



# Community Transportation: Volunteer Driver Program Guide

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# Introduction

According to United Way of Greater Richmond and Petersburg's *Community Indicators Report* (2017), the region has seen a twenty-five percent increase in adults over the age of 65 in the region over the last six years. This number will continue to rise as the Baby Boomer generation continues to move into older adulthood. While the most preferred method of transportation is driving a personal vehicle, older adults outlive driving by an average of eleven years for women and six years for men. Therefore, how will we continue to get to our destinations for those additional years? Information such as this led to the creation of the Transportation Preferences Survey.

The survey was created utilizing the National Center for Mobility Management's Survey of Older Adults (2016) as a framework. The survey consists of a range of questions to determine the most popular modes, limitations, barriers and anticipated needs in transportation.

There were 177 total responses to the Transportation Preferences Survey ranging in age from 52 to 96 years old. Convenience sampling was used to distribute the surveys to two older adult membership organizations.

A few major barriers were identified: cost, availability and safety. Volunteer transportation programs is one innovative way to overcome those limitations. Volunteer transportation programs are a cost-effective option as well as a safe and comfortable environment for clients. Clients can feel comfortable knowing their driver is volunteering to assist a fellow neighbor and creates a person-centered transportation option.

The guide serves as an outline for how to create a volunteer driver program in the Richmond area by combining resources from successful volunteer driver program in the area: Hanover Senior Rides, Shepherd's Center of Chesterfield and Shepherd's Center of Richmond. All of these programs are successfully transporting Richmond metropolitan residents each week, however, the program are unable to serve all who need the services due to constraints in volunteers, funds, service area and staff.

Creating additional programs throughout the area will serve to fill in the gaps and create a cost-effective, person-centered option for residents of the Richmond metropolitan region. Volunteer driver programs are an innovative solution to assisting our community members in staying in our communities longer.

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## Structure

### Host Organization

The first step in starting a Volunteer Driver Program is to find an organization to house the program. According to the Volunteer Driver Recruitment and Retention Experience and Practice Handbook (2016) the most successful venues for recruiting volunteer drivers have been:

- Churches and Faith Communities
- RSVP (Retired and Senior Volunteer Program)
- Health and Senior Fairs
- Civic Organizations
- Public Events
- Senior Centers
- Local Volunteer Centers

It could be beneficial to house the Volunteer Driver Program at an organization or under a program in which volunteers are easier to recruit, such as through a church or faith community or an RSVP program.

Once the host organization has been identified, the organization will need to define their objective and mission.

### Paid Position

#### *Executive Director or Director of Volunteer Transportation*

Depending on the size and set up of your organization the Director will either be a Director of Volunteer Transportation or Executive Director, if the organization is a standalone volunteer transportation organization. The Director of the organization will administer and manage the volunteer driver program and oversee the operations while supervising the office coordinators and volunteer drivers. The Director will be responsible for managing the finances, troubleshooting organizational issues, marketing and securing organizational funding. It is suggested the director of the organization be a paid position based on the demands.

### Board of Directors

The board of directors is the governing body of a nonprofit. Board members periodically meet to discuss and vote on organizational affairs. Board member terms shall put in place, most are between two and five years. Board members shall be members of the community whose organizational missions align with that of your organization. Boards shall also establish bylaws in which the Board of Directors shall follow.

### *Board Positions*

1. President: heads up the board and supervises all of the business and affairs of the board.
2. Secretary: keeps the minutes of the board and is responsible for tracking the organization's activities and ensuring the actions are governed by the bylaws set forth.
3. Treasurer: keeps account of the receipts and disbursements in the organization's book. The Treasurer will ensure that financial condition of the organization is positive.

### **Volunteer Roles and Responsibilities**

1. Office Coordinator
  - a. The Office Coordinators will be responsible for the intake of ride requests, inputting all information into the organizational database and ensuring that clients have been properly matched with a volunteer driver.
2. Volunteer Driver
  - a. Volunteer Drivers will be responsible for carrying out the service to clients. Volunteer Drivers will safely transport the client's from their home to their destination and back.

Note: Additional volunteer opportunities may be added based on interest of volunteers, need of the organization and desire of director.

### **Types of Rides Delivered**

1. Medical: includes all medical appointments that are not considered emergencies or life threatening.
2. Personal Business and Support Services: Examples include visitations of spouse or others in a facility and banking, rides to an agency or organization that provides support services to the client, (ie. Social Security Office, Veteran's Administration Offices, Resource Centers, local agencies and local food pantry, etc.)
3. Shopping Rides: Primarily for grocery shopping but can include a shopping trip to local department or retail stores.
4. Other trips may be provided at the direction and approval of the Volunteer Driver Program Director.

### **Number of Rides Delivered**

Volunteer driver programs will deliver transportation to medical appointments (maximum 2 times a month), grocery store (maximum 2 trips a month; maximum of 3 hours for shopping), and personal business (maximum 2 trips a month). A client cannot exceed 6 trips in a month (2 per grocery, 2 per medical appointment, 2 personal business).

