**Volunteer**

**Driver**

**Handbook**



Community Life Ride

177 E Main Street, Hendersonville, TN 37075

615-431-2660

Program Manager: Christine Martin

christine@communitylifebridge.org

communitylifebridge.org/ride

January 2021

**OVERVIEW**

***Community Life Bridge- Mission***

Community Life Bridge is a 501(c)3 organization that exists to meet the needs of senior adults in Sumner County through programs and services that promote quality of life and independence.

***Community Life Ride (CLR)***

Community Life Ride (CLR) is based on successful senior volunteer transportation programs for older adults that have been in existence in other regions of the U.S. for many years. Volunteers are the heart and soul of this program and the reason that it is sustainable and affordable.

Volunteers use their own vehicles to transport eligible riders. Personal auto insurance policies will provide primary coverage; CLRprovides a secondary insurance coverage when volunteer drivers provide rides scheduled through the program. See Exhibit J-5 for more information on insurance and liability coverage.

CLRprovides door-through-door service as needed. In some cases, a rider may need assistance with groceries. In no case is the volunteer required to carry, lift, or provide special assistance that could harm him/herself or the rider. If a rider is too frail to use CLR only withlight support, they must have an escort, age 18 or older. While providing rides, it is the driver’s responsibility to inform staff if a rider needs more assistance than CLR can provide, or if an escort is required.

Rides are for essential trips, including hospitals, medical offices, pharmacies, banks, grocery stores and other destinations. Based on the need, riders will be allowed to have one [1] escort over the age of 18 that can accompany them to their approved destinations. Additional riders and pets are considered on a case-by-case basis.

***Funding***

All riders using CLRpurchase annual $25 memberships and buy rides in advance. Each rider pays $6 per round-trip. All rides are prepaid; *volunteers collect no money!* The balance of financial support is received from grants, sponsorships, and public donations.

***Rider Eligibility***

Eligible riders for CLRare over the age of 60, able to get in and out of a car only with light assistance, able to communicate and understand, and able to prepay rides. Portable oxygen is permitted. CLRis focused on providing essential rides to individuals who live independently, allowing them to remain independent.

***Why Be a Volunteer Driver?***

CLRvolunteers reap intangible rewards and satisfaction from helping people that need rides in order to obtain essential services that are linked to transportation.

Drivers indicate their availability and only drive when it’s convenient for them. For those who request gas reimbursement, it is based on the number of miles driven and paid out quarterly at 20 cents per mile. Tracking of miles is done through the Assisted Rides software (Exhibits I-2 and I-3).

***Staffing***

The CLB Executive Director and CLRProgram Manager are dedicated to the success of the program, its volunteers and riders, and provides support and advice to all. CLR staff is always available to assist with questions, concerns and problems.

|  |
| --- |
| ***The best way to recruit volunteers is through sharing your experiences with others. Please don’t hesitate to talk with your friends and neighbors about CLR – it may result in more volunteers that can help us expand our transportation to older adults in your neighborhood!*** |

***Driver Qualifications and Requirements***

In order to volunteer in the CLRprogram, the following requirements must be met:

* A minimum age of 21.
* Completion of an application and other required forms.
* Successful completion of criminal background and driving records checks.
* Valid TN driver’s license and safe driving record.
* Two personal references and a face-to-face interview with CLR Staff.
* Vehicle liability insurance policy that meets TN minimums. (CLR recommends 100/300/100.)
* Maintain clean vehicle in safe operating condition.
* Successfully complete all training requirements.
* Access to cell phone (smartphone) and/or personal computer.
* Commit to drive at least once per month, unless out of the area for extended period.
* Willingness to drive without distractions (cell phone, texting, ear pods, eating while driving)
* Be skilled at maps and logistics
* Able to take direction from the CLR Program Manager

***Driver Code of Conduct***

CLRwelcomes you as a volunteer. With your assistance, we can provide a service that otherwise would not be possible. We thank you for dedicating your time and talents. We believe that you are special because you have learned how to give of yourself to help others achieve a better quality of life by enabling riders to obtain essential services and participate in meaningful activities.

