



CRAWFORD COUNTY VOLUNTEER DRIVER HANDBOOK

Welcome to the volunteer driver program. With your assistance, we hope to assist elderly and disabled adults to needed medical appointments. With your assistance we will provide services that otherwise could not be done. We thank you for dedicating your time and talents. We believe that you are unique because you are willing to give of yourself to help others.

OUR MISSION

The Aging and Disability Resource Center (ADRC) of Eagle Country is dedicated to working with adults and families who are affected by aging, disability, mental health or substance abuse issues, by providing information and access to services to enhance their quality of life.

Purpose of Program

A volunteer driver is one who provides transportation and is not contractually bound to provide services. Volunteers are those drivers who are using their own vehicle to transport elder and disabled healthcare facilities. Volunteers are reimbursed the federal mileage reimbursement rate per approved mile driven in their own vehicle.

Policy Statement

The purpose of this policy is to ensure the safety of those who drive their own vehicles. It is the driver's responsibility to operate the vehicle in a safe manner and to drive defensively to prevent injuries and property damage. As such, ADRC of Eagle Country - PDC Office endorses all applicable state motor vehicle regulations relating to driver responsibility. Our organization expects each driver to drive in a safe and courteous manner pursuant to the following safety rules. The attitude you take when behind the wheel is the single most important factor in driving safely.

Service Description

The ADRC of Eagle Country -PDC Office is open from 8:00 a.m. to 4:30 p.m. Monday through Friday. In addition, the office has a voice mail system operating 24 hours a day. Messages left after hours will not be reviewed until the next business day. The office is closed on the following holidays: New Year's Day, Martin Luther King, Jr. Day, Good Friday, Memorial Day, July 4th, Labor Day, Thanksgiving Day and Day after Thanksgiving, Christmas Eve Day and Christmas Day.

The Volunteer Driver program attempts to provide non-emergency transportation to elderly and disabled adults who are unable to transport themselves. Since volunteers are limited and schedules fill up quickly, a request does not guarantee that a ride will be provided.

Volunteers are reimbursed mileage and meal/s within agency limits while on authorized assignment but are not considered employees of Crawford County. Volunteers are an important part of the Transportation Program, and the time and resources given by our volunteers are greatly appreciated by the passengers we serve as well as our staff. The reimbursements provided by this office to volunteer drivers are intended to cover the costs of completing the volunteer assignment. **Volunteers should not enter into this assignment with the expectation of “earning” money.**

CODES OF CONDUCT FOR VOLUNTEER DRIVERS

- I will conduct myself with dignity, courtesy and consideration.
- I realize, since I am a volunteer, I do not receive payment for my time. Furthermore, I will not accept tips or request that my meals be paid by passengers.
- As a volunteer driver, I will not make derogatory or discriminatory remarks to or about passengers because of race, color, creed, religion, national origin, sex, disability, age, marital status or status with regard to public assistance.
- I will not impose my religious beliefs or lecture passengers.
- I realize that sexual harassment or contact with passengers is illegal, inappropriate and not allowed.
- I will not use alcoholic beverages or mood-altering drugs while serving as a volunteer driver.
- I will be punctual in the performance of my duties
- I understand I must respect the privacy rights of the passengers I serve. I understand that personal, medical, psychiatric and financial information is private non-public data. Information on these subjects may be shared only with ADRC staff.

- I recognize that as a volunteer driver, I represent the Crawford County ADRC of Eagle Country - PDC Office Volunteer Driver Program. I have an obligation to my volunteer assignment, to those who direct it, to the passengers, and to the public to uphold these codes of conduct.

Volunteer drivers violating codes of conduct may be removed from the program at any time.

All volunteer drivers or volunteer applicants must meet all of the following criteria to driver for the ADRC of Eagle Country - PDC Office.

All drivers must be at least 18 years of age.

Volunteer drivers must have photocopies of valid motor vehicle license and proof of insurance (current automobile liability insurance meeting Wisconsin's minimum insurance requirements - ADRC requires:

\$100,000 per person, and

\$300,000 per accident-bodily injury, and

\$50,000 per accident-property damage, or a

\$300,000 combined single accident limit

Motor Vehicle Records will be ordered at the initial application and yearly to assess employees' driving records.

Submit completed annual vehicle inspection form.

Report any crashes or passenger incidents occurring while on duty for ADRC to the office immediately. (If after hours, leave detailed telephone message and report on next business day.)

Any volunteer who has a driver's license revoked or suspended shall immediately notify the ADRC program and discontinue driving for the ADRC.

