

August 7, 2023

Dear West Texas RSVP Faith in Action Client:

We are pleased and honored to help you with your transportation needs. So we may better serve all of our care recipients, please remember the following:

1. If you have other means of transportation, please contact those resources before calling the Faith in Action (FIA) office.
2. Providing transportation to medical appointments is our first priority.
3. You must give FIA at least a 48 hours' notice to schedule a volunteer driver. If your appointment is on a Monday, the Saturday and Sunday prior to your Monday appointment does NOT count as a "48" hour notice. You would need to call your appointment in to the FIA office by the Wednesday prior.
4. Appointments must be scheduled on weekdays between the hours of 9:00 am and 4:00pm.
5. As soon as you know the appointment date and time, call FIA to schedule a driver.
6. All transportation for appointments must be scheduled by calling 325-944-9666 x:214, allowing the staff to schedule appointments. Do not call the volunteers directly.
7. Only services previously scheduled will be provided on the day of the appointment.
8. When a driver has been scheduled, you will be notified. The driver will call you the day before the appointment to confirm and discuss the details.
9. If an appointment is changed or cancelled, you must call FIA so our driver does not make an unnecessary trip. You may leave a message on our answering machine at any time. If you fail to call us 3 times, you will no longer be eligible for FIA services.
10. Report changes in your address, phone number, or other contact information to the FIA office.
11. If you expect your appointment will be longer than 1 hour, discuss with your driver whether they wish to wait or come back to pick you up. If they decide to leave and come back, they will give their phone number to you or the receptionist.

12. Volunteer caregivers are not responsible for transferring a care receiver who uses a walker to/from the vehicle. Care receivers must be able to transfer without assistance. Volunteers cannot provide transportation to a person who uses a wheelchair.
13. Care receivers must be able to walk to the vehicle on their own. The volunteer may offer his/her arm in the manner of escorting a person when climbing steps, walking distances, etc.
14. All volunteers have a FIA identification card that you may ask to see before being transported.
15. FIA services are provided at no charge. Shopping is the only service for which money will be exchanged between a volunteer and client. A Shopping Receipt form will be used to document such activities.
16. **RSVP Volunteer drivers will not transport FIA Clients to their medical appointments during inclement, unsafe weather conditions, which include icy roads and/or severe weather. The Volunteer driver has the authority to make this decision when unsafe weather conditions exist.**
17. FIA services are provided to you by volunteers as a courtesy. We reserve the right to refuse to provide services if our volunteers are treated disrespectfully.