As a volunteer, we expect you to adhere to the following Driver Code of Conduct:

* I will conduct myself in a professional courteous manner, be friendly, and understanding.
* I will not accept tips, donations or request any meals be paid by the rider.
* I will treat my volunteer work seriously, as if I were paid a salary.
* I will think of riders as friends.
* I will treat everyone as an individual, and whatever their personal difficulties, be supportive and emphasize their abilities.
* I will not make derogatory or discriminatory remarks.
* I will refrain from giving personal advice on family or personal matters.
* I understand and accept that sexual harassment or inappropriate contact with riders is not allowed.
* I will not use alcoholic beverages or mood-altering drugs prior to or while serving as a volunteer.
* I will refrain from smoking on duty, in order to provide a smoke-free environment for the rider.
* I will be punctual in the performance of my duties.
* I understand and agree that I must keep rider information confidential.
* I will regularly consult the CLR Volunteer Driver Handbook and conform to its guidelines, and to the policies and procedures of CLR.
* I will not make additional stops for riders unless these are pre-arranged.
* I will comply with all laws and regulations concerning driving, including laws pertaining to the use of seat belts, cell phone use, and speed limits.
* I will promptly notify CLR of any physical conditions, vehicle defects, or road conditions that might affect my safety or the safety of those I am driving.
* I will notify CLR of any traffic violations I receive - even if given while driving on my personal time.
* If involved in an accident while driving for CLR, I agree to cooperate with the police, CLR staff, and CLR’s insurer, its insurance adjusters, and attorneys. I will also contact CLR staff to inform of the situation, and report whether I am still able to proceed with the ride. If not, I understand that CLR will attempt to schedule follow-up transportation for the rider.
* I pledge that when I drive my own vehicle on behalf of CLR, I will maintain adequate personal auto insurance and provide proof of coverage to CLR as requested. I also understand that as a volunteer driver, my personal auto coverage will be activated for any accidents or incidents that involve my vehicle, including those that occur while I am serving as a volunteer driver for CLR. I understand that I am encouraged to inform my insurance agent of my volunteer role with CLR. I understand that my information may be shared with CLR’s insurer.

***Service Area***

CLR currentlyprovides rides for residents with a 37075 and 37066 zip code within 37075/37066/37072. The service area will eventually expand. A key factor that determines the timing of expansion is the success of the volunteer driver recruitment program.

***Hours and Contact Information***

The CLRoffice hours are between 9:00 a.m. and 4:00 p.m. Monday through Friday. The phone number to call is (615) 431-2660. The rides are not offered on weekends and holidays. Exhibit E-4: Holiday Schedule lists the holidays when CLR services are not provided.

***Non-Discrimination/Drug-Free Statement***

CLRis committed to respect all eligible riders. Therefore, there will be no tolerance for any actions of discrimination due to race, culture, age, religion, or disability. Moreover, there will be no tolerance for the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance by either the volunteer or the rider. Any of these actions are grounds for suspension from the CLR program.

***Complaints***

If you have any complaints or issues regarding a rider, a policy or procedure, or any other issue that may require attention, please contact the CLR Program Manager.

If a rider files a complaint against a volunteer driver, the CLR Program Manager will contact the respective driver to gather all of the facts before reaching any resolution of the complaint.

If a rider complains about another volunteer driver to you, please do not take sides or criticize a fellow volunteer. Instruct the rider to call the Program Manager about the concern.

***Driver Evaluation***

In order to get feedback from the riders and drivers about their experience with CLR, the CLR Office will conduct occasional Rider Satisfaction Surveys and Volunteer Surveys.

The surveys will be anonymous and your participation and feedback are strongly encouraged.

**DRIVER/RIDER CONDUCT EXPECTATIONS**

***Rider Code of Conduct***

The intent of the CLRProgram is to ensure a safe environment for both you and the rider. For this reason, CLR requires all older adults who wish to receive the ride services to become the members of the CLR Ride Program first and sign a Rider Code of Conduct (Exhibit G-4), just like all volunteer drivers are asked to sign a Driver Code of Conduct (Exhibit G-8). If there is any indication that the rider is unruly or is not honoring the Rider Code of Conduct, you can refuse to give the ride. In such a case, you should immediately contact the CLR Office to inform them of the situation. The CLR staff who received the information will list the ride as “abandoned” in the Assisted Rides scheduling spreadsheet.

This is the Rider Code of Conduct:

* I will be ready for my ride at the scheduled time.
* I will not make derogatory or discriminatory remarks.
* I will not use alcoholic beverages or mood-altering drugs prior to or during my ride.
* I will refrain from smoking and eating in the driver’s automobile.
* I will treat the driver with dignity, courtesy, and respect.
* I will immediately contact the driver and CLRas soon as I know that I am not able to keep my requested ride. I understand that no-shows and last-minute cancellations may result in penalties.
* I understand that all trips must be pre-arranged and the driver will only take me to the destination(s) that are originally scheduled. I will not request additional stops during my scheduled trip.
* I understand that the driver is not required to carry, lift, or provide special assistance that could cause harm.
* I understand my responsibility to prepay for rides and for any parking or toll fees.
* I understand that inclement weather may result in cancellation of the scheduled trip.
* I know thatSRS drivers cannot accept any money, gifts or tips.
* I will treat the driver with dignity, courtesy, and respect.
* I agree to participate in the Report Card program and will provide both positive and negative comments I have about the CLR program.
* I accept my obligation to uphold this code of conduct or I could face temporary or permanent removal from the CLR program.