If a client is in need of a trip to the bank or pharmacy, these stops may be incorporated into the grocery store trip, medical appointment trip, personal business trip but may not be scheduled as

a standalone trip. A client must let the driver know of these additional stops when scheduling the appointments. This will provide a variety of essential trips, while also being efficient by incorporating smaller trips into the larger trips. Additional stops are at the discretion of the driver.

### **Client Eligibility**

To participate in the volunteer driver program, individuals will need to be age 60 or over and live in the defined service area. The volunteer driver program is targeted to individuals who do not drive or can no longer drive, but wish to continue living independently in their communities. Individuals who wish to utilize the volunteer driver program must be ambulatory (able to walk), but may use assistive devices such a cane or lightweight walker for stability. However, the organization is not equipped to accommodate wheelchair clients.

\*\*Organizations may be able to accommodate wheelchairs in the event the organization purchases a vehicle or has a volunteer with a vehicle to accommodate a wheelchair.

### **Service Area**

Define a realistic service area. When defining a service area pick a region that is attainable for both volunteers and clients. Ensure that volunteers would be willing to drive the distance to the frequented locations (ie. hospitals, medical offices, banks, social security offices, grocery stores, etc.).

### **Non-Discrimination**

There shall be no discrimination against a volunteer by reason of disability, age, race, color, ethnicity, gender creed, national origin or socioeconomic status. The volunteer driver organization respects the privacy and personal belief of all volunteers and the clients served by this organization.

### **Confidentiality**

All information related to volunteers or those who are served by the volunteer driver organization is to be treated as confidential. This means that any materials seen or conversations heard regarding the clients will not be discussed or shared in any manner without the written consent of the individual. All volunteer will be required to sign an agreement of confidentiality during the orientation session.

### **Mileage Reimbursement** (optional)

Drivers over the age of 55 are eligible for mileage reimbursement associated with their volunteer service through Retired Senior Volunteer Program (RSVP). Individuals can receive up to \$25 a month and are reimbursed on a quarterly basis (January, April, July and October). In Richmond, RSVP operates through Senior Connections, The Capital Area Agency on Aging and serves the counties of Charles City, Chesterfield, Goochland, Hanover, Henrico, New Kent, Powhatan, the town of Ashland and the city of Richmond.

## Driver Eligibility

A safe and courteous driver is the most critical element in any volunteer driver program. Volunteer drivers must meet the following eligibility requirements:

- Must be at least 21 years of age or older
- Valid Virginia Driver's License
  - No DUI, DWI, or other alcohol related convictions
- Current Auto Insurance that meets the Virginia minimum auto insurance coverage.
- No negative points on driving record (Volunteers will be required to provide a copy of their DMV record)
- Satisfactorily pass a Criminal Background Check conducted through the Virginia State Police (\$15 fee per applicant) (Faith-based organizations may use <http://protectmyministry.com>)
- Drivers must also complete 8 hours of driver safety training as described in the *Training Requirements* section

## Vehicle Eligibility

The vehicles volunteer drivers use for their volunteer service will be reviewed for compliance with license requirements of the Virginia Department of Motor Vehicles as well as local ordinances. The vehicle must be well maintained and carry a current Virginia state vehicle's inspection sticker. Notes will be made to the size of the vehicle so when the driver volunteers to provide a ride for a client, the client may access the vehicle with limited assistance. Volunteers will be provided with a vehicle checklist to ensure the vehicle is safe prior to providing a ride.

## Handicap Placards

Non-profit organizations who regularly transport individuals who are disabled can apply through the Virginia Department of Motor Vehicles to obtain organizational handicap placards for volunteers to display only during their volunteer services. Organizations may fill out the application at this link: <https://www.dmv.virginia.gov/drivers/#disability/descrip.asp>

## Insurance

Volunteers must maintain the state's minimum requirements for automobile insurance. Through the Retired Senior Volunteer Program (RSVP) nonprofit volunteer organizations may receive CIMA supplemental auto insurance. This auto insurance policy will begin coverage after the individual's insurance has been exhausted. This insurance plan also offers volunteer liability insurance.

Another option for supplemental automobile insurance is through the Virginia Department of Risk Management:

### **Liability Protection for Drivers for Qualified Nonprofit Organizations**

Pursuant to § 2.2-1839, *Code of Virginia*, DRM offers liability protection to volunteer drivers for any nonprofit organization that provides transportation for elderly, disabled or indigent persons to receive medical treatment and services. In addition, liability protection is available to volunteer drivers for any local chapter or

program of the Meals on Wheels Association of America or any area agency on aging that provides meal and nutritional services to persons who are elderly, homebound or disabled. This protection is available regardless of whether the organization itself is covered through DRM. Eligibility criteria and other details regarding this coverage can be found in [§ 2.2-1839](#).  
[https://www.trsvirginia.gov/Drm/volunteer\\_drivers.aspx](https://www.trsvirginia.gov/Drm/volunteer_drivers.aspx)

The minimum Virginia auto insurance requirements can be found here: <https://www.dmv.org/va-virginia/car-insurance.php>

### **Volunteer Job Descriptions**

Written job descriptions shall be provided for all volunteers. All job descriptions shall be signed by the volunteer prior to start of the volunteer's service. Sample volunteer job descriptions will be in the appendix of this document. Any changes to the volunteer job descriptions shall be communicated and discussed with the volunteers so they are aware of the changes. It may not be a bad idea to have volunteers sign the revised volunteer job description or sign a copy of the changed policy.

