

## BC Rides

### VOLUNTEER DRIVING GUIDELINES

- 1) Once we confirm that you are assigned a ride, you should contact the Client. You can either contact them ***immediately, or within 24 hours*** of receiving the assignment. When you call the Client, confirm that you are going to be driving them and ***confirm the date and pickup time***.
- 2) The Rides Coordinator will verify that a Client Agreement has been signed and will place it in the driver's Alpha Box, along with a Wellness Collaborative business card (to give to the Client with your cell number).
- 3) ***The day before the scheduled ride***, call the client again to confirm the ride.
- 4) Arrive at the client's home as close to the designated pick-up time as possible and go to their front door to let them know you are there and escort them to the vehicle. We do not transport wheelchairs, but walkers and canes are allowed. Riders must be able to get into and out of the vehicle on their own or with minimal assistance. If a rider appears to require more assistance than you feel comfortable providing, please call Bill Merrick (404-862-0938) or Wade Starling (678-429-1902) and let them know.
- 5) In some circumstances you may not be staying in the location throughout the duration of the appointment. When that's the case, give the client your name and cell number written on the back of the Wellness Collaborative business card. The client can then call you when their appointment/procedure is finished, and they are ready for pick up.
- 6) After the client's appointment - if a prescription is needed immediately and time permits you may help, if not let the Client know you will advise the Rides Coordinator and arrangements will be made to get the prescription filled.
- 7) Drop the client off at home unless otherwise directed by the BC Rides Coordinator. If the Client offers to make a tax-deductible donation you may offer them the WC envelope in your training material.
- 8) Please report to the Rides Coordinator any situations during the ride that might require further attention.

**Thank you again for volunteering with BC Rides!!**