***Interaction with Riders***

Each volunteer driver should refer to the Driver Code of Conduct (Exhibit G-8). This Code of Conduct must be adhered to when you are performing your duties. As you transport your rider, follow the simple advice below:

* Treat each rider with respect and dignity in the same way that you would like to be treated.
* Be a good listener, enjoy the conversation and participate if you feel so inclined; however, if asked to provide advice on family or personal matters, refrain from doing so.
* Information about your rider is confidential.
* Finally, never underestimate your role as a volunteer driver. In many cases, you may be the only individual who sees the rider on this day or any day. Understanding this should give you a sense of fulfillment for doing your duty as a volunteer driver because you made someone’s day special by showing up just for him or her. Moreover, on occasion, you may also observe a change in a rider’s behavior or condition. If this change concerns you, please notify the CLR Office about the situation so that an appropriate care manager or social worker can be contacted to follow up.

***Rider Assistance***

Remember … always be kind and courteous to your rider. CLRoffers door-through- door service. Please go to the door of the residence and see if your rider needs help when you arrive. Helping the rider to and from the car by offering an arm prevents accidents and promotes safety. You are also expected to walk with the rider into the destination and wait with him/her, if that has been prearranged.

You are not expected or advised to lift riders in and out of your vehicle. This is for your safety and that of the rider. Riders are asked to have an escort available to help them if they need special assistance of this type. Remember – use good judgment in helping people. If there is an emergency, call 911 first and then call the CLRstaff.

***Ride Fare***

*Never* accept any cash or tips as stated in the Driver Code of Conduct. All riders prepay for their trips directly to CLR, eliminating the need for you to collect money. By collecting fares or tips you may void your auto insurance by becoming a “taxi,” and that is not worth the risk!

***Rider Donation***

Riders may give a donation. The simplest way for the rider is to contact the CLR Office or mail it directly to CLR.

***Driver Training/Recognition***

The CLR initial training is mandatory for all volunteer drivers. Also, you are strongly encouraged to attend additionaltrainings and volunteer gatherings CLR hosts or recommends. Although it is understandable that you may not be able to attend every one, it is encouraged that you attend at least two meetings annually. These meetings are designed to provide an opportunity for volunteers to share experiences and gain new information that you can use during your work with CLR. Please note that your attendance to the trainings and meetings will be documented in your file CLR keeps as an important information for the CLR Risk Management Program.

**POLICIES AND PROCEDURES**

***Assignment of Trips***

All trips will be listed in the web-based CLRsoftware, Assisted Rides. Once you complete all requirements as identified in this handbook, you will be given a personal username and password to access the web-based system from your home computer or smartphone and assign yourself to those trips that you are able to provide.

Once you confirm yourself as the driver for a scheduled ride, ***it is your responsibility to contact the Rider the day before the trip to make all of the necessary pre-trip arrangements***. This telephone confirmation reassures the rider that the trip is assigned and is a *very important*step in the process. The CLRsoftware provides your rider’s address, telephone number, and a map of your assigned trip. Directions can be printed out from the Trip Manifest.

Completing the trip after you have given the ride is very important. Log back into Assisted Rides and enter the actual time spent and confirm the miles driven. This ensures that the CLR records are accurate.

***Cancellation Procedures***

There may come a time that either you or the rider must cancel the ride request. If you must cancel the ride*,* use Assisted Rides to remove yourself from the trip and contact the rider if needed. Additionally, if you know of another qualified volunteer driver who is willing to take your ride, make the change and inform the rider; otherwise, CLR staffwill try to find another volunteer driver.

If the rider cancels the ride, he/she calls the CLR staff and may also contact you. If the rider does not notify you, and you attempt to pick her/him up, there is an entry in the web-based system for you to reflect a “no-show.”

Additionally, at the time of the appointed ride, you can deny a rider transportation if the rider is unruly or does not adhere to the Rider Code of Conduct. In such a case, you must immediately contact the CLR Officeto inform staff of the situation.

