



Volunteer Driver Handbook

360-622-2929

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Thank you for volunteering to drive for Orcas Door to Door. The Orcas Door to Door program is designed to meet the needs of non-driving, homebound older adults and adults with disabilities on Orcas Island. The program is available to qualified riders who need door-to-door assistance to access essential services and social events in order to remain healthy and active within our community.

Becoming a Volunteer Driver

Who can volunteer?

Volunteers must be 25 years of age, possess a valid driver's license, own their own vehicle and have proof of automobile insurance. A motor vehicle records and criminal background check is required. Orcas Door to Door will pay for the vetting although the volunteer is asked if they would like to make a contribution to defray expenses.

Volunteers will be required to complete and sign a Volunteer Driver Application/Waiver Form as well as attend a Volunteer Orientation/Training Session. These sessions are held weekly at the Orcas Senior Center or by appointment.

Volunteer drivers have no obligation to commit to driving on a specific day or number of hours per week. You may provide rides as much or as little as your time and schedule permits.

Insurance and Liability

In a volunteer driver program, the volunteer driver's personal insurance is the first line of coverage in the event of property damage or bodily injury. Orcas Door to Door volunteers provide proof of insurance by supplying a copy your Insurance Company issued Insurance Card. Volunteers are required to have a personal auto policy with limits of at least 100/300/100 or \$100,000 combined single limits. Coverage limits are on the declarations page of your auto policy.

Orcas Door to Door will provide General Liability Insurance for the overall program operations and non-owned automobile liability for the volunteer drivers.

Motor Vehicle Records/Criminal Background Check

In order to ensure the safety of our clients, other volunteers, and staff, and to protect Orcas Door to Door from risk of liability, you must agree to participate in obtaining a Motor Vehicle Records check and a Criminal History Background Check. The Criminal History Background Check draws upon records from multiple sources including, but not limited to, Washington Access To Criminal History (WATCH) and the National Sex Offender Registry (NSOR). An adverse background check finding does not automatically disqualify you from volunteering. Disqualifying criminal offenses are as listed in WAC 388-113-0020. Motor vehicle records must not contain any accidents in the past three years.

How to become a Volunteer Driver

Here are the three easy steps to becoming a volunteer driver for Orcas Door to Door:

1. Read the Volunteer Handbook and complete the Volunteer Application
2. Complete the background check online
3. Attend an orientation/training session

Complete the Volunteer Application

The fastest way to complete the Volunteer Driver Application is to complete it online at:

<http://www.laharionorcas.org/home/assistive-transportation>

Or you may mail the completed application to Orcas Door to Door, PO Box 1252, Eastsound, WA 98245.

Or simply drop off the completed Application at the Orcas Senior Center front desk.

Initiate Driver Record and Background Checks

Orcas Door to Door utilizes the services of Verified Volunteers, Inc to conduct background and driving record checks for applicants. The volunteer completes the information for the background check online. In order to complete a background check, an applicant will need to provide Verified Volunteer, Inc with their legal name, social security number, driver's license number, and gender. This confidential information is not stored by Orcas Door to Door. It is securely stored on Verified Volunteers servers.

Once Orcas Door to Door receives your completed Volunteer Driver Application, you will receive an email from VerifiedVolunteers.com with the subject: Invitation from Orcas Door to Door. The email will contain a link to the Verified Volunteers' website. Please click on that link to initiate the background check process.

The background checks take approximately 2-3 days. You will receive a series emails from VerifiedVolunteers.com indicating the completion and status of the checks, and finally an email from Orcas Door to Door welcoming you to the program.

Attend an Orientation/Training Session

All volunteers must attend an Orcas Door to Door Orientation/Training Session before providing rides. The sessions last about an hour and are held at the Orcas Senior Center on Monday evenings at 6pm, or by appointment.

The sessions cover:

- Passenger safety

- Driver safety
- Vehicle safety
- How to accept ride requests
- How to provide feedback
- What to do for an incident or accident

The session will also demonstrate how you will receive ride requests. We'll also be practicing how respond and assign yourself to a ride, so please bring a laptop, tablet or smartphone to the session.

If you haven't already submitted a copy of your driver's license or insurance card, please bring them and we can scan them into our files during the session.