*Note: The appendixes houses two volunteer descriptions: volunteer driver and office coordinator. Additional volunteer positions may be added upon the needs of the organization to include: marketing volunteer, volunteer recruiter, volunteer appreciation coordinator, etc.*

### **Volunteer Appointments**

Each applicant for a volunteer position will be required to complete a volunteer application. The application will include the necessary information needed to determine if an individual is eligible to become a volunteer driver. A sample volunteer application will be attached in the appendix of this document.

Each volunteer must meet the licensure requirements, background checks and training requirements in order to serve as a volunteer driver.

### **Identification Badges**

For the assurance of the volunteer driver program's clients', each volunteer driver shall be issued an identification badge. This process will serve to identify the volunteer driver as a member of the organization and to the healthcare, grocery stores, banks, etc. that the clients will be transported. The identification badges shall be worn at all times during volunteer service and must be displayed in a place that a client can easily see. Vehicles shall display a placard created by the organization in order for clients to easily identify the vehicle associated with the volunteer service.

### **Confidentiality of Volunteer Records**

The organization will ensure that all volunteer records are kept confidential. The names, addresses, medical and personal information will not be released to anyone for any reason. However, if the occasion arises, the volunteer may by written request ask for the release of the records.

## **Training Requirements**

### *AARP Driver Safety Course*

This course can either be taken online or in-person. In-person dates and locations can be found at: [http://www.aarp.org/home-garden/transportation/driver\\_safety/](http://www.aarp.org/home-garden/transportation/driver_safety/)

A certificate of completion will be issued upon completion of the course and a copy must be produced prior to beginning volunteer service.

### *Organization Orientation*

A short (1-2 hours) organizational orientation should take place to familiarize the new volunteer with the organization, scheduling and ride process, policies and procedures and expectations.

## **Process to Book a Ride**

In order to receive a ride through the organization the client shall have filled out the client application. This will ensure the organization has relevant information on the client such as home address, phone number, medical history and conditions and emergency contact information. Once a client is registered, to request a ride, the client will phone into the organization and leave a voice message with the following information:

- Client's Name
- Phone Number
- Client's Home Address
- Client's Destination Address (Including Doctor's name, Grocery Store name, etc.)
- If the client uses an assistive device such as a walker, cane, etc.
- The day and time in which the pickup and return are requested

Clients are expected to speak clearly, slowly and provide complete details of the requested ride. It will be important for the office coordinators to be good listeners. All basic information shall be recorded to improve and create an efficient process. For example, if a client has requested a ride to a doctor's office in which they frequently visit, the doctor's office address shall be placed in the client's file for quick reference.

*Rides shall be scheduled seven (7) days in advance to allow ample time for volunteer drivers to choose their ride and contact the clients.*

Volunteer will contact the client within 24 hours of the ride being selected to confirm selection and details with the client.

## **Volunteer Recruitment/ Retention**

Recruiting volunteer drivers presents a special challenge that other volunteer opportunities do not. Volunteers can be recruited in response to a friend's request, advertisement, announcement on the radio or TV, a presentation at a meeting.

Some of the most common reluctances from potential volunteer drivers include:

- Reluctance in using their own vehicle
- Unwillingness to drive individuals they do not know

- Fear of not knowing what to do in the event of an emergency
- Fear of the possibility of a crash
- Cancellation of insurance or premium increases
- Concern about the cost of fuel
- Time commitment
- Fear of driving in urban areas

When creating a volunteer driver program it is important to address the fears and reluctances of potential volunteers to break down barriers to volunteer service (Volunteer Driver Recruitment and Retention Experience and Practice Handbook).

### **Use of Alcohol and Other Drugs**

The use, abuse or possession of illegally obtained drugs; the abuse or misuse of over-the-counter prescription drugs; or the use of alcohol while performing volunteer service will be strictly prohibited. It is important that volunteer drivers will be unable to accept any driving assignments during a time in which they are taking a prescribed medication that may impair their ability to safely perform their volunteer duties. *It is the responsibility of the volunteer to take a leave of absence while taking a prescribed medication that may impair their ability to safely perform their volunteer service.*

### **Smoke-Free Policy**

In recognition of the effects of smoking and secondhand smoke on the health of volunteer drivers and the clients served by the organization all aspects of the program must be smoke free. Volunteers, clients and organization staff may not smoke in vehicles or in the office. Part of the vehicle review will include an inspection for smoke smells. If a vehicle has a strong smoke odor, the vehicle may be declined as it can affect clients with respiratory issues or allergies.

### **Inclement Weather Policy**

In the event of inclement weather, the organization will follow the policy of the Public School system in that area. If the schools are closed, the organization will be closed and not transporting clients. Clients will be urged to reschedule their appointments. However, there may be exceptions in the event that the road conditions improve later during the day. These exceptions will be made on a case by case basis by the Director.

\*\*Drivers will be responsible for contacting the client to inform them of the ride cancellation due to inclement weather. The client will be asked to reschedule their appointment at a later time and reschedule their ride once the office reopens.

