



## Senior Care Volunteer Network

### Transportation Policy for Volunteers

Adopted by the board 11/25/2013,

Updates approved by the board 2/19/2020

#### I. **Mission and Goals**

The mission of Senior Care Volunteer Network (hereinafter "SCVN") is to preserve the independence, dignity and quality of life of all seniors, age 60 and older, who live at home or with a loved one in McHenry County and Sun City, Huntley.

Our goal is to provide seniors with the highest quality transportation possible. Since we utilize unpaid volunteers to provide this valuable service, we believe that you, the volunteer, should be treated with the utmost respect. We will do our very best to accommodate all needs of seniors in the community, but there may be times, based on volunteer availability, that we cannot fill all requests. We will coordinate transportation services with other paratransit programs operated by other agencies in our geographic service area to avoid duplication of service and in the event that we cannot provide a ride, we will make timely referrals to these other county agencies that may be able to provide assistance.

#### II. **Purpose**

This policy is meant to provide you with SCVN program guidelines on volunteer transportation and it is intended to be as inclusive as possible. However, inevitably, there will be incidents that arise which will not be covered by this policy. In the event of unforeseen circumstances, please contact the SCVN office with any additional questions or concerns.

#### III. **Program Guidelines**

##### a. **Initial Requirements**

Before being accepted into the program, all potential volunteers must first complete our orientation process and pass a comprehensive background check. All SCVN policies must also be signed, including the Hold Harmless Agreement. Failure to sign any policy will result in refusal of entry into the program.

##### b. **Types of Trips and Boundaries**

Transportation will be provided using your own vehicle and at no-cost to both life-sustaining and life-enriching destinations (where indicated below); however, donations are encouraged and requests for rides to medical appointments will take precedence over all other requests. Volunteers must not accept direct monetary donations for transports. Volunteers should have donations envelopes handy if a senior would like to make a contribution. The funds should then be hand-delivered or mailed into the SCVN office.

Transportation will be provided to only McHenry County residents to both medical and life-enriching destinations so long as **three (3) business days prior**, notification is given to the SCVN office staff AND only if a volunteer is available.

Out-of-county transports will also be provided to the following locations for MEDICAL PURPOSES ONLY so long as **three (3) business days prior**, notification is given to the SCVN office staff AND only if a volunteer is available.

### c. Scheduling

The SCVN office is open Monday-Friday from 9:00 AM-3:00 PM. Depending on the request and volunteer availability, transportation services may be provided outside of normal office hours, seven (7) days per week.

**All requests for transportation and volunteer acceptance of transportation must be scheduled through the SCVN office** and require 3-5 business days notification from the care receiver as indicated in Section III, b, above. **Direct calls from a care receiver to a volunteer for services are prohibited and any transportation scheduled in this manner will be considered an unsanctioned SCVN ride.** Repeated violation of this policy provision by either the volunteer or care receiver will result in verbal or written warnings and eventual dismissal from the SCVN program.

The SCVN office staff will provide the care receiver with your name and you will be given the name of the care receiver, their address, telephone number, date and time of ride, pickup and destination address and any other relevant information. You will then be instructed to call or e-mail the care receiver confirmation of their appointment. All volunteers are required to wear a SCVN identification badge so that the senior can verify the person who is scheduled to transport them.

Multiple destinations/stops are permitted so long as they are scheduled beforehand through the SCVN office and you are willing and have the time to meet the request. You are under no obligation to do so. Volunteers *should not* be asked to stop at other locations during the transport. Repeat violations of this policy provision by care receivers will result in verbal or written warnings and their eventual dismissal from the SCVN program.

Grocery shopping is permitted as a life-enriching destination. However, you are not expected to accompany the care receiver into the store to shop with them or to help put groceries away once the trip is complete. This is discretionary on your part but should be discussed with the SCVN office staff prior to the transport if it is something you are willing to do.

### d. Reimbursement

Volunteers must update and report all miles and volunteer hours to the SCVN in writing, or via Ride Scheduler by **tenth (10<sup>th</sup>) day of each month following the month of service**. After the volunteer has driven at least seventy-five (75) miles in a month and so long as grant funding is available, mileage may then be claimed and reimbursed at the rate of \$.30/mile thereafter. You must request mileage reimbursement in order to receive payment. Only reported hours and sanctioned rides (rides scheduled through the office and within boundary limits) will be eligible for reimbursement. Reimbursement will not be distributed if current compliance items (driver's license, insurance card, W9) are not on file.

### e. Insurance

All volunteers are required to carry and provide proof of automobile insurance coverage. Volunteers are also required to send insurance, driver's license verification and copies of all policy and license renewals to our

office. For your convenience, reminders will be sent to you when new documents are needed to be put in your file.

#### **f. Cancellations**

Cancellations should be made at least twenty-four (24) hours in advance and must be made only in the event of an emergency, serious illness or inclement weather. For all scheduled transports, it is recommended that you contact the care receiver directly to confirm the appointment immediately beforehand to avoid unnecessary travel. You should use the **\*67 service on your cell phone** to block all personal information before making any calls. If a care receiver contacts you on your personal phone, you should refer them back to the SCVN office for assistance.

Repeat cancellations without justification or notice to the SCVN office or the scheduled care receiver will result in immediate dismissal from the program. Care receivers who consistently cancel their rides or no show will also be subject to immediate dismissal from the program.

#### **g. Other Guidelines**

No drug or alcohol use is permitted before or during the transport this includes recreational and medicinal marijuana. If you have been prescribed a medication that may impair your ability to drive, you must report this information to the SCVN office. Furthermore, if you reasonably believe in good faith that a care receiver has used drugs or alcohol prior to the scheduled ride, you should refuse the service and contact the SCVN office immediately.

