



Volunteer Guidelines

1. **CALL THE PASSENGER TO CONFIRM THEIR RIDE 2 DAYS BEFORE RIDE.** This gives them reassurance – and it's what we told them you would do.
2. Use your own car, **NEVER** the passenger's car, otherwise you and RAN are not insured.
3. Be sure to have plenty of gas in your car before picking up the passenger.
4. Wear your name tag to assure you're their driver and in case they forget your name.
5. Be at the passenger's home at least 5 minutes before the scheduled pickup time. It's better for you to wait for them than for them to wait for you and become too anxious. Be patient, calm and friendly. Make eye contact.
6. Do not enter their house. Our service is door TO door, not THROUGH the door.
7. Use seat belts always. It's the law for everyone. Assist them with the seatbelt if needed but be aware of their personal space and don't lean over them. If they refuse, (which can happen), do not drive them. Call the RAN office immediately.
8. Passenger must be able to get in and out of your car with minimal assistance; call the RAN office immediately if this is not the case. **You are never to lift or transfer a passenger** – we do not want you OR the passenger to be injured.
9. Try to remember this may be the only time they get out of the house. If a passenger has a favorite way to get to their doctor's office, consider going their way. Because the passenger is beholden to you, reassure them that you are just fine with their way.
10. At the medical office, introduce yourself to the person at the front desk, give them your card with your name, your passenger's name, and your cell number. If you must leave the office (to get something out of the car or go to the coffee shop if there is one in the building), tell the desk you are leaving for just a few minutes, remind them who you are with, and emphasize that the patient may not leave the office without you. Never go more than a few minutes from the office.
11. Be sensitive to the passenger's needs; offer to help get prescriptions filled, but no other errands are to be run. Politely refuse tips, monetary or other, like cookies.
12. Do not give the passenger your personal phone number. They are to call the office.
13. Contact RAN office immediately if you are unable to provide transportation at your scheduled time or if you have concerns regarding the passenger or your assignment.
14. Keep track of and log all your mileage. You may deduct the transportation expenses attributed to services provided on your income tax if you itemize deductions.
15. Be willing to attend training refresher sessions.
16. Inform RAN of any convicted driving or criminal violations that occur.

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