



Volunteer Transportation Center

Volunteer Manual

www.VolunteerTransportationCenter.org

Information provided in this manual is subject to change. To ensure you are reviewing the most current version of the manual, talk with your program director.

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Thank you for choosing to volunteer with the Volunteer Transportation Center!

The Volunteer Transportation Center, Inc. (VTC) provides much more than rides. Volunteers provide rides to non-emergent medical trips (doctors, clinics, hospitals, specialists, pharmacies), food-related trips (grocery stores or food pantries). Every year folks in our service area miss medical appointments because they don't have access to transportation; you will help ensure that doesn't happen again.

VTC volunteers operate with professionalism and go above and beyond to provide top-notch customer service. This manual will detail several policies and procedures that volunteers must follow for you and the agency to remain in compliance with our contracts.

Best Practices

1. Always keep a clean vehicle – a clean car is the easiest way to make a passenger feel safe and comfortable.
2. Follow the road rules – this includes speed limits, stop signs, your blinker, and parking regulations.
3. Keep conversations professional in the car - don't get too personal.
4. Be respectful, polite, and friendly.
5. Refrain from comments about personal appearance or asking personal questions
6. Don't offer personal or medical advice.
7. If you don't understand how to use the VTC Driver App, don't be afraid to call us at (315) 788-0422 (Watertown) or (315) 714-2034 (Canton) if you have questions.
8. Provide **Door-to-Door** service on every single trip – no exceptions.
9. Call the passenger and go to the pick-up address on every single trip.
10. We recommend that passengers ride in the back seat on the passenger side – however, passengers are allowed to ride in the front or back seat, except for minors who must always ride in the back.
11. Do not use the safety locks for the backseat doors of the vehicle.
12. Identification – Always wear your VTC ID badge.
13. Appearance – Maintain a neat and clean appearance.

Contact Volunteer Transportation Center

Jefferson and Lewis Counties

24685 State Route 37, Watertown NY 13601
(315) 788-0422

St. Lawrence County

PO Box 515, 6587 US HWY 11, Canton NY 13617
(315) 714-2034

How It Works: The Basics

Each day our Transportation Coordinators receive requests for transportation and then work diligently to ensure we have the appropriate volunteer assigned to complete the request. A Coordinator will contact you by phone (or email if you prefer) and ask if you are available for the day and time of transport. If you are, we will email you the information about the client and the appointment. Once you receive the trip information, you must call the client to arrange a pick-up time for the trip that fits best with your schedule for the day.

In most cases, you will take the client to the appointment, wait until they are done, and return the client home.

Often, a client may receive a prescription while in the doctor's office and may want to stop at a pharmacy to fill it. If the client wishes to use the pharmacy along the way or not very far out of the way, this is not a problem if it does not delay you from getting your next client. If a stop at the pharmacy was not pre-authorized and there will be significant additional miles due to this extra stop, contact the office for authorization. If you do not have the time to stop, advise the client to call and make separate arrangements to get to the pharmacy.

Transportation Requests

All requests for transportation must go through the proper channels. Clients transported under the Volunteer Transportation Center's programs must call the office directly and schedule their rides no less than 48 hours in advance.

Clients are not permitted to arrange transportation directly with volunteers. We assign the closest volunteer to a client, and volunteers are not aware of their schedules until the day before. The volunteers cannot be sure if they will be assigned to transport a particular client. Transportation Coordinators do their best to accommodate all requests.

Clients with Medicaid must arrange transportation through the MAS call center. **There are NO exceptions to this rule.** The VTC cannot confirm Medicaid eligibility or secure the authorization for transporting the client.

All of this is done through the call center. Medicaid clients must call MAS to book their transportation:

- Jefferson County 1-866-558-0757
- Lewis County 1-800-430-6681
- St. Lawrence County 1-866-722-4135

Contacting the Client

Keep in mind that many clients get worried if they do not hear from a volunteer. Sometime the day before the appointment, call the client to make the final arrangements. If you cannot reach the client with the phone number(s) we have given you, call us, and we will see if we can find another number. If no other number can be found, or if the numbers you call are not answered or go to voicemail, and you cannot make contact, *you must still go to the client's home on the day of the appointment*. If the client is not at home, let the office know, and we will mark it down as a "no-show," and you may leave. You will be reimbursed for your mileage.

Waiting for the Client

When you arrive at the client's home, you will need to give the client time to come out. If you do not get a response, try going to the door and knocking. If you do not see the client, try calling the phone number(s) you have. After 15 minutes, if there is still no sign of the client, don't hesitate to contact the office, and a staff member will indicate whether you may leave. You will be reimbursed for this trip.

