that was unexpectedly lengthy, please let us know so we can note it for future reference.
13. **Please contact the client as soon as you accept the driving assignment to let them know they have a ride.** We also suggest that you call the client just prior to picking them up, to be sure plans have not changed.