### **Medical Emergencies**

A medical emergency may occur while a ride is being provided. The organization shall make the volunteer driver aware of any major medical conditions the client may have such as diabetes, respiratory conditions, seizures, heart conditions, etc. that could result in an increased risk of a medical emergency. In the event a medical emergency takes place, the volunteer driver shall safely pull over the vehicle and immediately dial 911. If an emergency call is necessary, then

the volunteer driver must follow the instructions of the 911 operator and perform any first aid you are qualified and trained to give. The volunteer driver will also be required to report the incident to the organization as soon as possible.

### **Incident/Accident Reporting**

Any incident that occurs during a trip that may involve possible client injury should be reported to the organization staff immediately via phone. Reportable incidents include, but are not limited to: a motor vehicle accident (including fender benders), a client falling or almost falling and medical condition incidents.

Vehicle incidences must first be reported to the police and emergency services by calling 911. The accident must also be reported to the organization's office coordinator immediately by phone. The office coordinator will need to know if there are any injuries or if any individual requires medical attention. A sample incident report will be in the appendix.

### **Volunteer Risk Protection**

The Code of Virginia offers certain protections for volunteers who serve others through non-profit organizations. The Statue covers the director and those who carry out the activities of the organization. An uncompensated officer or director who serves a non-profit or community association is not liable for damages. A volunteer fire department or emergency medical services company who has contracted or is utilized by the town, county or city is exempt from suit for damages done while providing service. A volunteer health care provider is not liable for civil damages. Various Good Samaritans, including lay people, are not liable for acts or omissions in providing emergency care. Hospice volunteers, court appointed special advocate volunteers, zoning volunteers and school volunteers who notify parents of a student's absence, are not liable for civil damages for acts or omissions done in the performance of duty.

*V.A. Code Ann. § 13.1-870.1, Non-profit directors*

An officer or director who serves a non-profit corporation or community association without compensation is not liable for damages in any proceeding.

Exceptions: liability is not limited if the officer or director engaged in willful misconduct or knowingly violated the law.

### **Liability Coverage**

*OPTION 1:* NOTE: For information about liability protection for volunteer drivers for Meals on Wheels, area agencies on aging, and certain other nonprofit organizations. This coverage is available regardless of whether the organization itself is covered through DRM. VaRISK 2 is a voluntary, comprehensive, liability self-insurance plan uniquely suited to the needs of Virginia's cities, towns, counties, public schools, and every type of district, commission, board, authority, and other specified organizations. In accordance with § 2.2-1839, the plan provides coverage for tort liability, law enforcement liability, public officials liability, and medical malpractice, depending on the needs of the entity.

*OPTION 2:* Volunteers who serve through an affiliated Retired Senior Volunteer Program (RSVP) are covered under CIMA insurance. This insurance includes volunteer liability insurance

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and supplemental accident insurance. If an organization would like to partner with an affiliated RSVP program, the program will provide this insurance to volunteers at no cost to the organization.

## **Funding**

Each organization will be presented with its own funding needs and sources. However, many volunteer driver programs are currently funded in the following ways:

- Ride Fares
- Donations
- Grants
- Sliding Scale Fees
- Federal Transit Administration 5310 funds
- Older Americans Act Funds

## Ride Scheduling Software

RideScheduler: [www.ridescheduler.com](http://www.ridescheduler.com)

Steve Ewart

[RideScheduler.com](http://RideScheduler.com)

*The Easy, Effective, Affordable Way to Manage your Volunteer Program.*

[steve@RideScheduler.com](mailto:steve@RideScheduler.com)

866-234-5567

**For all support related questions please email [support@ridescheduler.com](mailto:support@ridescheduler.com)**

RideScheduler is a web based application for managing volunteer based programs. Although it was originally created for transportation, it supports other types of services. It provides a simple and intuitive way for coordinators to easily add requests and for volunteers to be able to log on, view and accept available services based on their availability. Volunteers can also view their future services along with those that they have already provided.

This service takes some of the burden off of the Transportation Coordinators by simply having Transportation Coordinators retrieve voicemails, return phone calls and input the rides into the system. From there, volunteer drivers will choose their rides. If there are any additional rides that have not been chosen, reaching out to volunteer drivers may be necessary.

Various reports and historical statistics are available to the organization allowing them to understand their organization at a macro level and to have statistics readily available for activities such as applying for grants. The accuracy of information is greatly improved since data is pre-populated and validated. Addresses are also displayed on a map allowing coordinators to be able to verify addresses before volunteers receive them and also for volunteers to receive driving distances and directions.

One feature that is a favorite among volunteers are the automated phone reminders that they receive the day before a service. This is useful when services are accepted in advance making sure the volunteers is aware of the appointment.

Steve will complete an approximately one hour demonstration with organizations interested in purchasing the software. Other local nonprofit volunteer driver programs such as Hanover Senior Rides and Shepherd's Center of Richmond both use this software.