After arriving at the appointment with the client, you will generally wait there until the client is done. If there is another client in the car, you may leave and take the other client to their appointment. Make sure the first client is aware you will be returning.

You can give the office number to the first client to call when finished. You may give that person your cell phone number if you wish, but that is entirely your decision. No reimbursement will be provided for personal cell phone usage.

If a client is at the appointment for several hours, let the client know the number to call when the appointment is completed. If you determine that you will be home longer than the combined travel time to and from the appointment location, then you may call the office and be authorized to return home. The authorization from the office may allow for reimbursement of miles driven. If the amount of time you will be at home before you start again is less than the combined traveling time, then it makes no sense to return home. Instead, use the time to go for lunch, go shopping, etc. No additional miles will be reimbursed.

Meal Policy

If you qualify to return home and be reimbursed for the mileage during a long wait on a trip, but you elect to stay with the client, you may be approved for a meal. Please call the VTC office before purchase. The Program Director or Finance Director must approve all exceptions.

Additional Stops or Multiple Destinations for a Client

It is not unusual for someone to have more than one appointment on a particular day. All appointments must be pre-authorized. Any stops or appointments not arranged in advance will not be allowed. An exception can be made in stopping at a pharmacy if the person receives a prescription while at the doctor's office. If stopping at the pharmacy adds significant mileage to the trip, then notify the office immediately, and note the stop at the pharmacy in the "Comments" section of the volunteer's voucher. If the client merely wants to stop for groceries or personal items, this is not allowed.

Some volunteers are scheduled for multiple transports in one day. Whether or not they are known beforehand, additional stops can interfere with that volunteer's schedule and perhaps cause the next client to be late. If you think there will be a conflict, let the office know immediately, and we will work to find a solution.

Other People in the Car

Transporting Multiple Clients

Because of the need to economize and get the most service for each dollar we spend and the limited number of volunteers available, it will be necessary at times for two or more clients to share a ride.

It will be the job of the Transportation Coordinators to determine whether or not specific clients may ride together and avoid any conflicting pairings. Many clients will not like the idea of having to travel with others because it may mean they will have to leave earlier or return later than would otherwise be the case. Unfortunately, we have little choice. Unless there is a medical or legal reason for the client to be transported individually, our limited resources necessitate the grouping of clients together when their appointment times and locations are reasonably close.

There is an important exception to this policy.

Most Adult and Child Service cases must be *transported individually* unless authorized by DSS before the trip.

Clients Who Wish to Take Someone Else Along

Clients are permitted to take someone else to their appointments. Our seniors or disabled clients will often want to take someone to assist them at the doctor's office. It is also reasonable that a child will be accompanied to a medical

appointment by a parent or legal guardian. These can be accommodated, but we must have forewarning of the total number of riders.

This enables us to assure a vehicle of sufficient capacity is sent and helps us determine how many other clients can be transported in that vehicle. If the client wishes to take others who were not authorized in advance, then those other persons will not be allowed to ride. If this presents a problem for the client, the volunteer is advised to tell the client to contact the appropriate transportation service. VTC clients call the VTC office; Medicaid clients call MAS.

Volunteers Bringing Others Along

Generally speaking, when more than one person is being transported, either the VTC has decided to double up clients or a client has asked to take someone else along. Occasionally, a volunteer may want to have someone else (a spouse, child, grandchild, etc.) in the vehicle. Typically, this is not allowed. Since the volunteer must undergo a background check to provide the transportation, anyone the volunteer brings along would have to experience the same background check. There are occasions when special authorization can be given for the volunteer to bring someone else along, but these are rare unless the person has passed the background check. If you are in a situation where this is an issue, contact the office and explain the circumstances.

Adult and Child Protective Transports

How are these trips different from other trips?

The Transportation Coordinators for service cases are different, in some cases, from the other coordinators.

Need to reach a Service Transportation Coordinator, call:

- (315) 788-0422 x117 (Jefferson/Lewis Counties)
- (315) 788-0422 x101 (St. Lawrence County)
 - a. Any changes/cancellations, etc. Need to be communicated to Service Department in Watertown
 - b. *Example: Upon arrival at p/u location, foster parent states the visit is canceled, immediately contact the Service Department in Watertown. They will confirm with the contact at the appropriate agency. Phone the client evening before confirm p/u times, etc.*
 - c. When your appointment screen lists Supervised and turn over custody of the child to a supervisor or authorized person.

- d. Time listed on the appointment screen is when the child needs to be at destination unless the letters: PU is next to the times, which means pick-up time.

This is a start, and different circumstances may arise where we will need to phone you during trips times, etc.