***Mileage Reimbursement***

The rate of reimbursement is 20 cents per mile from the rider pickup location to the destination and back. It is your responsibility to ensure that your completed ride is updated in the web-based system in order that your mileage is correct.

Payments for the trips you perform will be done quarterly. You must print out and sign your mileage statement from Assisted Rides and return it in order to be issued a check. If you do not have access to a computer, the CLR staff will mail you a copy of the payment statement for you to sign and return. If you elect to donate your mileage, a mileage statement for the year with the total amount donated can be printed out from Assisted Rides and used for income tax purposes.

***Personal Automobile***

It is your responsibility to have an insurance policy in place while performing duties as a volunteer driver. CLRprovides an excess insurance policy, but in the case of an accident, your auto insurance policy will provide primary coverage. Your insurance policy should meet or exceed that required by the State of Tennessee.

It is recommended that you carry in your vehicle a first aid kit, paper towels, tissues, and a small wastebasket. It is advisable prior to any trip you conduct the following pre-trip actions:

* Perform a walk around your vehicle -- check tires and look for any visible sign of leaks.
* Ensure your mirrors, wipers, turn signals, lights, and seat belts are functional.
* Ensure the interior of your vehicle is clean and free of debris.
* Check fluid levels, i.e., oil, coolant level, windshield fluid, brake fluid, power steering, etc.
* Check brakes to see that they are working properly, i.e., press your brakes, they should depress and there should be clearance between the brake pedal and the floorboard, they should not go to the floorboard.

It is advisable that you perform periodic preventive maintenance as outlined in your owner’s manual. Generally, maintenance should be performed every 3,000 or 5,000 miles.

CLR encourages all volunteer drivers to complete a driver safety course, offered regularly by AARP and AAA. Your fee may be reimbursed by CLR when you provide a certificate of completion.

***Accidents/Incidents***

If you have an accident while driving, or if your rider experiences an incident prior to arriving at their destination, or if the incident happens at the destination prior to your departure, please follow the instructions in the accident / incident procedure that follows.

* Do not leave the scene if involved in an accident / incident.
* Remain calm.
* Try to ensure the safety of all involved.
* Call 911/ or have someone else make the call.
* Do not move an injured individual until emergency personnel arrive unless further injury is possible, for example: if the individual is left in the vehicle and the vehicle catches fire.
* Render first aid such as stop bleeding, ensure breathing, treat for shock, as necessary if you know how.
* Identify witnesses.
* If possible, take pictures.
* Do not discuss liability.
* Exchange insurance information.
* Obtain a copy of the police / incident report / report number if applicable.
* Contact the staff at the CLR Office to inform of the situation, and report whether you are still able to proceed with your ride. If not, ask CLR staff to arrange follow-up transportation for the rider.
* **Call the CLR office at (615) 431-2660 to report the incident as soon as possible.**

***Sick Rider***

If a rider becomes sick while being transported, please get to the nearest clinic or hospital for help. Remember, follow safe driving practices.

***Sick Driver***

While transporting a rider and you become sick, please get to a safe place, contact the CLR Office and inform him/her of the situation. If possible, remain calm and inform the rider of the situation.

Ensure the rider that the CLR Office has been contacted. It will be the responsibility of the office staff on duty who received the call to take appropriate action to find another driver, and if necessary, contact the rider’s destination to inform staff of the delay.

***Weather Conditions***

Sumner County weather can vary widely from one area to another, CLR has a policy that relies on the individual volunteer drivers and riders to make decisions on whether or not to cancel scheduled trips. Drivers are urged to always err on the side of caution and use the following process:

* Inform the rider, when confirming the ride, that hazardous weather is expected.
* Ask if the rider still wants to go if it is… (Snowing, raining, extremely cold or hot, *etc.*)
* If the answer is “No,” write a driver note in Assisted Rides and email the CLR program manager at ride@communitylifebridge.org of the cancellation.
* If the answer is “Yes,” tell the rider that a call to confirm will be made in the morning.
* In the morning make another call to the rider, either informing that the trip is being cancelled (by you) or asking if the rider still wants to make the trip.
* If the answer is “No,” write a driver note in Assisted Rides and email the SRS program manager at ride@communitylifebridge.org of the cancellation.
* If the rider still wants to go and the driver is willing to make the trip, it is recommended that either the rider or the driver call the destination to verify that it is open for business.
* If the destination is closed, write a driver note in Assisted Rides and email CLR Program Manager at Ride@communitylifebridge.org of the cancellation.
* If the ride goes as scheduled, select “Completed” in Assisted Rides.

|  |
| --- |
| REMEMBER: CLR *will not* be using local media to announce closings. The program relies on its drivers and riders to decide when to go and when to stay home. All that is asked is to inform the CLR staff of the decision. |

***Vehicle Breakdown***

If you experience a vehicle breakdown, try to maneuver your vehicle to the side of the road out of the lane of traffic, and turn on your four-way flashers. Please try to keep the rider(s) calm by informing them of the situation. Using your cell phone, please contact the CLR Office to inform him or her of your situation and see if another driver can assist with transportation.

