

## **VOLUNTEER GUIDELINES FOR TRANSPORTATION**

1. The volunteer should make telephone contact with the care receiver within 24 hours of the care receiver's scheduled appointment.
2. If the volunteer is unable to perform an assignment for any reason, the volunteer should call the care receiver and the RSVP office at 944-9669 as soon as possible.
  - Be sure to leave a message if an answering machine picks up the call.
3. The volunteer is expected to be dependable.
  - Always allow enough time for the person to be on time for their appointment.
  - The volunteer should always allow extra time for traffic, weather, or other unforeseen problems in transporting a care receiver.
4. When driving in inclement weather the volunteer should use extra caution and be aware of problems that may arise.
  - Reschedule the appointment if weather is hazardous.
5. When picking up a care receiver at the scheduled time, the volunteer need not enter the care receiver's home to escort the care receiver to your vehicle.
  - You may wait outside the entry door after the care receiver answers the door.
6. The volunteer should never enter a home if the care receiver does not answer the door at the scheduled time.
  - Call the RSVP office at 944-9669 for further direction.
7. When first meeting a care receiver or whenever asked to do so, the volunteer should identify him/herself to the care receiver by using the identification badge provided by RSVP FIA.
8. The volunteer should make an effort to park as close to a door as possible.
  - DO NOT PARK IN HANDICAPPED PARKING unless proper identification is displayed in the car.
9. Be aware of the physical limitations of the care receiver in regard to walking on uneven surfaces, climbing steps, walking distances, variations in lighting, etc.
  - The volunteer may offer his/her arm in the manner of escorting a person.
10. The volunteer is not responsible for transferring a care receiver who uses a walker to/from the vehicle.
  - Care receivers must be able to transfer without assistance.
  - The volunteer may not provide transportation to a person who uses a wheelchair.
11. 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.
12. If the care receiver is holding the volunteer's arm, the volunteer should avoid sudden changes of speed or direction.
  - If the care receiver uses a cane, the volunteer should walk on the care receiver's unencumbered side.

13. When arriving at the medical appointment, the volunteer should identify him/herself to the staff as a volunteer from RSVP FIA who is assisting the care receiver.
  - The volunteer should inquire about the length of the appointment and make arrangements with the care receiver either to wait during the appointment or to return at a specific time.
  - It is advisable that you notify the receptionist of your intent regarding staying with the care receiver or leaving.
14. If the volunteer leaves, he/she should meet the care receiver at the same place the care receiver was left and at the agreed upon time.
  - A RSVP FIA calling card may be left with the care receiver or the receptionist.
15. Seat belts must be worn at all times by the volunteer and passengers.
  - The volunteer is to obey all traffic laws, regulations, and speed limits.
  - The volunteer is expected to be a safe and courteous driver.
16. Under no circumstances should a volunteer operate a vehicle that is owned by a care receiver.
17. The volunteer should perform only scheduled services.
  - If the volunteer wishes to do more or is asked to do more by the care receiver, please discuss this with the RSVP office.
18. The volunteer should never offer advice on legal, medical, financial, or personal issues.
19. The volunteer should never loan money to the care receiver or accept money from the care receiver.
20. The volunteer should keep RSVP Staff updated about how much assistance the care receiver needs.
  - RSVP may have out-of-date or incomplete information on living environment, mobility, health problems, etc.
  - The volunteer should be alert to changing needs of the care receiver and inform RSVP of additional services or assistance that may be needed.
  - Call the RSVP office at 944-9669 if you determine the care receiver needs more assistance than you can provide.
  - Call the RSVP office at 944-9669 if you have any concerns about the safety, health, or welfare of a care receiver.
  - If the care receiver's situation requires attention when the RSVP Staff is not available, call the Adult Protective Services Hotline at 1-800-252-5400.
  - Call 911 if you determine that the situation is an emergency or life-threatening.