ADRC must be notified prior to a scheduled trip inf any additional passengers will accompany driver and ADRC passenger. Bringing

additional riders for conversation or company is fine, and often a good idea. Make sure the rider always feels included in the conversation.

Only vehicles with current annual inspections may be used to transport clients.

Adhere to the ADRC Codes of Conduct for Volunteer Drivers

Keep the transportation office advised when unable to drive as soon as it is known. Sudden situations that prevent driving such as family emergency or personal illness should be reported immediately so the volunteer scheduler can make other arrangements for any pending trips.

Adhere to all guidelines regarding meal reimbursement, mileage reimbursement, use of cellular phones, et.

Attend training sessions and special meetings sponsored by the program.

Responsibilities of an ADRC Volunteer Driver:

- Transport passengers in a safe and lawful manner. Seatbelts are required by WI law unless passenger has a physician's letter of excuse and a copy of this on file with the ADRC Office.
- Be prompt so riders arrive on time for scheduled appointments.
- Observe confidentiality regarding riders, treating everyone with dignity and respect.
- No smoking in vehicles when in transport.
- Decline any tips or gifts.
- Call ADRC within 24 hrs. if unable to complete a scheduled trip.
- Accurately complete mileage log forms and mail or bring to the office promptly for prompt reimbursement
- Refer ride requests to the ADRC. Reimbursements come only for approved trips.
- Only transport people in non-emergent situations.
- Notify ADRC of any changes affecting your ability to drive safely, including loss of valid driver's license, insured vehicle or driving ability.

Confidentiality

Volunteers must keep names of and information about passengers confidential. Friendliness, reliability, courtesy and the ability to be non-judgmental and accepting of different values are necessary attributes for the position.

Confidentiality is maintained for the protection of the rider and ADRC. Volunteers will use the following procedures.

- All written and unwritten material on riders is considered confidential
- Volunteers do not have access to any client files maintained by the ADRC.
- If a volunteer receives information from a rider and there is a reasonable suspicion that abuse – physical, sexual, economic or emotional – has occurred, then, the driver will share that information with ADRC staff as soon as possible.
- The fact that information about an individual has been made public through news media does not alter the fact that a person has confidentiality privileges within the ADRC program.
- Sign the ADRC of Eagle Country – PDC Office Confidentiality Policy

Trip Assignments

All rides must be pre-approved and assigned to volunteers by the ADRC of Eagle Country – PDC Office. The driver **will not be reimbursed** for any ride that is not assigned by the ADRC. Additional side trips will not be permitted unless authorized by the ADRC.

Rides will be arranged via telephone. Special care needs to be taken when a volunteer is accepting a telephone assignment to ensure that all information is recorded accurately and completely.

Drivers may specify certain geographic areas.

Authorized Routes & Drivers

The Volunteer Driver is expected to follow the most direct or commonly traveled route from the origin to the destination. Variations of route due to road construction, road conditions etc. should be discussed with Transportation Coordinator.

The Volunteer Driver is the only person recognized as Crawford County's authorized agency representative. Anyone else who gets behind the wheel in the course of an authorized trip is not covered under the agency's liability policy.

Using Time while on Trip Assignments

Additional personal side trips or returning home during layovers will only be permitted if the driver leaves a contact number at the facility the rider is at. The additional miles for personal errands will not be reimbursed as part of the volunteer assignment. Layover time that is spent waiting in the lobby or parking lot of the location at which a passenger is dropped off is considered volunteer time, but if the volunteer chooses to return home between trips or run personal errands while waiting, that time is not considered agency time nor is it recorded as volunteer hours.

Going to a restaurant to eat a reimbursable meal during trips lasting 6 or more hours and occurring outside of the county is considered a volunteer activity and is part of the volunteer assignment. A volunteer driver will not be paid mileage for returning home during lay over time.

No-Show Policy

If a passenger fails to keep an appointment as assigned to the volunteer driver, the office will be notified immediately. The driver should make a reasonable effort to be sure that the passenger is aware that the driver is

ready and waiting to take the passenger. Drivers must wait for ten minutes past the appointed pick up time before leaving and reporting a no-show. The policy for no-show appointments is very specific. Passengers will receive two written warnings about no-shows, and upon the third no-show, the passenger shall be ineligible for rides for 60 days.

Fare Collection

Volunteer Drivers should fill out the ADRC of Eagle Country – Prairie du Chien Office Volunteer Driver Service Form. Depending on the mileage and location of the trip will determine the cost of the trip. Once this is filled out give a copy of the form to the client along with the provided postage paid envelope for them to return to our office. You should never take cash or a check for these trips.

