



Community Rides

Volunteer driver program
Serving residents of the Rangeley Lakes Region*

Transportation Policy and Procedures (P&P) Guidebook

* Serving Dallas Plantation, Lincoln Plantation, Magalloway Plantation, Oquossoc, Rangeley, Rangeley Plantation and Sandy River Plantation.

Community Rides is a program supported by the United Way of the Tri-Valley Area and Maine Community Foundation.



And offered in collaboration with Western Maine Transportation Services and volunteers from the Rangeley Lakes Region community.



Feb. 2022

Dear Volunteer Driver,

Thank you for applying to become a volunteer driver for the Community Rides volunteer driver program. The purpose of this program is to help members of our community maintain dignity and independence by providing transportation to and from requested destinations, as well as emotional support and companionship during the rides. The contributions of people like you allow our communities to remain vibrant and supportive places.

This Transportation Policy and Procedures (P&P) Guidebook outlines important program policies and procedures. Please read this Guidebook carefully to ensure that you understand and agree to abide by the guidelines provided herein.

Shortly after completing your application you will hear from me, the program coordinator, and will be advised of your status as a volunteer driver. I will be available to help you schedule a time for orientation, answer any questions and address any concerns you may have at that time.

Thank you for your contribution. I look forward to working with you.

Sincerely yours,

Merrie Woodworth
Community Rides
Program Coordinator

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1.0 Program Administration

1.1 Transportation Program Coordinator (TPC)

The role of the TPC is to take requests for rides and send them to the volunteer drivers. Once the request has been made, the TPC will facilitate the process to ensure that it runs smoothly and the rides provided are safe and courteous, meeting the needs of all involved.

2.0 Volunteer Driver Policies

2.1 New Drivers

Individuals who wish to become a volunteer driver do so at their own risk and assume all liability for transporting riders. They must successfully:

- Complete the Community Rides Driver Application (Appendix A)
- Undergo a driver history check and background check administered by the program coordinator
- Provide evidence of a driver's license and liability insurance required by the State of Maine
- Attend a Community Rides driver orientation provided by trained staff

2.2 Volunteer Supervision and Evaluation

The program coordinator will notify new drivers of their acceptance as a volunteer driver by email or by phone. Upon acceptance as a volunteer driver for the Community Rides Volunteer Driver Program, volunteer activities will be overseen by the program coordinator. The program coordinator will use a rider's feedback form as a means of following the performance of drivers and will address any concerns presented (see Section 5.0 Grievances).

2.3 Volunteer Driver Reviews

Volunteer drivers will be reviewed, as needed, by the program coordinator. The program coordinator will contact the driver to arrange for the volunteer driver's review, and at that time discuss the feedback the volunteer has received.

2.4 Volunteer Records

Accurate records, to include the application form, need to be maintained at all times in a secure location. Volunteers will be contacted by the program coordinator when their insurance and/or registration is about to expire. Volunteers with out-of-date records are not permitted to drive for the Community Rides volunteer driver program.

2.5 Volunteer Dismissal

Community Rides reserves the right to dismiss a volunteer driver if they create a potential risk to the organization or its riders, with, or without cause.

3.0 Trip Policies

3.1 Trip Purpose

Community Rides coordinates volunteer drivers who provide transportation to local or regional destinations including, but not limited to, medical appointments, hair appointments, the grocery store, recreation, exercise, socialization, and volunteering. We do not restrict transportation by type of destination or by income.

3.2 Pick-Up Times

When coordinating a ride, the program coordinator will provide a pick-up time. Drivers are requested to arrive at a rider's home promptly, and to contact the rider and the program coordinator if extenuating circumstances will affect the pick-up time.

3.3 Companions or Helpers

Riders are permitted to bring no more than two helpers or aides on their rides. Helpers and aides must be at least 18 years old.