If you do not have access to a cell phone, open the hood of your car. This will signify to local and state law enforcement officials that you need assistance. Once a law enforcement officer stops to render assistance, inform him or her that you are a volunteer driver taking a rider to their designated destination and see if a call could be placed to the CLR Office as well as to get appropriate roadside assistance.

Remember to stay with your rider(s) until another driver arrives.

If you are able to proceed after a temporary vehicle breakdown, please inform the CLR Office.

***Seatbelt***

You must comply with State of Tennessee law regarding the use of seatbelts: everyone in the vehicle must wear a seatbelt unless a written notice from a medical doctor indicates that it would threaten the rider’s health and safety to wear one.

***First Aid Kits***

You are encouraged to have a first aid kit in your vehicle. Items that are helpful to include are the following:

* Bandages
* Gauze
* Neosporin or another antibacterial cream
* Protective disposable gloves

Your risk of exposure to the blood borne pathogens is minimal. However, be aware that you should not physically contact any bodily fluids with your unprotected hands. Use protective gloves in this situation and thoroughly wash your hands after an incident.

**BOUNDARIES**

Simply stated, a boundary is what separates what is mine from what is yours. As a volunteer driver, it is important for you to understand this concept.

***Relationships with Riders***

The riders that are served by CLR may be isolated, lonely, and particularly vulnerable to abuse, neglect, and exploitation. For this reason, it is important that volunteers take great care in managing their relationships with the riders they meet and serve.

Relationships between CLR drivers and riders have the same boundaries as those between paid staff and riders. It is appropriate to be friendly, courteous, and caring, but it is not appropriate to become personally involved with riders, their family members, or others connected to the delivery of service. Friendships not well thought out with riders can lead to unclear boundaries, inappropriate expectations, appearance of favoritism or exploitation, and conflicts of interests.

Volunteers who identify needs of riders outside of their role as a driver (i.e. financial, health care, household assistance, etc.) should bring these needs to the attention of the CLR Office for referral to appropriate community services. *If a driver chooses to assist a rider with special needs, it is not within the auspices of the CLR program.*

***Financial Transaction***

Volunteers do not enter into financial transactions with riders, their family members, or caregivers, either lending or borrowing in either direction. If a rider is in immediate financial need, notify the CLR Office for referral to appropriate community services.

***Political Issues***

Volunteers do not engage in political activities, campaigning, or lobbying during volunteer hours. While on duty, volunteers do not:

* Publicly express their personal opinions regarding political issues.
* Display or distribute political signs or materials either on their person or at work sites.
* Solicit or accept contributions for political purposes during volunteer hours.

***Representation of CLR***

* Volunteers are agents of CLR.
* Volunteers are not spokespersons for CLR in any formal sense.
* Volunteers are authorized to act as representatives of CLR only as clearly and specifically prescribed by their role descriptions and only to the extent of such written specifications.
* Volunteers do not say anything or act in any way that might obligate CLR or be construed as a formal spokesperson role.

***Use of CLR Affiliation***

Volunteers may not use their affiliation with CLR in connection with partisan politics, religious matters, business dealings, or community issues. Volunteers do not sell, recommend, or endorse any specific insurance or medical product; or agent or company; or promote religious or political beliefs, perspectives, or practice.

***Acceptance of Gifts***

The work of volunteers often prompts gratitude among riders. It is understandable that some riders and those who care for them wish to express their thankfulness through gifts to the people who have been so helpful. However, acceptance of personal gifts by volunteers is prohibited in order to: (1) prevent the perception of exploitation of riders and their families and caregivers and (2) protect the reputation of CLR and the volunteers from accusations of favoritism or personal gain. Volunteers are not allowed to accept gifts from riders, their families, caregivers, or other representatives. Any such offerings are respectfully and tactfully declined, citing, as needed, these guidelines as the basis for their action.