Transporting Children



You are required to follow the law. It is your responsibility to know and comply with State law regarding child seats, booster seats, seat belts, and/or requirements to have minors sit in the rear seat. Passengers (or caregivers of passengers) are required to provide their own car or booster seat in order to be transported. In Connecticut, current law requires children must ride in a proper child safety seat, in the backseat, until they reach a certain age AND weight thresholds, including:

- Any child who is under two years old or weighs less than 30 pounds, regardless of age, must be placed in a rear-facing child restraint.
- Any child between ages 2 and 4 or weighing between 30 to 39 pounds, regardless of age, must remain in a forward-facing, five-point harness car seat.
- Children must ride in a booster seat until they are at least eight years of age and 60 pounds.
- All children up to the age of 18 are required to ride in the rear seat of the vehicle.
- The adult is responsible for properly securing the car/booster seat in the vehicle and buckling in the child(ren).
- Never transport a child without a car/booster seat or with your own car seat, regardless of what the adult may say. Failing to follow State child safety seat rules can result in a fine that you will be responsible for paying.

- You may be picking up children at school. If you arrive for a school pick-up, please go to the main office of the school and follow that school's procedure for checking that student out. Often the directions on your trip roster will indicate if you should get in the pick up line or go into the school.

When transporting minor passengers, extra care needs to be given during pick-up and drop-off. Please make sure that the facility is open and the visit supervisor is present to receive the child(ren). Only the visit supervisor may remove the child(ren) from the car. If the facility is closed or there is no one at the drop-off location, you cannot leave the child unattended. Please call the VTC at 315-788-0422 to determine the best course of action.

PASS Training (Passenger Assistance Safety & Sensitivity)

The purpose of PASS Training is to ensure we are providing a safe environment for our passengers. It also means we are keeping you safe as a volunteer with our organization.

Distractions on the Road

When you are on the road there are many distractions; some created on our own and others created by the nature of the business. Remember taking a sip of coffee, answering your cell phone or adjusting the temperature can all cause you to take your eyes off the road. Keep your distractions to a minimum.

Fatigue is another distraction. Make sure you are getting enough shut-eye. Missing 1-2 hours of sleep doubles your chances of being involved in a crash. And after missing 2-3 hours the risk increases 400%.

If you are feeling tired:

- Don't ignore the signs
- Don't skip meals
- Avoid medications that make you feel drowsy
- Don't rely on rumble strips

Stress plays a significant role in staying safe on the road. Try to keep your stressors to a minimum.

- Learn to pace yourself
 - Greet clients when they get in the car
 - Help clients into the car if needed

- Give 'em a break—be patient as the client makes his/her way to the car
- Don't take out your frustrations on the client
- Plans can change, go with the flow
- Develop a positive attitude; smile and have some fun

Transporting Non-English-Speaking Clients

You may be transporting passengers who do not speak English. Below are some easy ways to help communicate when there is a language barrier:

- Use pictures to communicate. For instance, pull up a picture of a car seat, a picture of a hospital, a picture of a car on your mobile device.
- Remember that if a passenger doesn't speak English, they probably can't read English either. Do not ask them to verify if they are the correct passenger by showing them the name in the VTC Driver App. Always ask the passenger to identify themselves.
- Using translation apps has proven to be very helpful in many instances. Many of these apps are available to download for free.

Transportation of Clients with Disabilities- Clients are people first!

- Here are some general guidelines for transporting passengers with behavioral or developmental disabilities safely and comfortably:
 - Always have your VTC stickers on your vehicle and wear your ID badge so the passenger is reassured you are cleared to transport them.
 - Look at the passenger directly and introduce yourself. Tell them you will be driving them today.
- Always offer assistance before you act:
 - If the passenger is visually impaired, ask if they would like assistance before you grab their arm.
 - If the passenger is in a manual wheelchair, ask if they would like assistance before you start to push them.
 - If the passenger has a bag, ask if they would like assistance before you grab it to assist.
 - Do not be afraid to ask the clinical workers if there is anything special that you need to know about today's trip (for example, if the passenger is extra talkative or extra quiet). Please follow any instructions they might provide.
- Don't correct a passenger unless they might harm themselves, you, or the vehicle. Just stay calm and try to reassure the passenger. Examples may include:

- A passenger who is hypersensitive (for example, a child who wants to keep touching everything).
- A passenger who may have "triggers" that result in an exaggerated response. If this happens, it is important that you do not overreact.
- If a passenger starts an emotional or very personal conversation, try to keep your responses neutral and simple. Do not engage with your opinions. Slowly and politely try to change the topic to something neutral like the traffic or the weather.
- Always follow **Trip Instructions** (for example, drop-off location) and not what the passenger may say. For example, a child may accept food when they are allergic to it, or a passenger may identify a house as theirs when it is not.
- If you need assistance, do not hesitate to call the VTC at 315-788-0422.