3.4 Transferring Passengers

A criterion for the acceptance of a rider into the volunteer driver program is the ability to transfer into a vehicle without assistance. Riders will be referred to other transportation options (e.g. Western Maine Transportation, Community Concepts or Northstar) if they are unable to transfer into a vehicle without assistance. If a rider requests assistance transferring in or out of the vehicle, drivers will assist only at their own risk. Volunteers should never lift the rider in any way, but may provide elbow assist in and out of the vehicle.

3.5 Wheel Chairs and Walkers

Although riders must have the ability to transfer themselves into vehicles without assistance, they may need to bring a wheelchair or walker for assistance. Drivers will move wheelchair or walkers at their own discretion and at their own risk. Drivers will be informed at the time of the ride request, if a rider will need to bring a wheelchair or walker on a requested ride.

3.6 Entering a Rider's Home

Drivers are advised that entering a rider's home is not recommended and to do so is at their own risk. Community Rides accepts no responsibility for volunteers who choose to enter riders' homes. If there is no answer at the door upon arrival at a rider's home, the drivers are advised to consider the ride cancelled and to notify the program coordinator of the cancellation. If a driver suspects an emergency situation, it is recommended that she/he contact the rider's emergency contact and/or 911 to report a potential safety risk. The driver should also contact the program coordinator to report the suspected emergency situation.

3.7 Escorting Passengers

Community Rides provides door-to-door service. Drivers are expected to escort the rider from and to the door of the home and directly to and from the destination. Drivers are not expected to stay at the destination's location. It is acceptable for drivers to run errands. If a driver is going to leave the rider, they are asked to provide the passenger with reasonable means for contacting them when their appointments are completed (e.g., a cell phone number).

3.8 Additional Stops

Making additional stops at the request of a rider or for a driver's personal purposes (e.g., quick stop at the bank) is acceptable as long as they are agreed to by both the driver and the rider.

3.9 Smoking/Vaping

For the health, safety, and comfort of all vehicle occupants, drivers and riders may not smoke nor vape while in the driver's vehicle during the ride.

3.10 Driving Practices

Drivers are expected to drive in a defensive, courteous manner. Community Rides accepts no responsibility for any tickets incurred for traffic violations while on a volunteer driving trip. The driver is expected to contact the program coordinator if she/he has been cited for a traffic violation while driving Community Rides client/rider.

3.11 Weather

Cancelling a trip due to weather is at the discretion of the driver. Safety is always the most important priority. If a trip needs to be cancelled, drivers are expected to notify both the rider and the program coordinator as soon as possible.

3.12 Seatbelts

In the interest of safety and in compliance with the law, seatbelts must be worn by both riders and drivers at all times while vehicle is in motion.

3.13 Accidents/Incidents

Volunteer drivers are expected to call 911 and to provide expedient care to the rider until assistance arrives on the scene of the incident. The driver must also contact the program coordinator regarding the details of the accident/incident. The Community Rides Accident/Incident Report (see Appendix D) must be completed by the driver and returned to the program coordinator as soon as possible following the accident/incident.

3.14 Trip Refusal

Community Rides and its volunteer drivers may refuse to provide a trip if there is reason to believe that the rider requesting the trip will put another rider or driver at risk.

3.15 Trip Charges

Riders will not be charged for trips. Drivers will not ask for, nor accept, donations.

3.16 Volunteer Driver Remuneration

Volunteer drivers will not be remunerated for services performed. Drivers are not permitted to accept tips or gifts from riders.

4.0 Rider Guidelines and Agreement

4.1 Rider Guidelines

Trip guidelines will be provided to the rider by the program coordinator upon submission of a completed and signed rider agreement form. Rider agreement forms will be reviewed annually for accuracy and will be updated if information on the form has changed.

4.2 Rider Agreement

Each new rider will need to complete and sign an agreement and submit it to the program coordinator for approval before any rides can be scheduled.