For these guidelines, gift is broadly defined to include any payment, distribution, transfer, loan, advance, deposit, gift or other rendering of money, property, services or anything else of value, whether tangible or intangible. Gifts include, but are not limited to, material goods, money in any form, valuables, jewelry, wedding gifts, tickets to sporting events and entertainment, and travel. Home grown produce and baked goods are exempt from this rule.

***Confidentiality***

Confidential information is that which is regarded as “personal.” It is information which is told to an individual, or a group of people, and is not meant for public or general knowledge. It is the duty of volunteers not to reveal to any other person, outside of the CLR staff, any matter which becomes known to the individual through their involvement with CLR. This includes information which may be traced back to the individual by identifying them or anyone else involved with them.

**SENSITIVE AND RESPECTFUL INTERACTION**

***Mobility Difficulties***

* Let the rider hold your arm.
* Don’t lead the rider.
* Transfer the rider into car bottom first, then rotate feet around into the footboard.
* Proper hand position – Have the rider hold your arm just above the elbow with the thumb on the outside of your arm and the fingers wrapped over the arm to the other side (as if you are holding a soda can). The grip should be firm enough so that the rider doesn’t lose contact with you, but not so firm that you are uncomfortable.

***Visual Impairments/Blindness***

* A rider with vision loss grips your arm just above the elbow.
* You should walk a half step in front of the rider and to the side. As you begin to walk, always remain in front of the rider, explaining the terrain ahead.
* Make verbally aware of environment you are moving through.
* Make aware of grade changes ahead.

***Speech Impairment***

* Pay attention, be patient, and wait for the person to complete a word or thought.
* Don’t finish a thought or sentence for the person.
* Ask the person to repeat what is said if you don’t understand. Tell the person what you heard and see if it is close to what he or she is saying. If an understanding is not reached, suggest another way to communicate (i.e. write it down)
* Be prepared for persons who use assistive technology to help with speaking.

***Hearing Impairment***

* Rephrase, rather than repeat sentences that the rider doesn’t understand.
* When talking, face the rider as much as possible.
* Speak clearly.
* Don’t shout, it only distorts your speech and demeans the person.

***Communication Skills with the Hearing Impaired***

* Get the person’s attention before speaking. Do not speak abruptly.
* Speak clearly in a moderate voice. Keep the same volume throughout.
* Do not shout since it makes it harder to hear.
* Know which ear has better hearing and speak to that side.
* Lower the tone of your voice.
* Face the person directly and on the same level so they can see your face.
* Position yourself so the person has a clear and unobstructed view of you.
* Do not turn your back or speak while writing or looking down / away.
* Keep hands away from your face when speaking. Remove gum, food, or any other object in your mouth.
* Eliminate background noises such as radio and open car windows.
* Speak slowly and distinctly, but do not exaggerate the movement of your lips.
* Allow more time for a response.
* Rephrase questions or comments if the person appears confused.
* Do not raise your voice when a person wears a hearing aid.
* Use written notes if necessary.
* Help family members and people in the person’s support system become more effective listeners and speakers.
* Use touch, when appropriate and allowed by the individual, to enhance communication.

***Dementia***

What is dementia anyway, and how does it affect transportation?

|  |  |
| --- | --- |
| **Challenges** | **Transportation Scenarios** |
| Memory loss | Cannot remember time of appointment for ride |
| Difficulty performing tasks | Problem making transit appointments |
| Problem with language | Unable to communicate with driver |
| Disorientation to time and place | Might get lost after transit dropped off |
| Poor or decreased judgment | Could have difficulty handling money in stores  |
| Problem with abstract thinking | May not be able to navigate changes in routine |
| Misplacing things | Might leave things behind on vehicle/at destination; Require reminders |
| Changes in behaviors | Could become agitated for no obvious reason |
| Change in personality | Might become suspicious of driver |
| Loss of initiative | May not want to get in/out of vehicle |

Adapted from Alzheimer Association Warning Signs of Dementia, 2008

***Tips for Drivers of Those with Memory Loss***

* Be sensitive to the individual needs of your riders.
* Understand that words and behaviors are not directed at you: they are part of the disease process.
* Be patient with repetitive stories. Be patient…Be patient!
* Your rider may exhibit varying moods and abilities from one trip to another.
* Rider should be brought to the specific destination(the doctor’s office, not just the address).
* Be wary if your riders direct you to a destination other than what is on the trip manifest. They may mix up locations or time events.
* Be aware of cultural and language diversity….be sensitive to others.
* Check that rider seatbelts are worn properly for the duration of the trip.
* A rider with memory loss may be much safer if seated in the back seat of a vehicle…this eliminates the chance to “fiddle” with vehicle controls.
* You may need to engage the child safety locks in rear doors of a vehicle to prevent untimely door openings.
* Soothing music may calm an agitated rider.
* Above all else, keep your sense of humor!