When picking up a client use the **WALL** method:

- W**- watch the client and be aware of any disabilities a client may have
- A** - Ask how you may assist the client
- L**- Listen to their response; if they say no it's okay
- L**- Learning what each client prefers shows them you understand

Smoking and Eating in the Vehicle

Due to Department of Health guidelines, you may **not smoke** in the vehicle you utilize for transporting clients **at any time**.

Keep in mind that some of our clients are actually allergic to smoke.

If a client wants to smoke, try to allow some extra time (especially for long trips) to pull over into a rest stop periodically so that the client can get out and smoke for a few minutes.

If you or a client are found smoking in your vehicle, you will receive a warning, and a note will be placed in your Volunteer file. At the second occurrence, you will be asked to volunteer someplace else.

Whether a client eats or drinks in your vehicle is entirely up to you since it is your car. You do not have to allow anyone to eat and drink in your vehicle.

Service Animals

Service Animal Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities. Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling

a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. Service animals are working animals, not pets. The work or task a dog has been trained to provide must be directly related to the person's disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.

State and federal law prohibit volunteers from denying service to passengers with service animals because of the service animal and from otherwise discriminating against passengers with service animals. Volunteers are not permitted to inquire about the passenger's disability, require medical documentation, require a special identification card, or training documentation for the animal. Nor can they ask that the service animal demonstrate its ability to perform the work or task. Volunteers must accept the credible verbal assurance of a passenger or prospective passenger as to disability and service animal status.

Allergies (regardless of severity) and fear are not valid reasons for refusing service to passengers with service animals. Volunteers who engage in discriminatory conduct or refuse to transport a passenger with a service animal will lose their ability to volunteer.

VTC strictly prohibits volunteer drivers from bringing personal pets on transports. Only service animals are permitted; no other animals may accompany the volunteer while the vehicle is being used for volunteer transportation.

Vehicle Requirements and Maintenance

Volunteers must perform vehicle maintenance and any necessary repairs on their vehicles.

Vehicle maintenance includes but is not limited to:

- Oil changes
- Tire checks
- Fluid checks
- Battery checks
- Fixing any vehicle damage, including cosmetic damages

When a vehicle is damaged, alert the office. Records of vehicle maintenance and repairs must be kept and provided to VTC upon request. Volunteers are required to bring in their vehicles for re-inspection annually and pass VTC's vehicle

inspection check. Failure to come in for a re-inspection will result in the inability to volunteer for VTC.

Volunteers must use their credentialed/approved vehicle when providing services. The use of a borrowed or rental car MUST be reported to VTC before transporting clients.

Professionalism

VTC expects that all passengers and volunteers treat one another with respect and courtesy. Calm and clear communication is the most effective way to defuse any confusion or disagreement that may arise between you and a passenger. VTC maintains a zero-tolerance policy regarding all forms of discrimination, harassment, or abuse.

VTC expects every volunteer to:

- Provide a safe and reliable ride
- Speak clearly, calmly and with respect at all times
- Offer assistance to every passenger
- Be courteous and patient

Keep your vehicle welcoming. Provide assistance when needed, lessen fall hazards by keeping the floors clear of debris. A client should never have to ask for help; watch for visual and verbal cues—never assume you know better what is a need for a specific client. Patience is a virtue and with VTC clients patience is king.

Inappropriate Volunteer Behavior

It is disrespectful to make derogatory, inappropriate, or unwelcomed remarks about a person or group. Commenting on appearance, asking overly personal questions (for example, race, religion, politics, etc.), or making unwanted physical contact are all considered inappropriate and will not be tolerated. We encourage you to be mindful of your passengers' privacy and personal space. Violence and/or harassment of any kind will not be tolerated.

Inappropriate Client Behavior

VTC also expects that passengers treat volunteers with the same level of respect as listed above. If you experience anything during a trip that makes you feel uncomfortable, we want to know about it. Please see the "Emergencies" section for more details.

Passenger Complaints

VTC takes passenger complaints very seriously. For each complaint we receive, we reach out to both the volunteer and the passenger to address the issue.

When Problems Arise

If a medical issue arises remain calm and call 9-1-1.

If a problem develops while transporting a client, notify the office promptly. Examples may include the client wanting to make extra stops, wanting to change the destination, or bringing additional people, etc. Ordinarily, changes cannot be accommodated. Especially with DSS clients, we would have to get authorization before we could approve any changes. Keep in mind that Child and Adult Services cases are special, and any problem that arises must be reported immediately.

