



TRANSPORTATION VOLUNTEER GUIDELINES

General Information

- Volunteers who drive members to and from appointments, events, etc. are asked to keep their cars clean and to refrain from smoking or wearing scents.
- Make sure the seat belts in your auto are adequate.
- Please be courteous and do not play the radio unless the member prefers you do so.
- Refrain from cell phone use while driving a member.

Transporting the Member

- Once you have committed to a particular assignment, please contact the member to confirm the time and location of the pickup.
- Pull over near the member's house or designated meeting place, get out of the car, and greet the member. After greeting, let the member initiate conversation.
- If necessary, assist the member into the car. **Do not try to lift the member into or out of the car.**
- If a walker or wheelchair is used, have the member instruct you in the proper method for placing it in your vehicle.
- If the member has an oxygen tank, be sure to keep the tank upright. **Never put the oxygen tank in the trunk of your car.**
- When dropping the member off for an appointment or event, please establish the time and location for pickup.
- If necessary, assist the member out of the car and into the location.
- Requests for transportation must be handled through the TRAIL office. If the member wants to arrange for another trip with you within the next few days and you are available, contact the TRAIL office regarding your commitment to provide the service.

Driving a Member's Vehicle

A volunteer may drive a Full member's vehicle if the volunteer is willing and:

- The member has insurance that covers other drivers of their vehicle.
- The volunteer's insurance covers them when they are driving someone else's vehicle.

Vehicle Emergency

- If you are driving a member to an appointment and your car breaks down, please put the member's needs first. Contact TRAIL (319-800-9003) to see if immediate transportation services are available. If not, call a taxi cab so the member can get to the appointment or event in a timely fashion.
 - If you are involved in an accident:
 - Determine if anyone is injured.
 - Call 911 immediately. Report your location and tell the dispatcher if anyone has been injured.
 - Calm and reassure your passenger and make him or her as comfortable as possible.
 - Follow directions of the first responders.
 - As soon as it is practical to do so, notify TRAIL (319-800-9003).
 - Your insurance will be used for coverage.