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## National Organizations

### **National Volunteer Transportation Center**

The National Volunteer Transportation Center is an organization dedicated to promoting and supporting the concept and practice of volunteer transportation. Its focus is on information gathering related to volunteer transportation programs and activities, identification and promotion of promising practices, collection and development of informational and technical resources. The Community Transportation Association of America oversees this initiative. The website: <http://web1.ctaa.org/webmodules/webarticles/anmviewer.asp?a=3767&z=132> provides resources on volunteer transportation and has a map of Volunteer Transportation programs by state. In addition, they offer online courses and essential information on the business operations of a Volunteer Transportation Program.

### **Shepherd's Center of America**

The Shepherd's Center of America has been a pioneer in the realm of meaningful volunteer opportunities for older adults. In the Richmond region, we have two Shepherd's Centers: one in Richmond and one in Chesterfield. Both organizations have volunteer driver programs and are backed by the Shepherd's Center of America. With years of experience and over 50 centers across the country, the Shepherd's Centers are a great community-based model for volunteer transportation. <https://www.shepherdcenters.org>

## Appendix

### *Sample Forms*

1. Driver Code of Conduct
2. Director Position Description
3. Volunteer Driver Position Description
4. Office Coordinator Position Description
5. Volunteer Application
6. Criminal Background Check Form
7. Driver Guidelines
8. Confidentiality Agreement
9. Vehicle Safety Checklist
10. Self-Vehicle Inspection
11. Client Eligibility List
12. Client Application

## Code of Conduct

1. All volunteer drivers will act in a professional manner at all times.
2. Reports of volunteer driver misconduct will be cause for immediate suspension from service. Confirmation of misconduct shall be cause for removal of the volunteer driver involved from serving clients.
3. Volunteers shall perform the following minimum levels of service:

### A volunteer driver **shall NOT**:

- Solicit or accept controlled substances, alcohol or medications from clients
- Solicit or accept money from clients; this includes tips
- Make sexually explicit comments, or solicit sexual favors, or engage in sexual activity with a client.
- Use alcohol, narcotics or controlled substances, or be under the influence while on duty. Prescribed medication can be used by a driver as long as his/her duties can still be performed in a safe manner.
- Smoke in the vehicle while clients are present. This rule also applies to the clients.
- Wear any type of headphones, Bluetooth device or talk on the phone while driving.
- Be responsible for a passenger's personal items
- Handle wheelchairs. The program only allows for clients to be ambulatory with the assistance of canes and walkers
- Provide Cardiopulmonary Resuscitation (CPR) in the event of an emergency. Volunteers are permitted to call 911 in the event of an emergency and follow the dispatcher's instructions.

### A volunteer driver **shall**:

- Wear or have visible, easy to read proper identification of organizational affiliation. (name tag, car decal, etc.)
- As appropriate to the needs of the client, exit the vehicle to open and close vehicle doors when passengers enter or exit the vehicle and provide assistance as necessary to or from the main door of the destination.
- Escort the client to the registration desk of the medical office to ensure the individual is checked in.
- Confirm or assist the passenger(s) prior to allowing any vehicle to proceed, that all are properly secured in their seatbelt (Exception:

Only a passenger who has a letter, carried on his/her person and signed by the passenger's physician, stating the passenger's medical condition prevents the client from using a seat belt, may be transported without a fastened seat belt).

- Provide an appropriate level of assistance to passengers, when requested, or when necessitated by a passenger's condition.
- Be clean and maintain a neat appearance at all times
- Be polite and courteous to clients. Clients shall be treated with respect and in a culturally appropriate manner when receiving transportation services. This also includes being punctual.
- Respect all passenger's right to confidentiality.
- Act in a professional manner throughout the volunteer service, including avoiding conversations that may make a client/driver uncomfortable

**I have received a copy of the above Driver Code of Conduct and will abide by the contents:**

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_ / \_\_\_\_ / \_\_\_\_

## Volunteer/Paid Staff Position Description

### Director

**Purpose:** Administer and manage the volunteer driver program. The director is charged with overseeing the day-to-day operations of the organization and supervising the volunteer drivers and office coordinators. The Director will also be responsible for the promotion, sustaining and recruiting volunteers, sustainability of the program to include seeking funding. The Director will also serve on the Board of Directors and receive direction from the Board's President.

### Key Responsibilities:

The ongoing responsibilities of the Director will include:

- Answer inquiries about the program
- Troubleshoot organizational issues
- Recruit, screen, train and sustain the volunteers of the organization to include volunteer drivers and office coordinators
- Identifying the enrolling clients
- Educating both volunteers and clients on the policies and procedures set forth by the organization
- Creating, maintaining, and revising client and volunteer records as needed
- Maintain a detailed record of all contacts to include clients and volunteers.
- Maintain the organization's financial records and ensure the sustainability of the program.
- Evaluate and measure the satisfaction of the volunteer driver program and implement change in the program based upon results
- Contact

### Qualifications:

- Ability to communicate effectively with clients, volunteers, board of directors, staff, donors and community members.
- Ability to work with and understand the needs of the clients served by the organization.
- Strong interpersonal skills
- Ability to multi-task and meet deadlines
- Ability to research funding opportunities to include grants, public and private funders
- Ability to work collaboratively with other volunteer driver programs and organizations with similar missions.
- Ability to evaluate the program's processes and standards and implement changes as needed
- Ability to adapt to changing situations
- Ability to maintain computer databases for finances, driver and client records.
- Ability to supervise paid and unpaid staff
- Ability to coordinate board of directors meetings

**Time Commitment:**

Volunteer working hours will be dependent on the demand for rides. However, volunteer office coordinators will be working from 9am-4pm split into two shifts. Generally, the Director shall work an (8) eight hour work day from 8:30am-5pm. This position shall be a full-time position.