If a problem arises outside of business hours that do not need to be dealt with right away, call the office and leave a voicemail for one of the Transportation Coordinators. If an emergency arises outside of business hours and cannot wait to be dealt with, call the office and press eight at the start of the message. You will hear a message that will tell you to call the on-call phone. Call that number and explain the problem and it will be taken care of as soon as possible.

Only call the after-hours number for emergencies that must be handled immediately. Do not give the number to clients.

Inclement Weather

If in your opinion weather conditions make travel excessively dangerous, you may cancel that transport. Notify the client and the office. Safety is always the top priority. It is better for the client to reschedule an appointment than to take unnecessary risks during inclement weather.

Incident/Accident Reporting

If an accident or incident occurs while transporting a client, it must be reported to the VTC office as soon as possible. Please ensure you file an accident/incident report within 24 hours.

Some reportable incidents include, but are not limited to a motor vehicle accident, receiving a traffic ticket, being stopped by any law enforcement official, any type of medical emergency while transporting a client, anytime 9-1-1 is called, any type of altercation between clients or between volunteer and client, if you or a client is injured during a trip. Your safety and the safety of our

clients are very important to us, so please be sure to follow all State and local traffic laws.

Volunteer Reimbursement

Submitting Mileage for Reimbursement

Volunteers are required to complete a voucher for the miles they have driven. This is done via the VTC issued tablet or use of the driver app on your android phone.

At the beginning of your transport, start the tablet at your home. Enter your starting odometer and proceed to the pickup of your client. Enter the pickup odometer reading into your tablet when the client gets in the car. Continue to the client's appointment location, upon arrival at the appointment enter the drop off odometer reading in your tablet.

Repeat this process for all clients assigned for transport, and end your trip at home.

Office staff are available for assistance while learning to navigate the tablet.

Remember...

As long as you have started the trip in your tablet the office may be able to help you straighten out wrong odometer readings, missed pick up or drop offs and more. **Just keep going** and continue recording your steps.

Mileage Reimbursement Rates

Because you are a volunteer, you *will not* be reimbursed for your time. You will, however, be reimbursed for your mileage. Currently, there are two levels of mileage reimbursement. Transportation of fully-funded programs is reimbursed at the federal rate established by the IRS. At the time of printing, that rate is 67¢ per mile. This changes when the IRS changes its rates.

Because VTC's own transportation programs are not fully funded, the rate for these transports has been set lower in order to allow more clients to be served. At the time of printing, the rate is 50¢ per mile. This rate is periodically reviewed by the Board of Directors and is changed at their discretion.

Mileage is reimbursed from the volunteer's home to the appointment and then back to the volunteer's home. This includes all authorized stops. If you arrive at the client's home and the client is not there or refuses to go, call the office before driving away. You will still be reimbursed for your mileage to and from the client's home. After calling the office you would enter this as a No Show in the tablet.

If, for any reason, additional miles are added to the trip that may not have been anticipated (such as stopping at a pharmacy, taking a detour around construction sites, etc.), be sure to report the circumstances, you will still be reimbursed for the mileage. This can be done using the Comments feature in the app on the tablet.

Occasionally, we conduct an audit of mileage submitted to verify accuracy. If a voucher reports unusually high mileage, we will question the volunteer. Any excess miles that can be reasonably explained will be reimbursed. Any mileage deemed unnecessarily high will not be reimbursed. If the mileage has already been reimbursed, the volunteer will have to repay the overage.

Other Reimbursements

Reimbursement to volunteers is not limited to mileage. Volunteers are also reimbursed for any bridge or highway tolls they pay. In addition, volunteers are reimbursed for parking fees. To receive reimbursement for any of these expenses, simply get a receipt at the time that you pay for them and submit the receipts to the office.

Gifts and Gratuities

Volunteers are not allowed to solicit gifts, favors, gratuities/tips, or other types of payments from clients. Any request by a volunteer for any kind of gift or tip could be construed as exacting payment for the transportation services provided. This would negate the volunteer's status as a volunteer and could also be regarded as taxable remuneration. Such a request may also be construed as an inappropriate gesture on the part of the volunteer. It is absolutely essential that volunteers avoid not only improprieties but also the appearances of improprieties.

If a client offers the volunteer a small non-cash gift or offers to buy the volunteer a cup of coffee or other beverage, this is not a problem, as long as it is the client's idea and is not requested or expected by the volunteer. The volunteer will not accept gifts and gratuities from clients. Any offers of money, regardless of the amount, are not to be accepted. If a client is so insistent as to be unwilling to accept a volunteer's refusal of money, then place the money in an envelope and deliver to the office. **Volunteers are not allowed to accept and keep cash payments from any client for any reason.**

ADA

The ADA laws were enacted in the '90s to protect all persons being transported. The laws were modeled after the Civil Rights laws and enforced by the Department of Justice. The Federal Transportation Administration (FTA) oversees transit related issues in regard to the ADA laws. What does all this mean to VTC and our volunteers? Our volunteer drivers, staff and board of directors must exercise care and concern during transport as well as fair and equitable transportation for all.

