



Volunteer Guidelines

1. Call the rider to confirm their ride 2 days prior. If their ride is on a Monday, give them a call the Friday before. This lets them know your name and reassures them that they will have a ride.
2. Use your own car, NEVER the passenger's car.
3. Have plenty of gas in your car or have it sufficiently charged before picking up the passenger.
4. Always wear your RAN nametag. They need reassurance you are with RAN and may forget your name.
5. Try to be at the passenger's home at least 5 minutes before the scheduled pickup time. It's better for you to wait for them than for them to wait for you and become too anxious. Be patient, calm and friendly. Make eye contact.
6. Do not enter their house. Our service is door TO door, not THROUGH the door.
7. Always wear a seat belt. It's the law for everyone. If they refuse, you cannot drive them. Call the RAN office immediately.
8. A RAN rider must be able to get in and out of your car with minimal assistance; call the RAN office immediately if this is not the case. **You are never to lift or transfer a passenger** – we do not want you or the rider to be injured.
9. Try to remember this may be the only time they get out of the house. If a rider has a favorite way to get to their doctor's office, consider going their way.
10. Wait at the medical office for the entirety of their appointment. This is for the safety of our riders and to ensure they get home safely. If you must leave the office (to get something out of your car or grab a quick cup of coffee) tell the front desk who you are and explain that you are leaving for a few minutes. Please give the desk and your rider your RAN business card with your cell number on it. Never go more than a few minutes from the office and be back well before their appointment is to end.
11. Be sensitive to the rider's needs. Always treat them with dignity and respect.
12. Firmly but politely refuse other errand requests. Politely refuse tips, monetary or other, like cookies.
13. If the passenger calls you directly to set up a ride, remind them to call the office.
14. Contact the RAN office immediately if you are unable to provide transportation at your scheduled time or if you have concerns regarding the passenger or your assignment.
15. Keep track of and log all your mileage. You may deduct the transportation expenses attributed to services provided on your income tax if you itemize deductions.
16. Be willing to attend training refresher sessions.
17. Inform RAN of any convicted driving or criminal violations that occur.