5.0 Grievance Policy

5.1 By a driver

If a driver has any problems during the course of his or her volunteer driving assignment, she/he is asked to contact the program coordinator as soon as possible after the transport has been completed with the details of the incident. The program coordinator will work with the driver and any riders or volunteers involved ensuring a satisfactory resolution.

5.2 About a driver

If a driver receives a grievance against them, they will be contacted by the program coordinator and the grievance will be discussed. Drivers who receive repeated grievances may be subject to dismissal from the Community Rides Volunteer Driver Program. A record of the grievance will be placed in the driver's file, and all grievances/feed-back received through spot checks will be discussed with drivers during a review. All drivers will be reviewed by the program coordinator as needed and the review will be shared with the driver.

Days of the week and hours you Will be Available to Drive	Days Available (v)		Hours Available
	Monday		
	Tuesday		
	Wednesday		
	Thursday		
	Friday		
	Saturday		
	Sunday		
	<p>Have you been involved in a car accident in the last 5 years? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please explain the circumstances and if you were given a citation:</p>		
<p>Have you received a traffic violation (unrelated to parking) in the last 5 years? <input type="checkbox"/> Yes <input type="checkbox"/> No If you were convicted and/or your license was suspended or revoked please describe:</p>			
<p>Do you have any health problems or are you on medication that might affect your driving? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please explain:</p>			
<p>General interests, skills, experiences, languages and hobbies:</p>			
<p>Do you smoke? __yes __no</p> <p>Are you allergic to pets? __yes __no</p>			
<p>What do you anticipate will be the best aspect of volunteering for Community Rides?</p>			
<p>How did you hear about this program?</p>			

What is your reason for volunteering?

References:

Please list three persons we may contact who are not family members. You may include employers, teachers, religious leaders or others, with at least one who has ridden with you.

Name _____ Phone _____ Relation _____

Address _____

Name _____ Phone _____ Relation _____

Address _____

Name _____ Phone _____ Relation _____

Address _____

Section 2. Vehicle Information

	Model/Year	License Plate	# Working Seatbelts
Vehicle #1	_____	_____	_____
Vehicle #2	_____	_____	_____

Section 3. Insurance Information

Community Rides requires volunteer drivers of private vehicles to have a minimum of liability insurance per State of Maine requirements: (1) \$250,000 liability per person for bodily insurance; (2) \$500,000 liability per incident for bodily incident for all vehicle occupants; and (3) \$25,000 liability for property damage. Please list for all vehicles listed above. Attach a copy of your policy's declaration page. If each vehicle has a separate policy, attach a copy for each.

Insurance Company _____

Policy # _____ Agent phone # _____

Bodily injury liability limit _____ Property damage liability limit _____

Please initial each line below and sign at the bottom where indicated.

____ Individuals who wish to become a volunteer driver do so at their own risk and assume all liability for transporting riders. **When driving a privately owned vehicle, I understand that in the case of an accident, injury and/or damage to any vehicle, including the owner's, is the responsibility of the volunteer driver.**

____ To my knowledge, my vehicle has a current, valid registration and operating license, is in safe operating condition (brakes, tires, etc.), complies with all applicable State laws in the state in which it is registered for vehicle inspections, and has a current, valid inspection sticker (if required by law).

____ I am in good physical and mental health, it is safe for me to drive and neither my driver's license nor my ability to operate a vehicle is limited by any medical, physical, or emotional restriction or condition.

____ I understand that, if approved as a Community Rides volunteer driver, I have a continuing obligation to advise United Way of the Tri-Valley Area (UWTVA) of any change in information provided in this application including, but not limited to, involvement in a vehicle's accident in which I am cited, any citations for moving violations, non-renewal of license, termination of license, change of insurance company, change in amounts of insurance coverage, termination of insurance, or change in vehicle, I will promptly provide this information.

____ I will comply with State of Maine laws with regard to use and security of lap/shoulder belt.

____ I will comply with the Community Rides Volunteer Driver Program Policy and Procedures Guidebook, a copy of which has been provided to me, if my application to be a Community Rides Program Volunteer Driver is accepted.