Volunteer-Client Relationship

While we certainly encourage cordiality and kindness on the part of our volunteers when dealing with clients, volunteers must maintain a certain professional distance from the clients.

Getting too personally involved with the riders could lead to some very serious problems and misunderstandings later on. Be friendly but not involved.

Unless the client is someone with whom you are already familiar, it is best not to cultivate deep personal relationships that extend beyond providing transportation. Keep in mind that one person's intentions are not necessarily the other person's perceptions. Attempts to get familiar could easily be misconstrued as something inappropriate and can lead to legal problems for both the volunteer and the VTC.

If you believe that a client is trying to get too familiar with you and you are uncomfortable with the direction of the relationship, let us know, and we can try to resolve the issue by reassigning that client to a different volunteer. If the issue needs to be discussed with the client directly, we can see that the appropriate persons are notified.

Annual Volunteer Renewal/Updating Information

Once you are approved as a volunteer, there is an annual renewal process. Prior to the expiration date, you must provide a copy of the following documents to the office:

- Driver's license
- Vehicle registration
- Insurance
- NYS vehicle inspection sticker

If you change vehicles, you will have to provide the documents for the new vehicle. Those copies can be made in our office, so it is not necessary for you to pay for copies to be made. *Your automobile insurance must remain in effect during all transportation performed by a Volunteer; VTC's umbrella liability insurance coverage is secondary.*

Send all documents to:
honey@volunteertransportation.org
or jen@volunteertransportation.org



Documents may also be texted to: (315) 315-930-2853 or (315) 755-2902.

Photo ID Badges for Volunteers

Immediately after your orientation, your photograph will be taken so that an ID badge can be made. If your photo was taken and you have not received a badge, inquire at the office, and we will see to it that you get one. These badges are important in identifying you as an authorized VTC volunteer.

They are especially important when you are assigned to transport an unsupervised child. If the child is being picked up from a school, the volunteer will have to go to the school office and show this identification in order for the school to release the child to the volunteer. When returning the child to the school, the volunteer will have to take the child into the school office, where school officials may again check the volunteer's ID.

Drug-Free Environment

It is the VTC's policy not to allow individuals to volunteer who use or traffic illegal drugs or who abuse prescription drugs or alcohol. It is a violation of the VTC's position on drugs and alcohol for a volunteer to:

1. Be in possession of illegal drugs while volunteering for the VTC;
2. Sell or distribute illegal drugs before, during, or after volunteering; or
3. Volunteer while under the influence of drugs or alcohol or with illegal drugs in one's system.

4. Volunteers are expected to report for their volunteer shift on time and in appropriate mental and physical condition for volunteering. The VTC reserves the right to request a drug test and/or dismiss volunteers based on a reasonable suspicion that a volunteer is impaired.

The NYS DMV does not recommend driving while under the influence of the following drug types/categories:

- Opiates or opium derivatives
- Hallucinogens
- Depressants
- Stimulants
- Cannabimimetic agents

If you are taking any medication, please consult with your pharmacist or physician before transporting anyone. It is also good to let your dispatcher know if you will be off for any length of time based on the need to take such medications.

If you are off for any length of time because of major surgery, a doctor's note will be required to return to driving.

Mobile Device Policy

Volunteers using mobile devices and related software for network and data access **will**, without exception, **use secure data management procedures**. All mobile devices must be protected by a **password**. **Volunteers agree to never disclose their passwords to anyone.**

All users of mobile devices must employ reasonable physical security measures. End users are expected to secure all such devices used for this activity whether or not they are actually in use and/or being carried. This includes, but is not limited to, passwords, encryption, and physical control of such devices whenever they contain VTC data. Any non-organization computers used to synchronize with these devices will have installed anti-virus and anti-malware software deemed necessary by VTC's Security Officer department. At the conclusion of your volunteer experience, any mobile devices assigned to you to complete your volunteer experience must be returned prior to your last reimbursement check being issued.

Under New York State law, you cannot use a handheld mobile telephone or portable electronic device while you drive. Illegal activity includes holding a portable electronic device and:

- talking on a handheld mobile telephone
- composing, sending, reading, accessing, browsing, transmitting, saving, or retrieving electronic data such as email, text messages, or webpages
- viewing, taking, or transmitting images
- playing games

If you use a portable electronic device while you drive (except to call 911 or to contact medical, fire, or police personnel about an emergency), you can receive a traffic ticket and be subject to a fine and a surcharge. Volunteer Transportation Center expects each volunteer and staff member to abide by this law.