**Reports to:** Board of Directors

## Volunteer Position Description

### Driver

**Purpose:** Provide transportation to individuals aged 60 and over. Transportation means independence and freedom, by providing this service you will be improving the life of an older adult in your community and allow them to continue living independently.

#### Key Responsibilities:

- Provide round-trip transportation to medical appointments and/or grocery stores
- Call passenger the day before the trip to verify ride time/location and introduce yourself.
- Be punctual and dependable in picking up clients at the scheduled time
- Report any problem stemming from a transportation assignment
- Report any health, safety or well-being concerns regarding passengers.
- Call immediately if unable to keep an assigned ride request.
- Inform the office of changes in your availability and when you will be out of town or leave of absences.

#### Other Specifics:

- All rides are coordinated through the office coordinator with the use of RideScheduler, an online computer program. You are contacted by phone or email or you may select assignments yourself online.
- Drivers are matched up with clients by zip code in order to reduce the travel distance
- Drivers have the right to refuse any assignment
- Drivers do not lift passengers or transport wheelchairs

#### Qualifications:

- Have access to a vehicle that is roadworthy, reliable and suitable for clients' needs.
- Have a valid Virginia driver's license, liability insurance and safe driving record (plus points only)
- Have a general knowledge the metro Richmond and Williamsburg area
- Understand the limitations experienced by some older adults, such as mobility and hearing/vision loss.
- Possess the ability to interact with diverse populations, be reliable and prompt
- Be patient and courteous under all types of circumstances, and maintain a warm, helpful and friendly attitude.
- Balance concern for clients with appropriate boundaries.

**Time Commitment:** The frequency of rides is up to the driver. Choose how often, when, where and who you will drive. Appointments are scheduled between 9am and 3:30pm, Monday through Friday. Drivers will not be asked to drive on the weekends. Each ride duration will be estimated on Ride Scheduler.

**Reports to:** Organization Director

**Orientation and Training:** Training for this position will be provided.

## **Volunteer Position Description**

### Office Coordinator

**Purpose:** Provides assistance in arranging rides, provided by volunteers, to those who are aged 55 and older so they may continue living independently in their own homes. The Coordinator serves as the liaison between the clients and volunteers.

#### **Key Responsibilities:**

- Take client requests for medical transportation and grocery shopping and enter into Ride Scheduler (online transportation system).
- Fill requests by matching clients with volunteer drivers or grocery shoppers that are in or close to the client's' location primarily utilizing the Ride Scheduler system.
- Record activity on appropriate documents and in Ride Scheduler
- Refer clients to other services and organizations as appropriate.
- Other administrative duties and special projects as needed

#### **Qualifications:**

- Communicate with diverse populations over the phone and in-person
- Have a general knowledge of metro Richmond and metro Williamsburg
- Be patient and courteous under all types of circumstances, while maintaining a warm, helpful and friendly attitude
- Ability to work independently
- Balance concern for clients with appropriate boundaries
- Have good organizational skills
- Be detail oriented and reliable
- Have basic computer skills

**Time Commitment:** Shifts are 3 ½ hours between 9am and 4pm (9am-12:30pm; 12:30pm-4pm), Monday through Friday. Office Assistants are asked to work a minimum of 2 shifts per month. This position may take place remotely or in an office space.

**Reports to:** Organization Director

**Orientation and Training:** Training for this position will be provided. You will be given a clear understanding of the procedures and ongoing training until you are comfortable on your own.

**Benefits:** The chance to improve the lives of older adults in your community!

## Driver Application

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ Middle Initial: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zipcode: \_\_\_\_\_

Primary Phone: \_\_\_\_\_ Secondary Phone: \_\_\_\_\_

Email: \_\_\_\_\_ Veteran? **Yes** **No**

Virginia Driver's License Number: \_\_\_\_\_

\*\* Please be prepared to provide a copy of your driver's license

Birthdate: \_\_\_\_/\_\_\_\_/\_\_\_\_

### Insurance Information

All volunteer drivers must meet at least the minimum auto insurance coverage requirements by the state of Virginia. These requirements can be found at:

<https://www.dmv.virginia.gov/vehicles/#insurance.asp> The organization will also require a copy of your current auto insurance card.