Adapted from Alzheimer Association Warning Signs of Dementia, 2008

***CLR Drivers as Gatekeepers***

CLR is committed to serving older adults in their homes as long as possible. In order to accomplish this mission, many eyes and ears are needed to observe and report on vulnerable adults who may need assistance. As a CLR driver, you are also a gatekeeper, helping to keep isolated and at-risk older adults safe.

When you observe the following conditions, it may mean that an older adult’s situation is changing and a caregiver or another person should be notified:

* Change in physical appearance (hair uncombed or dirty, soiled clothes, inappropriate dress for the weather).
* Poor condition of the home (strong odors, neglected pets, scant food, obvious need of repairs).
* Confusion and inappropriate responses to conversations or forgetfulness.
* Loss of a relative, friend, dependable companion, or pet.
* Anger or hostility directed at another person.
* No medical care.
* No mention of family or friends.
* Very low income or inability to manage money.
* Any person living alone over the age of 80.

**If any of these changes are observed, please report your observations to the CLR Office staff.**

|  |  |  |  |
| --- | --- | --- | --- |
|

|  |  |
| --- | --- |
|  |  **Summary of Community Life Ride (CLR) Policies****for Riders** |
| **Balance:** Riders are expected to pay in advance for rides, purchasing a minimum of four rides at a time for a total of $24. Once a rider owes more than $24, no further rides will be scheduled until the balance is paid and additional rides are purchased in advance.**Membership Renewals:** The $25 membership renewal must be received by the end of the month that it is due. The member will first be contacted by phone. If no contact is made by phone, a renewal notice will be mailed to the last known address. If the membership renewal is not paid by the end of the month, the rider will be unable to take rides with *SRS*. Once payment is made, rides can again be scheduled. It is important to designate the payment as "Membership Renewal". The membership renewal date will then reflect the date payment was received and renewal will be 12 months later.**Scheduling Rides:** Riders can request up to two rides per week. CLR requests one week notice in order to guarantee service. Rides can be scheduled up to 6 weeks in advance, so don’t delay in requesting a ride. CLR staff will attempt to fulfill requests with less than one week notice if possible, with priority given to medical appointments.**Limit on Stops:** Riders can request up to two stops during a ride. However, not all stops may be accommodated if the ride exceeds the three-hour limit. If the ride is known in advance to take more than three hours, this must be communicated at the time of scheduling so that the CLR staff can reserve two drivers (unless the same driver is willing to take a longer assignment).**"No Driver" Alert:** Riders whose rides have not been assigned to a driver will be notified the day prior so there is time for them to make other arrangements for transportation. (The Program Manager will be available for consultation.) If a volunteer signs up overnight, the CLR Office contacts the rider who decides (either to go with the SRS driver or an alternate arrangement made).**Waiting List:** CLR may place new membership applicants on a waiting list when the Executive Director, in consultation with the Program Manager, determines that the number of the available volunteer drivers insufficient to meet the requests for ride. The applicants will be notified when they are placed on the waiting list, and also when they are moved from the list and registered as a new *CLR* member.**No Show and Cancellation Policy**Because the *CLR* Program relies on the generosity of its volunteer drivers to provide transportation, riders must be considerate of them and other riders.* Without *CLR* drivers, many older adults in Sumner County have no alternative transportation that is friendly and supportive.
* Drivers have schedules and commitments in their personal lives that must be kept.
* Drivers may have agreed to drive more than one rider on the same day.
* Another rider may have been denied a ride because of the one you scheduled.
* Scheduling and rescheduling CLR rides are time-consuming tasks for the staff.

Riders who repeatedly neglect to cancel rides within a reasonable time frame or are late or do not appear at their scheduled departure times prevent the *SRS* program from serving other people. Repeated cancellations and no shows will result in being unable to use the CLR program in the future.**Important Definitions:** *CLR* defines "Late Cancellation" and "No Show"* **Late Cancellation** is a cancellation after the driver has confirmed with the rider the day before the ride.
* It is considered **No Show** when a rider does not properly notify the *CLR* office that he/she is unable to make a scheduled trip. Also, if the rider does not appear **within 15 minutes of the scheduled pickup time**, it will be considered a No Show.