Inclement Weather Condition

In the case of inclement weather, the volunteer driver has the right to cancel the ride, even on short notice. The volunteer driver must call the office when a decision is made to cancel. Nothing is more important to us than the safety of the volunteer driver and passenger. Only travel when you are confident you can make the trip safely.

Vehicle Maintenance

Proper vehicle maintenance is a basic element of any transport vehicle to ensure a safe, roadworthy vehicle.

Registration and inspection is the responsibility of the volunteer driver.

The vehicle should be free of obstacles for passengers.

An accident packet should be kept in the glove compartment of each vehicle.

A yearly safety checklist should be completed and on file at the ADRC of Eagle Country – PDC Office.

Incident Policy

Any incident involving the volunteer driver and/or passengers in any way must be reported to the office as soon as possible after it occurs. Examples of reportable incidents are a passenger who uses inappropriate language or behavior, a passenger who refuses to use the seat belt, a passenger who slips while entering or exiting your vehicle, etc.

Any complaints or issues regarding volunteer driving should be discussed with this office. Passenger complaints about volunteers are documented on a complaint form. Depending on the nature of the complaint, the ADRC of Eagle Country - PDC Office Director will decide the next steps to be taken. In most cases the volunteer driver is asked to offer his/her perspective of the situation. If follow up action is needed, both the driver and the passenger will be notified.

What to do in Case of a Crash-Crash Investigation

Every accident should be reported, investigated and reviewed. The primary purpose of investigating a crash is to find out the cause and initiate action to eliminate or control it. Another purpose is to obtain information to be used in determine whether the accident is preventable or non-preventable. Any volunteer who is in any kind of crash must:

Do not declare fault

Move to a safe location and, if possible, secure your vehicle out of traffic

Call police/sheriff and (if needed) seek medical assistance

Remain calm, courteous, consistent with your version of the accident

Obtain complete identifying information from those involved-people and vehicles

Complete the Accident Investigation form

Obtain the names of the witnesses including addresses and phone number

Notify the ADRC program as soon as possible.

Passenger Assistance

For the safety of the passenger and the driver, the volunteer driver is not expected to provide any more assistance than lending an arm for balance. A driver may lend a hand to steady a passenger while entering or exiting the vehicle. Under no circumstances is a volunteer expected to carry packages or personal items for the passenger.

When the volunteer receives an assignment, this office is to inform the volunteer of any additional assistance that the passenger may need. It is up to the driver to decide if he or she is comfortable in providing the assistance requested.

At no time is a volunteer to carry or lift a passenger. A volunteer is prohibited from transporting a passenger who needs that type of help. Please contact this office if a situation comes up.

Reimbursement Policy

Volunteer Drivers will be reimbursed at the IRS established mileage rate for county employees. This rate is set by January 1st of every year.

Volunteer Driver are only reimbursed for transportation that has been approved by the ADRC and must submit a signed Mileage Expense Reimbursement Sheet by noon on the third business day of the month.

These forms are then used to determine how much a Volunteer Driver needs to be reimbursed. All reimbursements will be mailed the following month.

Cell Phone Policy

We deeply value the safety and well-being of our Volunteer Drivers and their riders. Due to the increasing number of accidents resulting from the use of cell phones while driving, the ADRC has implemented a cell phone/PDA (Personal Digital Assistant) policy.

Volunteer Drivers are not permitted to use a cell phone or PDA for personal calls while operating a motor vehicle during a trip with the ADRC.

While driving, personal calls cannot be answered and must be directed to voice mail.

If a Volunteer Driver must make an emergency call (911) or receive a call, the vehicle should be pulled over or parked in a safe location.

Non-Discrimination

All of the staff and volunteers in the Crawford County Volunteer Driver Program are committed to respecting the individuality of each person. We respect race, culture, age, religion, sexual orientation, and individuals with disabilities. We strive to provide a positive and confidential environment where the well-being of each person is respected.

Closing Statement

This program is dedicated to providing safe, dependable, affordable and courteous service to our passengers. We thank all of our volunteers for their efforts and welcome their input at all times. Any comments or suggestions can be addressed to ADRC of Eagle Country - PDC Office, 225 N. Beaumont Rd. Suite 117, Prairie du Chien, WI 53821. (608) 326-0235.

I have read, understand, and agree to abide by these expectations for volunteers. I understand that suspension or termination of my position as a volunteer will result if I do not meet these expectations.

Print Name

County

Volunteer Signature

Date