

AT HOME ON THE SOUND VOLUNTEER DRIVER GUIDELINES

We are deeply grateful to you for the time and talent that you provide to help our members get where they need to go, participate in social activities, make new friends, gain access to local resources and merchants, and feel safe and confident in their community as they grow older.

1. Treat our members with sensitivity, dignity and courtesy

Courtesy and Communication

Please give the member your full attention, taking the time to listen. Take your cues from the member as to what he or she would like to talk about. Avoid asking questions. Let the member lead any discussion and set the tone. Avoid discussing controversial subjects, for example, politics or religion, with members or their families. We ask that drivers refrain from smoking. Please do not use your cell phone while driving a member. Follow all safe driving regulations.

Managing Complaints

If members express dissatisfaction with our services, do not be defensive. Ask if there is anything you can do to rectify the situation. If you are unable to resolve the issue, suggest they speak directly to the Executive Director. Please provide the telephone number (914-899-3150) and report their dissatisfaction to the Executive Director immediately following your assignment.

2. Ensure our member's right to privacy

AT HOME maintains a "Need to Know" philosophy. This means that members' information is not accessed or shared with anyone, unless that person legitimately needs it to fulfill his or her duties/assignments. Volunteers can be a wonderful source of comfort to members. While we meet their needs, members may share intimate details about themselves. Members must know that they can trust you to keep conversations confidential. We recommend that you do not share intimate details about yourself or any other member or volunteer.

3. Assignments and Schedule Change

The Executive Director and Volunteer Coordinator will handle all volunteer assignments and changes. Please call the Resource Center/office at 914 899-3150 to make any changes to your driving schedule. This ensures that members will receive the best service we can provide.

As a driver once you have accepted an assignment, **AT HOME** and our members depend on you to follow through. If for any reason you are unable to complete the assignment, notify **AT HOME** in a sufficient time so that a replacement can be identified. If an illness or emergency arises, please notify the Executive Director as soon as possible so that alternate arrangements can be made.

4. Red Flags

A volunteer may be the first to notice changes in behavior or health status. Extreme anger, agitation, hostility and unkempt appearance can be indicators of mental or physical ailments.

Please contact our director if you see any of the following; mood changes, confusion or disorientation, changes in physical health, repetition of conversation, mobility or stability concerns.

5. Transportation- Procedures

We ask members to call our office with requests 48 hours in advance. You will receive weekly emails on Thursdays and occasionally throughout the week. You may also receive a call from our office with requests for driving. We appreciate responses ASAP (within 24 hours) so that we may coordinate all member rides.

Once you accept an assignment, you will receive an email from our software program-Assisted Rides (the email address will come from AT HOME or Pat Hachey). It will provide you with all details of the assignment. It also has a trip manifest component and if you click on the bar, it will provide you with directions. There is no need to complete the confirmation on-line. If you would like to learn to use Assisted Rides to view the week's ride request or self-assign, please contact the office and we will explain how it can be done.

Once an assignment has been received, please contact the member **the morning before** the scheduled appointment to confirm time and location of pick up. Please pull over near the member's house or designated meeting place, get out of the car, greet and assist the member if necessary into the car. When dropping a member off at a doctor's appointment, please make sure to discuss with them the time and location for pick up following their appointment. When dropping a member off at home or at another designated area, please pull over to the curb and assist the member out of the car if they prefer, (ask them) and into the location.

Please, always carry your cell phone, turned on, when you are transporting members. PLEASE DO NOT give the member your phone # unless it is necessary. You may ask the member for their phone # or request the phone # of the doctor's office if you need to call for a pick up time. We ask members not to contact you directly (we are unable to reinforce if you have given out your tel. #.) . We wish to avoid members calling you directly for ride requests. We make it clear that all requests for rides and services MUST be made to the office.

If the member does not appear at the agreed upon pick-up place, please, ring the door bell. If there is no response, call the member. If there is no answer, call At Home, 899-3150 and 911 if deemed necessary. If our office is closed, call 911 directly and leave us a message on our answering machine.

If you are driving a member to an appointment and your car breaks down please put the member first. Contact **AT HOME** (914-899-3150) to see if immediate transportation services are available. If not, hail or call a cab so the member can get to the appointment in a timely fashion.

If you are driving a member and you get into an accident, please make every effort to ensure the safety of the member by calling 911 if necessary. Again, please contact the **AT HOME** office at 914-899-3150 as soon as you are able.

Do not administer any type of medical care. Do not lift a member who has fallen without professional help. Call 911 and notify our office.

Please abide by all traffic laws and drive in a manner that ensures the member's safety at all times.