***CLR* Cancellation Policies and Procedures:** Except in cases of medical emergency or illnesses that cause you to stay home, *CLR* should be notified of any cancellations 24 hours (one business day) prior to your scheduled trip. The latest that a rider may cancel to avoid a Cancellation/No Show Penalty is when the volunteer driver calls to confirm the evening before. Not providing the *CLR* staff with adequate notice of cancellation can result in the following:* Three cancellations in three months that are less than 24 hours' notice will result in a phone call & letter to the rider.
* One No-Show violation will result in a phone call & letter to the rider.
* Any additional occurrence of late cancellation or no-show can affect your eligibility for your *CLR* eligibility that may include a temporary suspension.
* If reinstated rider has one additional Cancellation/No-Show violation an indefinite suspension of *CLR* membership can result.
* All suspensions and reinstatements are at the discretion of the *CLR* Executive Director.
* *CLR* may change these policies from time to time and riders will be notified of changes in advance.
 |

 |

|  |  |
| --- | --- |
|  | **Insurances, Laws, and Programs That Protect** **Community Life Ride Volunteer Drivers** |

Research has shown that senior volunteer transportation programs are generally safe and have experienced very few accidents in their 60-year existence in other areas across the U.S. Although there is no evidence of frequent, or even infrequent, vehicle crashes or transportation assistance causing property damage or bodily injury, such concerns can pose a major barrier to a volunteer driver programs, according to the National Volunteer Transportation Center.

The auto insurance carried by Community Life Ride (CLR) volunteer drivers is always primary. Proof of insurance is a requirement of the program, and participants are encouraged to contact their insurance agents to verify that their policies have adequate liability coverage. Research has shown that volunteers experience no increase in their rates due to participant in a transportation program that uses their personal vehicles because rates are based on miles driven not who is riding in the vehicle.

Volunteers are also insured through a CIMA Volunteer Policy purchased by the SRS Program that includes excess accident medical, excess liability, and excess automobile liability insurance. This insurance is secondary to the personal auto insurance policy. Volunteers are also covered by the general liability insurance carried by CLR.

The State of Tennessee has adopted a law called the Protection of Volunteer-Insured Drivers of the Elderly (PROVIDE) Act in 2015 that specifically limits the liability of the volunteer drivers in the nonprofit ride programs. Further, the federal Volunteer Protection Act (VPA) of 1997 provides volunteers immunity when assisting a person in walking to and from vehicles as long as there is no negligence. Auto accidents are not covered by this act, but are covered by the State law (PROIDE).

A rigorous volunteer screening process is in place, including criminal and driving record checks and mandatory volunteer driver training. The training covers insurance concerns, basic driver safety, and safe ways to assist riders. A driver safety checklist is provided to volunteer drivers during the training.

CLR partner with AARP TN and AAA Auto Club TN and encourages all volunteer drivers to take their Driver Safety courses free of charge. This activity will not only enhance safe driving skills but also result in a reduction of insurance rates in most cases.

For more information on Community Life Ride, visit www.communitylifebridge.org/ride or call (615) 431-2660.

Resource: Brochure titled *Insurance & Liabilities* from the SMiles Program, Blount County, TN.

|  |  |
| --- | --- |
|  | **Community Life Ride (CLR)** **Volunteer Driver Job Description** |
|  |  |
| **Position Title** | *CLR* Volunteer Driver |
|  |  |
| **Purpose of Job** | To provide friendly transportation to older adults 60 years and older to help them access necessary services by driving my personal vehicle. |
|  |  |
| **Duties of Position** | To be a careful and responsible driverTo meet scheduled ride requests promptly as assignedTo be reliable, courteous, and patientTo follow all program policies and proceduresTo call immediately if unable to complete a scheduled assignmentTo participate in scheduled training and other related eventsTo report any ride problem or concern immediately to staff |
|  |  |
| **Job Qualifications** | Must have a valid driver's license and safe driving recordMust have a vehicle liability insurance policy at least at State of Tennessee minimums (100/300/100 recommended)Must maintain vehicle in good working conditionMust have access to a cell phone Must have and use seat belts at all times |
|  |  |
| **Required Commitments** | Must enjoy being with people and have desire to assist older adultsMust be reliable and dedicatedMust complete all required trainingMust follow all policiesMust accept at least one assignment per month |
|  |  |
| **Job Benefits** | Satisfaction of assisting older adults with essential servicesContribution to solving mobility problems for older adultsGas reimbursement with proper documentationExcess Accident Medical CoverageExcess Volunteer Liability InsuranceExcess Auto Liability Insurance (including both bodily injury and property damage) |
|  |  |
|  |
|  |  |