Cellphone Use in the Vehicle

NYS traffic law 1225-c prohibits the use of mobile phones and 1225-d or the use of portable electronic devices while driving. The Volunteer Transportation Center follows all NYS traffic laws and expects its volunteers to do so as well.

Pandemic Protocols

The Volunteer Transportation Center takes pride in being proactive during times of crisis. The following are basic guidelines that must be followed by all volunteers, staff, and passengers during a pandemic:

- Practice good hygiene by regularly washing their hands and limit contact with their hands to their eyes and mouth.
- All riders, volunteers and clients, must wear a mask while in the car.
- Know the symptoms of the pandemic and closely monitor your health.
- STAY HOME when you are sick. Be alert for signs of fever or flu-like symptoms each day.
- This warning sticker, affixed to the door next to the ramp switches, outlines the safety procedures to be followed while using the power ramp.

Volunteer Rights and Responsibilities

Our corps of volunteer volunteers are very important to the successful completion of our mission. We want your experience with the VTC to be as positive as possible.

Volunteer Rights

1. You have the right to refuse any transportation assignment.
2. You have the right to refuse specific kinds of transports.

3. You have the right to be treated with respect by the client. If a certain client becomes problematic and you do not wish to transport that person again, we will make a note of that and see that you are not assigned that client again.
4. You have the right to be treated with respect by office staff. If you believe you are not being treated fairly or respectfully, please bring it to our attention.
5. You have the right to be safe while transporting clients. If a client begins to act in a manner that you believe threatens your safety or the safety of anyone else in the vehicle, you may stop the vehicle and eject that person and drive off. Call the office immediately and explain the situation and we will take care of the problem from there.
6. You have the right to prohibit smoking, eating, and drinking in your car.
7. You have the right to cancel transport as a result of inclement weather.
8. You have the right to receive complete and clear information about the transports. We try to provide all pertinent information, but sometimes clients' phones change or are shut off, or the client will move without informing anyone.
9. You have the right to know how your reimbursement was calculated. Along with your check, you can request a detailed list of all of your transports during that period and the rate at which it was calculated. If a transport is showing but has only zeroes for mileage and no reimbursement, it is likely that the voucher was received too late to be included in that payment. You will see payment for it on the next check. If you are unsure, just ask the Finance Clerk or the Finance Director.
10. You have the right to file a complaint against any staff member, client, caseworker, volunteer, agency, or anyone else that you believe has acted inappropriately. We do have Volunteer Complaint forms if you want to file a formal complaint. If you do not wish to file a formal complaint, keep in mind the open-door policies previously mentioned. You may also make a report anonymously by visiting www.fraudhl.com and using code VTCORG.

Volunteers' Responsibilities

Along with the aforementioned rights, there are certain responsibilities incumbent upon the volunteers at the VTC. Since it is our mission to get clients to their destinations, it is essential that certain rules and requirements must be imposed in order to assure that the mission is not only carried out, but carried out safely, efficiently, and to the satisfaction of all parties.

1. You must make all reasonable efforts to contact the client the day before the appointment. If the phone number(s) given to you do not work, call us and we will try to get another.

2. You must show up to get the client **even if you were unable to reach the client** by phone.
3. You must ensure that you are picking up all clients early enough to get them to their appointments on time. Some appointments will not accept the client even if they are only a few minutes late. *Punctuality is essential.*
4. You must assure that any vehicle that you use to transport clients is legally registered and insured and that documents proving this are on file at the office.
5. You must assure that any vehicle you use to transport clients is clean, safe, and in proper working order and is actually fit for transporting clients.
6. Vouchers must be completed using the VTC issued tablet.
7. You mark the client as a *No Show* in the tablet and call the office if a client is not home or if the client refuses to go.
8. Any failure to show, refusal to go, or other incident involving a Child Services case or an Adult Services case must be reported immediately, before you leave the scene. You must get the clearance from the office before you leave.
9. You must not allow any unauthorized persons in the vehicle with clients.
10. You must notify the office as soon as possible if you cannot complete a transport. We will do whatever we can to get someone else to cover it.
11. At all times, please be as courteous and respectful to clients.