Volunteer Drivers will be given ID badge on a lanyard. Please wear it when you pick up your rider. The ID Badge reassures riders that you are from the Orcas Door to Door Program. The badges contain a headshot photo. You may email a photo or a photo can be taken at the session.

Participating as a Volunteer Driver

We appreciate that our volunteers have busy schedules and need to be selective in how much time is committed to various organizations. There are no fixed days or number of hours that you must commit to. You can drive as much or as little as your time and schedule permit. Ride requests from Orcas Door to Door Members will be sent to you via email. You only need to respond if you're able to provide the ride.

Preferred Trip Areas

The Volunteer Driver Application asks you to indicate the preferred areas of the island that you would be willing to provide rides to and from. When a ride request is received, only those volunteers whose preferred areas match the area of the ride request will be notified. This way, your email inbox will not contain ride requests that you would typically have little interest in fulfilling.

How to Accept to a Requested Ride

When a ride is requested in an area that matches the preferred trip areas that you selected on the Driver Volunteer Application you will receive an email with the request details. If you want to provide the ride you can either reply to the email or call the Orcas Door to Door Coordinator at 360-622-2929.

For those volunteers that are interested, there is a driver portal to our ride scheduling platform that allows you to manage your scheduled rides. Contact the Coordinator for more information.

Transporting Older or Frail Rider Guidelines

Rider Assistance

The program provides door to door service. Drivers are not permitted to enter the rider's home.

For the safety of the rider and the driver, the volunteer driver is not expected to provide any more assistance than lending an arm for balance. A driver may lend a hand to steady a rider while entering or exiting the vehicle. Under no circumstances is a volunteer expected to carry packages or personal items for riders.

Riders using a wheelchair who are unable to transfer into the vehicle with minimal assistance must be accompanied by an assistant or aide who will provide any help needed in transferring from the wheelchair to the automobile, and will also handle emergencies that involve the rider during the course of the trip. In addition, the assistant will place the wheelchair in the location of the vehicle designated by the volunteer driver, i.e. behind seat or in trunk. Driver has the right to accept or refuse any trip for any reason.

Transportation for service animals is permitted with prior notice. The volunteer driver will always be notified if a service animal will be riding along. Non-service animals or pets of any kind are not transported in a volunteer driver vehicle, whether the pet belongs to the volunteer driver or to the rider. If a rider becomes weakened during their appointment or trip and is unable to walk, the volunteer is to call the office for instructions on what to do. For the safety of both the rider and the volunteer, at no time is a volunteer to carry or lift a rider. A volunteer driver is prohibited from transporting a rider who needs that type of help.

It is not the responsibility of the Orcas Door to Door to furnish an escort. In the event that an unaccompanied child or youth is being transported for a social service program, the driver will be notified of the situation including the age and any special needs of the child. A volunteer driver has the right to accept or refuse any trip for any reason.

Vehicle Entry and Exit

Orcas Door to Door volunteer drivers will never be asked to transport a rider who requires significant physical assistance transferring to and from a vehicle. However, getting in and out of the car and positioning oneself in the car can be difficult and painful for many riders. Allow plenty of time for the rider to enter and exit the car, and provide gentle assistance if the rider wishes. Whenever you are unsure about what the rider would prefer (i.e. help getting in and out of the car, assistance between their home and the car) just ask.

Ensuring Safe Drop-Off

Please ensure that the rider safely enters the drop-off location before driving away. When dropping off a rider at a location other than their home, please ensure that the rider has arranged for return transportation.

Transporting Personal Assistive Devices

Some riders require the use of personal assistive devices, such as braces, canes, or walkers. Volunteers will be notified in advance if the rider will be using any such device, or if the rider will need to transport any such device. Orcas Door to Door volunteers do not typically provide transportation for riders using a wheelchair. However, exceptions may be made in instances such as temporary wheelchair use, or the assistance of a personal care attendant to aid in transferring the rider.

Communication and Sensitivity

Positive and respectful communication can make your trip much more enjoyable for the rider and for you. For many older adults, transportation represents their independence and is a vital connection for their socialization and daily activities. Making the transition to depending on others for transportation is often difficult and a source of concern and frustration, so try to remain patient and empathetic.

Rider Awareness

In some instances you may be the only individual who sees a particular rider on a regular basis. Please be aware of changes in the rider's behavior or condition and communicate any concerns to the Orcas Door to Door Coordinator.

