

TRANSPORTATION POLICY

BASIC REQUIREMENTS

- *Driver's license...*A valid driver's license is required of all volunteers transporting CareGivers clients. Any change in the status of one's license must be reported to The CareGivers, Inc. immediately.
- *Auto insurance...*All drivers must have personal automobile insurance coverage. Any change in insurance coverage must be reported and a copy of the new policy sent to the office. The CareGivers, Inc. carries an umbrella policy for volunteers that covers liability **above** your insurance coverage. This policy will be applied **after** the volunteer's insurance is applied.

SAFETY

- *Rules...*All drivers must adhere to the rules of the road.
- *Seatbelts...*All CareGivers clients and volunteers must wear a seat belt at all times. If for some reason a client cannot wear a seat belt (chest surgery, size, etc.) and an air bag is present, they must sit in the back seat. Anyone accompanying a client must also wear a seat belt.
- *Inclement weather...*During inclement weather, volunteers should cancel and reschedule any volunteer activity. Volunteers can either contact the client directly or notify the Volunteer Coordinator to inform the client.
- *Alcohol...*Volunteers are not to consume any alcohol up to 8 hours prior to transporting a client; there are to be no opened bottles of liquor, of any kind, in the vehicle at the time of transporting a client.
- *Drugs...*Use of any prescriptive drug, which alters one's mood, actions, or ability to think, see or act clearly is prohibited. If a volunteer is temporarily on such medication, a temporary leave of volunteer activity is required. After the medication is no longer being used, the volunteer can resume his/her volunteer work at the discretion of the Executive Director.
- *Accidents...*All accidents, regardless of how minor, must be reported to The CareGivers, Inc. Executive Director. Insurance claims must be completed by the Executive Director. All drivers are expected to obtain an accident report from the investigating police officer at the time of the accident.

BASIC PROCEDURE

- *Call...*Please call the client you are driving the day before their appointment. Identify yourself; verify the address, the time of the appointment, and the destination. This serves to double-check the information and lets the client know that they have a ride.
- *Cancellation...*If you are unable to keep an appointment, please call the office as soon as possible or leave a message.
- *Return...*Return the client as agreed. If they request an additional stop, feel free to let them know that they may call the office back and the Coordinator will arrange another trip for them.
- *Notify...*If you agree to drive a person for their next appointment, please notify the office so that the Coordinator can mark that visit on the records.
- *Never share personal information:* your last name, address or phone number. In the past, volunteers have given out this information and later regretted it when they received daily calls from clients.