



Medical Transportation Volunteer Handbook

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Volunteer Roles and Responsibilities

1. Program Services Coordinator
 - a. The Program Services Coordinator 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 clients from their home to their destination and back.

Types of Rides Delivered

Medical: includes all medical appointments that are not considered emergencies or life threatening. Transportation is not authorized for grocery store trips, bank trips, restaurants, etc.

Number of Rides Delivered

Currently there is not a set limit to the amount of rides a client may request each month as long as clients are following the guidelines for the transportation program and volunteers are available.

Client Eligibility

To participate in the volunteer transportation program, individuals will need to be age 55 or over or medically disabled 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. Clients in wheelchairs must be able to move themselves from the chair to the vehicle with little to zero assistance.

Service Area

Medical transportation is available to residents living within the city of Manhattan and for appointments within the city of Manhattan. Transportation is not available to out of town clients or appointments outside of the city of Manhattan.

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 Flint Hills Volunteer Center 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 Flint Hills Volunteer Center 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.

Mileage Reimbursement

Mileage reimbursement is not available for volunteers currently. If volunteers request documentation of miles travelled during a period of time, this information can be requested of the Flint Hills Volunteer Center and provided to the volunteer.

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 Kansas Driver's License
 - No DUI, DWI, or other alcohol related convictions
- Current Auto Insurance that meets the Kansas minimum auto insurance coverage.
- No negative points on driving record within the past 10 years (Volunteers will be required to authorize the Flint Hills Volunteer Center to obtain a copy of their DMV record.)

Insurance

Volunteers must maintain the state's minimum requirements for automobile insurance. Through AmeriCorps Seniors, the Flint Hills Volunteer Center offers 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. The CIMA insurance is only valid if volunteers are following the trip plan as set up (medical appointments only).

Identification Badges

For the assurance of the Flint Hills Volunteer Center's medical transportation clients', each volunteer driver shall be issued an identification badge/name tag. This process will serve to identify the volunteer driver as a member of the organization and to the medical offices where the clients will be transported. The identification badges should be worn at all times during volunteer service and be displayed in a place that a client can easily see.

Process to Book a Ride

In order to receive a ride through the Flint Hills Volunteer Center, 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, and emergency contact information. Once a client is registered, to request a ride, the client will phone into the organization and provide the following information:

- Client's Name
- Phone Number
- Client's Home Address
- Client's Destination Address (Including Doctor's name)
- If the client uses an assistive device such as a walker, cane, etc.
- The day and time of the medical appointment.

Rides shall be scheduled a minimum of 2 business days in advance to allow ample time for volunteer drivers to choose their ride and contact the clients. Clients cannot be guaranteed transportation with less than 48 hours' notice of an appointment.

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 Flint Hills Volunteer Center, all aspects of the program must be smoke free. Volunteers, clients and organization staff may not smoke in vehicles or in the office.

Inclement Weather Policy

In the event of inclement weather, the Flint Hills Volunteer Center will follow the policy of the USD 383 School District. If the schools are closed, the Flint Hills Volunteer Center will not be 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 Executive 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 through the Flint Hills Volunteer Center office.

Incident/Accident Reporting

Any incident that occurs during a trip that may involve possible client injury should be reported to the Flint Hills Volunteer Center 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
- 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 Flint Hills Volunteer Center's Program Services Coordinator immediately by phone. The Program Services Coordinator will need to know if there are any injuries or if any individual requires medical attention. A sample incident report is available on page 7.

COVID-19 Safety Update

Due to the nature of this program and the risk of exposure, we have added a few precautions. We recommend all volunteer drivers and clients to correctly wear a face covering for the full duration of their time together- in and outside of the vehicle. Volunteer drivers should have hand sanitizer (available from the office) accessible for both themselves and the client if requested. These policies will remain in effect until it is deemed safe to do so.

Volunteer Position Description

Driver Purpose: Provide transportation to individuals aged 55 and over or medically disabled. 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 only
- 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 Flint Hills Volunteer Center's Program Services Coordinator. You will be contacted by phone or email as drivers are needed.
- Drivers have the right to refuse any assignment
- Drivers do not lift passengers.

Qualifications:

- Have access to a vehicle that is roadworthy, reliable and suitable for clients' needs.
- Have a valid Kansas driver's license, liability insurance and safe driving record (plus points only)
- Have a general knowledge the Manhattan 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 8am and 4:30pm, Monday through Friday. Drivers will not be asked to drive on the weekends. Please anticipate the full commitment to last 1.5-2 hours for each ride. You will be notified if the appointment will be outside of this normal range.



Volunteer Driver Incident Report

Driver Name: _____

Date of Incident: _____ Time of Incident: _____

Location of Incident: _____

Name of Client Involved: _____

Client Address: _____

Client Phone Number: _____

Police Contacted: ___ Yes ___ No, because:

Police Report Information:

Name & Phone Number of Witnesses to Incident:

_____ Phone: _____

_____ Phone: _____

_____ Phone: _____

Description of Incident (additional room available on back)

Volunteer Driver Signature: _____