Seat Belts

Many of our members grew up before seat belts were common and it might seem unnatural or awkward to use them now. Please make sure that your riders are wearing their seat belt.

Older adults, who may shrink and become frail with advancing age can be injured by seat belts designed for heavier, taller drivers. It's important to take the time to properly adjust seat belts. Lowering the height of the shoulder belt and sliding the seat as far away as possible from the front airbag can help minimize possible injury in case of an accident. And don't be tempted to tuck the shoulder belt under an arm to make it more comfortable. Lower the height as low as possible and consider adding a shoulder pad for more comfort. A seat cushion can also help raise smaller adults to a better position.

Program Policies

No-Show Policy

Riders must be ready at time of pick-up. The driver should make a reasonable effort to be sure that the rider is aware that the driver is ready and waiting to take the rider. Driver will wait for ten minutes and if the rider is not ready will leave. The rider will have to submit another ride request to rebook the ride.

Orcas Door to Door takes no-show appointments very seriously, and decisions about continuing and terminating ride privileges are made based on the information provided by the driver and rider. Decisions are made on a case-by-case basis.

Punctuality and Cancellations:

Please arrive promptly to all driving appointments made with riders. Notify the Orcas Door to Door Coordinator as soon as possible if you are running late. Also, if you can not make the appointment or need to change the appointment time for any reason please contact the Orcas Door to Door Coordinator immediately so that other arrangements may be made.

You may deny a rider transportation at the time of the appointed ride if it seems that transporting them could be a danger to you or to them.

Accident and Incident Policy

Volunteer Drivers are required to report any accident involving their vehicle while on volunteer assignment to the Orcas Door to Door Coordinator immediately. In addition, an incident involving the volunteer driver and/or passengers in any way must also be reported to the office as soon as possible after it occurs. Examples of reportable incidents are a passenger who uses inappropriate language or behavior, a passenger who refuses to use the seat belt, a passenger who slips while entering or exiting your vehicle, etc. The Orcas Door to Door Coordinator will advise the volunteer if an accident/incident form needs to be completed. For insurance purposes, all accidents and any incident that involves personal injury or other liability must be documented and kept on file at the office.

Any complaints or issues regarding volunteer driving should be discussed with the Orcas Door to Door Coordinator. Rider complaints about volunteers are documented on a Rider Comment/Complaint Form. Depending on the nature of the complaint, the Coordinator will decide the next steps. In most cases the volunteer driver is asked to offer her/his perspective of the situation. If follow up action is needed, both the driver and the passenger will be notified.

Inclement Weather Conditions

In the case of threatening winter weather, the volunteer driver has the right to cancel the ride, even on short notice. The volunteer driver must call the office when a decision is made to cancel, and the office will notify the rider. If the trip was to commence when the office is not open, it is up to the volunteer to notify the rider of the cancellation, and also let the office know of the decision. Nothing is more important to us than the safety of the volunteer driver and rider. In most cases riders would rather not travel in bad winter weather, and would usually prefer to reschedule than to take a chance on the roads.

Tips and Donations

Volunteer drivers are not allowed to accept tips from riders. If a rider wishes to make a donation to the program, they may do so through the Orcas Door to Door website or call the Coordinator.

Volunteer Driver Code of Conduct

- I will conduct myself with dignity, courtesy, and consideration.
- I realize, since I am a volunteer, I do not receive payment for my time. Furthermore, I will not accept tips from passengers.
- As a volunteer driver, I will not make derogatory or discriminatory remarks to or about passengers because of race, color, creed, religion, national origin, sex, sexual orientation, disability, age, marital status, or status with regard to public assistance.
- I will not impose my religious beliefs, political positions or lecture passengers.
- I realize that sexual harassment or contact with passengers is illegal, inappropriate and not allowed.
- I will not use a cell phone when transporting program participants while the vehicle is in motion.
- I will not use alcoholic beverages or mood altering drugs while serving as a volunteer driver.
- I will be punctual in the performance of my duties.
- I understand I must respect the privacy rights of the passengers I serve. I understand that personal, medical, psychiatric and financial information is private non-public data. Information on these subjects may be shared only with the Orcas Door to Door Coordinator.

Volunteer drivers violating codes of conduct may be dismissed at any time.

Please call the Orcas Door to Door Coordinator for any questions or concerns at 360-622-2929.