____ I affirm that I will carefully transport all persons under my care, including obeying all traffic laws and the Community Rides Transportation Policy.

____ I understand that to be an approved Community Rides Volunteer Driver, I must complete the Community Rides Volunteer Driver orientation.

In signing this application, I certify that the information given by me in this application is true and correct to the best of my knowledge, and I grant United Way of the Tri-Valley Area (UWTVA) permission to obtain a copy of my motor vehicle driving record and to conduct any check of driver criminal record deemed appropriate by UWTVA. I release Community Rides and its sponsor, UWTVA, and/or its agents and any person or entity, which provides information pursuant to this authorization, from any and all liabilities, claims, or lawsuits in regard to the information obtained from any and all of the above referenced sources used.

Driver's signature _____ Date _____

Vehicle owner's signature (if different) _____ Date _____

(For Community Rides use only)

Approved as COMMUNITY RIDES Volunteer Driver

Declined

Program Coordinator signature _____ Date _____

Applicant has been notified of application outcome Date _____

Appendix B

**Driving History Form
Employee/Volunteer Motor Vehicle, Driver's License and Driving History Form**

I, _____, understand and agree that, as a condition of my volunteering for UWTVA as a driver, an investigation of my motor vehicle record and driver's license history is necessary.

I have read, understand, and agree to the following:

I hereby authorize UWTVA or a third party acting on his/her behalf, to conduct a thorough inquiry into my motor vehicle record and driver's license history to assess my suitability to operate a vehicle as a volunteer driver for UWTVA. I understand and agree that UWTVA may contact or contract with private information centers, government agencies, mutual associations, and other third parties to inquire into my driving history as well as all public record information relating to my application/ongoing status for volunteering. I also understand and agree that this release authorizes UWTVA the authority to investigate these records as necessary, but not less than annually.

A copy of this document shall be, for all intents and purposes, as valid as the original

Applicants Legal Name: _____
Last First MI

Other names used (such as maiden name): _____

Date of birth: _____

Legal address: _____

Preferred phone number: _____

I hereby authorize UWTVA to perform the investigation discussed herein:

Signature: _____ **Date:** _____

Appendix C

COMMUNITY RIDES TRANSPORTATION OPERATIONAL PROCEDURES

Ride Request Initiation

Rider

Initiates request by calling program coordinator at 207-778-5048, option 6, **at least 3 days** before ride is needed. Leaves message with name, phone number, day/time of ride required, pick-up point and destination, and whether a return ride is needed.

Program Coordinator

Checks for ride requests at least once a day and enters requests in a Community Rides spreadsheet.

A ride request may be refused if there is reason to believe that the rider requesting the ride may put the driver at risk.

The Community Rides program coordinator initiates an email to drivers alerting them of the ride request with the name of the rider included in the body of the email.

* The program coordinator may need to call the rider to get all needed information if the rider has not provided all information requested.

Ride Request Acceptance and Confirmation

Volunteer Driver

Drivers monitor their own email system(s) daily, watching for ride request messages from the Community Rides program coordinator. (The message will provide specific information as to date, time, etc.)

If a driver sees that he/she can provide the requested ride, the driver will respond to the email and accept the ride request. Drivers will be confirmed for a ride on a first come, first served basis. (i.e. if two drivers wish to accept the same ride.)

The coordinator sends a confirmation message to the driver.

Driver then calls the rider to inform him/her that the ride is going to be provided, gives the rider the driver's phone number, and reminds the rider to call the driver if there are any changes to or cancellation of the ride. Driver calls the rider the day before (or day of) ride to re-confirm.

Changes or Cancellation to Scheduled Rides

Rider

If the rider needs to change any aspect of the scheduled ride or to cancel it, he/she must call the volunteer driver.