Insurance Carrier: \_\_\_\_\_

Policy Number: \_\_\_\_\_

Agent or Agency: \_\_\_\_\_

### Driving Record and Vehicle Information

Have you been charged with any traffic violation(s) within the last three years? **Yes** **No**

If yes, please explain: \_\_\_\_\_

To print your driving record: [https://www.dmv.virginia.gov/general/#records/drive\\_record.asp](https://www.dmv.virginia.gov/general/#records/drive_record.asp)

Vehicle being used during volunteer driving service

Year: \_\_\_\_\_ Make: \_\_\_\_\_ Model: \_\_\_\_\_

License Plate #: \_\_\_\_\_ Color: \_\_\_\_\_

### Availability

Please designate the days and times in which you will be available to driver

Monday: \_\_\_\_\_

Tuesday: \_\_\_\_\_

Wednesday: \_\_\_\_\_

Thursday: \_\_\_\_\_

Friday: \_\_\_\_\_

Please indicate all of the times you may be available to serve as a volunteer driver. (For example, if you are available any Tuesday and the 1st Wednesday or the mornings on Fridays, please indicate on the appropriate days.)

Please indicate any places you are NOT available to travel to: \_\_\_\_\_

### **Medical Information**

Do you have any medical or physical conditions that may interfere with your ability as a volunteer driver?    **Yes**    **No**

If yes, if the condition corrected with medications or other means? If so, please explain:

\_\_\_\_\_  
\_\_\_\_\_

### **Emergency Contact Information:**

Name: \_\_\_\_\_

Relationship: \_\_\_\_\_      Phone Number: \_\_\_\_\_

*If any information provided on my application shall change, I shall inform the organization in a timely fashion.*

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_      Date: \_\_\_\_\_

## **Background Check Process**

Virginia State Police can conduct a criminal background check on any applicant wishing to volunteer with the organization for a fee of \$15 per applicant. Application for a criminal background check can be found at:

[http://www.vsp.state.va.us/CJIS\\_Criminal\\_Record\\_Check.shtm](http://www.vsp.state.va.us/CJIS_Criminal_Record_Check.shtm)

Protect My Ministry (Faith-based Organization) conducts criminal background checks for faith-based organizations at a deeply discounted rate. Visit the webpage for more details:

<http://protectmyministry.com>

## Requirements to become a Volunteer Driver

### *Overview*

Drivers must be courteous, safe and reliable. Drivers are the most important resource of a volunteer driver program. Drivers shall be eligible by maintaining a safe driving record (positive points on driving record only) by providing their driving history through the Virginia Department of Motor Vehicle's web portal. Applicants must also pass a criminal background check conducted by the Virginia State Police.

### *Minimum Requirements:*

**License:** A volunteer driver must possess a valid Virginia Driver's License

**Age:** A volunteer driver must be at least 21 years of age and/or at least 5 years of driving experience.

**Suspension or revocation of license:** Report of a suspension or revoked license within the past 5 years may cause the volunteer's application to be rejected. Report of a suspension/revocation within the last 10 years for reckless driving, hit-and-run, leaving the scene of an accident, driving while under the influence of drugs or alcohol, driving while impaired or a felony charge will result in an application rejection.

**Violations:** Any moving violations received by a volunteer driver will be reviewed and may result in application rejection based upon the Director's discretion. A "Failure to Appear" on a driving record may result in application rejection.

**Accidents:** Any accident in which a potential volunteer driver has been involved will be reviewed and may result in application rejection.

**Insurance History:** Cancellation or non-renewal of insurance coverage within the past 5 years will be reviewed. Filing of a Certificate of Financial Responsibility by a potential volunteer driver due to his/her personal driving record may result in an application rejection.

**Physical Requirements:** A potential volunteer driver must be able to physically perform essential driving functions and be able to assist clients in entering and exiting their vehicles.

## Vehicle Checklist

Prior to each ride taking place, volunteers shall inspect the safety of their vehicles. Checklists such as the ones below can be utilized for volunteers to check the safety of their vehicle before beginning their volunteer service.

VFIS: <http://www.vfis.com/portals/vfis/documents/communiques/Personal-Vehicle-Safety-Checklist-VFIS.pdf>

Texas Department of Insurance: <http://www.tdi.texas.gov/pubs/videoresource/cklvehicle.pdf>

Boy Scouts of America: [http://www.scouting.org/filestore/pdf/MotorVehicleChklst\\_Update.pdf](http://www.scouting.org/filestore/pdf/MotorVehicleChklst_Update.pdf)

Checklists like these can be modified for the organization's specific needs.

## Confidentiality Agreement

All volunteers shall be required to sign a confidentiality agreement or nondisclosure agreement. Volunteers may come into contact with sensitive client information and it is the responsibility of the organization to ensure the information is protected by the volunteers.

The National Council of Nonprofits site has sample confidentiality agreements:

<https://www.councilofnonprofits.org/sites/default/files/documents/SAMPLE%20Confidentiality%20Agreements.pdf>

The organization shall create a confidentiality agreement based upon their specific organization's needs.

## **Volunteer Driver Guidelines**

### Driver to Client Contact Procedures:

#### Telephone Calls

1. Drivers shall call the client within 24 hours of accepting a ride. The driver shall confirm with the client the time of the ride, time of the appointment, etc. Any special instructions may be given to the driver at the time such as which door to knock on (side or front), etc.
2. Drivers shall contact the clients the morning of the ride to confirm the appointment and ensure that the client will be ready at the agreed upon time.

Drivers shall always wear their name badge throughout the entire volunteer service and display their driver window card for identification

Drivers are free to make additional stops (i.e pharmacy, bank, quick grocery trip) for the client. These additional stops shall be left to the discretion of the driver.