The Rules of the Road must always be obeyed. If you reasonably believe in good faith that a care receiver has not been following the Rules of the Road (not wearing seatbelt, etc.), you should contact the SCVN office immediately.

If you arrive at a care receiver's home and no one answers the door, please contact the SCVN office or the care receiver's emergency contact immediately. If the SCVN office is closed, and you have made multiple attempts to reach the care receiver, contact the local police department by dialing their non-emergency number. The police department will then come out to do a well check on the senior at no charge.

### **IV. Transportation Exceptions**

#### **a. Age/Living Arrangements**

In order to receive any service offered by SCVN, including transportation, each senior must first qualify for services, by being at least sixty (60) years of age and be living at home or in the home of a loved one in McHenry County or Sun City, Huntley. Consistent with our mission, no one who lives in an assisted living, independent living or skilled nursing facility will be eligible to receive services. All care receivers must also complete our intake process and pass a background check prior to receiving services.

#### **b. Mobility**

***All care receivers must be ambulatory, able to reach the volunteer's vehicle and get into and out of the volunteer's vehicle with little to no assistance.*** For liability reasons, you should refuse to provide a ride to anyone who requires physical assistance. Moreover, if circumstances have changed since the initial intake or

over time, that significantly limit the senior's mobility or if you feel they are or have become a fall risk, you should report this to the SCVN office immediately and the senior will be asked to complete a re-evaluation.

Upon re-evaluation, if it is determined that we can no longer provide transportation, referrals to other local agencies will be made in a timely manner.

### c. Equipment

***No wheelchairs should be transported, no exceptions.*** All other durable medical equipment (canes, walkers, etc.) should be placed in the back seat or trunk of the volunteer's vehicle until you arrive safely at your destination. Depending on the size and weight of the equipment, we may not be able to transport all equipment. Particular circumstances will be discussed with you prior to any transport assignment.

### d. Personal Information

***You should not provide personal information to any care receiver*** including but not limited to your address, home or cell phone numbers. As a reminder, when you do contact a care receiver to confirm transportation arrangements, you should use the \*67 service on our cell phone to block all personal information before making any calls. Volunteers who have shared this type of information in the past have later regretted that decision. If you do elect to provide this information, you do so at your own risk.

### e. Other Passengers

Professional caregivers and family members may be allowed to accompany care receivers during their ride so long as the volunteer and the SCVN office staff are notified and approve the passenger ahead of time. *All* passengers will be required to sign the SCVN Hold Harmless Agreement prior to any transport. Caregivers and family members are not considered program recipients and therefore should not request services or personal stops from volunteers.

Failure to adhere to this policy provision will result in the caregiver or family member not being allowed to accompany the care receiver and may also result in the care receiver's dismissal from the program if problems persist.

## V. Transportation Policy for Care Receivers with Dementia and Alzheimer's

### a. Definitions

According to the Alzheimer's Association of America, Dementia is a general term that describes a group of symptoms-such as loss of memory, judgment, language, complex motor skills, and other intellectual function caused by the permanent damage or death of the brain's nerve cells, or neurons. There are more than 70 types of Dementia. Alzheimer's is the most common.

Alzheimer's disease is a progressive, degenerative disorder that attacks the brain's nerve cells, or neurons, resulting in loss of memory, thinking and language skills, and behavioral changes.

## **b. Purpose**

The purpose of this policy is to define when volunteers should and should not be providing transportation for anyone who has been diagnosed with Dementia or Alzheimer's and to provide guidelines on reporting when a volunteer reasonably suspects either Dementia or Alzheimer's or notices a decline or mental deterioration in the seniors they are assisting.

## **c. Policy**

It is hereby the policy of Senior Care Volunteer Network ("SCVN") that if a senior is living alone and has been diagnosed with Dementia or Alzheimer's, transportation cannot be provided.

If a volunteer reasonably suspects/believes a senior has Dementia or Alzheimer's, the volunteer should contact the SCVN office. Transportation should be immediately suspended until a re-evaluation can be conducted. At that time, the SCVN Intake Coordinator or Executive Director will meet with the senior and their family members to discuss options and the need to complete an official neurological assessment. Until that assessment is complete, a release is signed and those results are shared with SCVN, transportation cannot be provided.

An exception will be made if the senior can travel with a pre-approved, responsible family member or preapproved paid caregiver to each location and can then be escorted by the family member or paid caregiver back into the home once the transportation is complete. Notations should be made in the Ride Scheduler database regarding this requirement. A pre-approved family member or caregiver is one who: 1) has received approval from the SCVN office to travel with the senior before the transport 2) is listed as an approved passenger in the Ride Scheduler database and 3) has signed a Hold Harmless Agreement.

If a volunteer is scheduled to provide a ride and a family member or caregiver is not present or has not been pre-approved, the transport must be refused and the volunteer should notify the SCVN office immediately.

## **VI. Other Provisions**

### **a. Accidents**

In the event of an accident, regardless of the severity and whether physical injuries are present or not, you must immediately call 911 and notify the SCVN office as soon as feasible thereafter.

### **b. Right of Refusal**

The SCVN Executive Director reserves the right to refuse a volunteer's entry into the program or may also dismiss any volunteer from the program if that person violates program guidelines or policies or for any other reason deemed lawful, justified, necessary and appropriate.

## **Acknowledgement**

***I hereby acknowledge and agree that I have read and fully understand the contents of this document and my signature below indicates my agreement to abide by all of the SCVN transportation policy guidelines and regulations contained herein.***

Signature: \_\_\_\_\_

DATE: \_\_\_\_\_