A time change can be negotiated between driver and rider to their mutual satisfaction.

If the driver cannot adjust his/her schedule to accommodate the change, the rider will need to initiate a new ride request by calling 207-778-5048, option 6.

Volunteer Driver

If a simple time change occurs that the driver can handle, the driver notifies the program coordinator so that the calendar can be adjusted.

If the driver cannot handle the change - OR must cancel the ride him/herself because of a conflict, the driver must call the program coordinator to report the change or cancellation.

In the event of a rider cancellation, the driver shall notify the program coordinator of the cancellation.

Program Coordinator

If a ride is canceled by the driver and occurs at least two days before the requested ride, the program coordinator initiates a new ride request.

If a change of time/date is requested by the rider that the driver cannot accommodate, the program coordinator initiates a new ride request on behalf of the rider.

If the cancellation by the driver occurs inside the two-day window, the program coordinator notifies the rider that no ride is available.

If a ride request cannot be accommodated within two business days of the requested ride due to the unavailability of a driver, the ride request will be cancelled and the rider notified of the cancellation.

If the rider cancels the ride and has notified the driver, no action is required by the program coordinator.

Grievances

In the event of a grievance by either a driver or about a driver that needs to be addressed, the individual raising the grievance should contact the program coordinator.

Appendix D

COMMUNITY RIDES VOLUNTEER DRIVER PROGRAM INCIDENT & ACCIDENT REPORT

ACCIDENT _____ or INCIDENT _____
Date: _____ Time: _____ Location: _____
Injuries? Yes No 911 Called? Yes No ER Visit? Yes No Admitted? Yes No

Driver Name: _____

Rider Name: _____

Accident/Incident Narrative: _____

If Auto Accident, list Insurance Company Name, Contact, and Policy #: _____

Follow-Up Required? Yes No If "Yes," describe action taken below and date:

Rider Re-contacted: Yes No Date: _____

Narrative: _____

Investigation Closed Date: _____ Initials: _____

APPENDIX E
Community Rides
CONFIDENTIALITY AGREEMENT

Our belief is that privacy and confidentiality are the rights of all individuals. All employees, board members and volunteers are obligated to respect and protect the privacy and confidential information entrusted to them regarding riders, employees, peers who are involved in the various activities of Community Rides. All employees and volunteers are expected to support the right of riders to open and confidential communication. It is our belief that maintaining confidentiality provides the foundation for open communication and trusting relationships.

All information about passengers, i.e. appointment locations, residence, conversations, behavior exhibited, and age, is considered confidential. Drivers will not share this with anyone including friends, family, other passengers or other drivers.

Discussions concerning passengers shall be limited only to information necessary to ensure safe transportation of the passenger.

I AGREE TO RESPECT AND PROTECT THE PRIVACY AND CONFIDENTIAL INFORMATION ENTRUSTED TO ME AS A COMMUNITY RIDES VOLUNTEER REGARDING; RIDERS), EMPLOYEES, AND PEERS DURING THE COURSE OF MY ACTIVITIES WITH COMMUNITY RIDES.

SIGNED: _____

PRINT NAME: _____

DATE: _____

APPENDIX F
Community Rides
COVID-19 Policies

These are challenging times and we are all trying to navigate to the best of our ability. Our priority is to reduce risk of COVID infections and keep both drivers and riders safe. To that end, both the driver and the passenger must show documentation that they are COVID-19 vaccinated.

Both the driver and the passenger will wear face masks which cover the nose and mouth.

The face masked passenger will sit in the back seat, right side, when possible.

Hand sanitizer will be used by both the driver and the rider upon entering the vehicle.

To further reduce COVID-19 transmission risk, it is also recommended that, weather permitting, the two car windows farthest from the driver and passenger be open. This is the front right window and the rear left window, respectively if the passenger is seated in the back seat, right side.

<https://advances.sciencemag.org/content/7/1/eabe0166>

12.23.21