If drivers encounter any problems or concerns, they shall be reported to the organization in a timely fashion.

Drivers shall notify the organization of any changes in their availability, address, frequency of schedule. The organization shall also be notified of any vacations or trips that may impact their volunteer service.

If the client contacts the volunteer driver directly, the client shall be directed to the organization to make transportation arrangements.

Hours worked will be dependent on the type of trip, appointment length, etc. Volunteer drivers shall plan accordingly and speak with the client about approximate length of outing.

**Volunteer Driver Incident Report**

Driver Name: \_\_\_\_\_

Date of Incident: \_\_\_\_\_

Time of Incident: \_\_\_\_\_

Location of Incident: \_\_\_\_\_

Name of Client Involved: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Name & Phone Number of Witnesses to Incident:

\_\_\_\_\_ Phone: \_\_\_\_\_

\_\_\_\_\_ Phone: \_\_\_\_\_

\_\_\_\_\_ Phone: \_\_\_\_\_

Description of Incident: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Volunteer Driver Signature: \_\_\_\_\_

\*\* Please use back page if necessary for description of incident

## Client Eligibility

### Client Eligibility

To participate in the volunteer driver program, individuals will need to be age 60 or over and live in the defined service area. The volunteer driver program is targeted to individuals who do not drive or can no longer drive, but wish to continue living independently in their communities. Individuals who wish to utilize the volunteer driver program must be ambulatory (able to walk), but may use assistive devices such as a cane or lightweight walker for stability. However, the organization is not equipped to accommodate wheelchair clients.

### Types of Rides Delivered

Clients may take advantage of the 3 major types of rides delivered by the organization's volunteer drivers.

1. Medical: includes all medical appointments that are not considered emergencies or life threatening.
2. Personal Business and Support Services: Examples include visitations of spouse or others in a facility and banking, rides to an agency or organization that provides support services to the client, ie. Social Security Office, Veteran's Administration Offices, Resource Centers, local agencies and local food pantry, etc.
3. Shopping Rides: This includes grocery shopping but can include a shopping trip to local department or retail stores.
4. Other trips may be provided at the direction and approval of the Volunteer Driver Program Director.

Volunteer driver programs will deliver transportation to:

- Medical appointments (maximum 2 times a month)
- Grocery store (maximum 2 trips a month; maximum of 3 hours for shopping)
- Personal business (maximum 2 trips a month)

A client cannot exceed 6 trips in a month (2 per grocery, 2 per medical appointment, 2 personal business).

If a client is in need of a trip to the bank or pharmacy then these stops may be incorporated into the grocery store trip, medical appointment trip, personal business trip but may not be scheduled as a standalone trip. You must let the driver know of these additional stops when scheduling the appointments. This will provide a variety of essential trips, while also being efficient by incorporating smaller trips into the larger trips. Additional stops are at the discretion of the volunteer driver.

### Requesting a Ride:

When requesting a ride, the client may call into the organization Monday-Friday from 9am-3pm and leave a voicemail with the following information:

- Client's Name
- Phone Number

- Client's Home Address
- Client's Destination Address (Including Doctor's name, Grocery Store name, etc.)
- If the client uses an assistive device such as a walker, cane, etc.
- The day and time in which the pickup and return are requested

### **Guidelines**

- Rides must be requested 7 days in advance.
- Clients are responsible for any tolls incurred during the ride.
- Transportation can only be provided once within a 7 day period
- All Virginia laws must be adhered to while utilizing the volunteer driver program (ex. Seatbelt law).
- Additional stops are at the discretion of the volunteer driver. Please limit your additional stops to take under 30 minutes additional to complete.

### **Pets**

When a driver is coming to the client's home, it will be required that the pet is contained to a separate room. While the pet may be friendly, we want to ensure the safety of all of our drivers. Service animals are acceptable by the organization.

**Client Application**

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ Middle Initial: \_\_\_\_\_

Primary Phone: \_\_\_\_\_ Secondary Phone: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip code: \_\_\_\_\_

Email: \_\_\_\_\_ Veteran? **Yes** **No**

Birthdate: \_\_\_\_/\_\_\_\_/\_\_\_\_

Medical Conditions: \_\_\_\_\_

\_\_\_\_\_

PCP Name: \_\_\_\_\_

PCP Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Preferred Grocery Store Name & Address : \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Preferred Pharmacy: \_\_\_\_\_

\_\_\_\_\_

**Emergency Contact Information**

(Primary)

Name: \_\_\_\_\_

Relationship: \_\_\_\_\_ Phone: \_\_\_\_\_

(Secondary)

Name: \_\_\_\_\_

Relationship: \_\_\_\_\_ Phone: \_\_\_\_\_

How did you hear about us: \_\_\_\_\_

\_\_\_\_\_

I understand and agree to adhere to the guidelines set forth by the organization. I understand that failure to do so could result in the removal of my volunteer transportation services. As a receiver of this service, I relieve the organization of any liability due to accident or illness while in the care of their volunteer. I also give my permission to utilize any photos taken while participating in the program.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Special Thanks

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