HIPAA

The Health Insurance Portability and Accountability Act of 1996, commonly referred to as HIPAA, requires this office to implement and maintain a number of policies and safeguards to ensure that clients' protected health information (PHI) remains secure and only used in a manner consistent with HIPAA and similar laws. As a VTC volunteer, you are responsible for following these policies and procedures to protect the privacy and security of client information. Remember that privacy applies to ALL verbal, written and electronic client information. PHI as defined by HIPAA includes, but is not limited to:

- | | |
|---|--|
| 1. Name | 11. License numbers |
| 2. Postal Address | 12. Vehicle identifiers (license plate number, VIN number, etc.) |
| 3. All elements of date of birth except year (i.e., June 3) | 13. Device serial numbers |
| 4. Telephone number | 14. Personal websites |
| 5. Fax number | 15. Photographs of faces and or comparable images |
| 6. Email address | 16. ANY identifying or unique code or information that can be used to identify a person. |
| 7. Social Security Number | |
| 8. Medical Record Number | |
| 9. Health plan beneficiary numbers | |
| 10. Account numbers | |

If you know of or suspect a violation, please report it to the Compliance Officer at 315-788-0422 ext. 2902. **Or visit www.FRAUDHL.com use code VTCORG.**

Corporate Compliance

The VTC seeks to operate in accordance with the highest level of business and community ethics; and in compliance with all applicable laws and regulations. The VTC is committed to preventing, detecting and correcting any unintentional or deliberate conduct that is inconsistent with these principles.

The VTC Corporate Compliance Plan (the "plan") has been developed in compliance with applicable law, with guidance from state and federal authorities when available, including the Federal Sentencing Guidelines and model compliance programs issued by the US Department of Health and Human Service Office of the Inspector General (the "OIG"). While the Plan places a strong emphasis on the prevention of fraud, abuse and waste in federal, state and private health care plans, the scope of the Plan is not limited to this issue and covers other areas of compliance to which the VTC is subject.

With this Plan, the VTC will seek to promote full compliance with all legal duties applicable to it, foster and assure ethical conduct, and provide guidance to each volunteer for his /her conduct. The procedures and standards of conduct contained in this Plan are intended to generally define the scope of conduct which the Plan is intended to cover and are not to be considered as all inclusive.

This Plan is intended to:

- 1) prevent accidental and intentional noncompliance with applicable laws
- 2) detect such noncompliance as it occurs
- 3) discipline those involved in non-compliant behavior
- 4) remedy the effects of non-compliance and
- 5) prevent future noncompliance

This Compliance Plan is a "living document" and will be updated periodically to keep the VTC Volunteer Volunteers and volunteers informed of the most current information available pertaining to compliance requirements in the transportation industry.

When any person knows or reasonably suspects noncompliance, this must be reported to the Compliance Officer and/or the Executive Director, so each situation may be dealt with appropriately. The Compliance Officer may be reached at 315-788-0422 ext. 2902. To leave an anonymous complaint you may visit www.FRAUDHL.com use code VTCORG.

Sexual Harassment Policy

1. VTC's policy applies to all employees, volunteers, applicants for employment, interns, whether reimbursed or unreimbursed, contractors and persons conducting business, regardless of immigration status, with VTC. In the remainder of this document, the term "employees" refers to this collective group.
2. Sexual harassment will not be tolerated. Any employee or individual covered by this policy who engages in sexual harassment or retaliation will be subject to remedial and/or disciplinary action (e.g., counseling, suspension, termination).
3. Retaliation Prohibition: No person covered by this policy shall be subject to adverse action because the employee reports an incident of sexual harassment, provides information, or otherwise assists in any investigation of a sexual harassment complaint. VTC will not tolerate such retaliation against anyone who, in good faith, reports or provides information about suspected sexual harassment. Any employee of VTC who retaliates against anyone involved in a sexual harassment investigation will be subjected to disciplinary action, up to and including termination. All employees, reimbursed or unreimbursed interns, or non-employees^[1] working in the workplace who believe they have been subject to such retaliation should inform a supervisor, manager, or Corporate Compliance Officer. All employees, reimbursed or unreimbursed interns or non-employees who believe they have been a target of such retaliation may also seek relief in other available forums, as explained below in the section on Legal Protections.
4. Sexual harassment is offensive, is a violation of our policies, is unlawful, and may subject VTC to liability for harm to targets of sexual harassment. Harassers may also be individually subject to liability. Employees of every level who engage in sexual harassment, including managers and supervisors who engage in sexual harassment or who allow such behavior to continue, will be penalized for such misconduct.
5. VTC will conduct a prompt and thorough investigation that ensures due process for all parties, whenever management receives a complaint about sexual harassment, or otherwise knows of possible sexual harassment occurring. VTC Will keep the investigation confidential to the extent possible. Effective corrective action will be taken whenever sexual harassment is found to have occurred. All employees, including managers and supervisors, are required to cooperate with any internal investigation of sexual harassment.

6. All employees are encouraged to report any harassment or behaviors that violate this policy. VTC will provide all employees a complaint form for employees to report harassment and file complaints.
7. Managers and supervisors are **required** to report any complaint that they receive, or any harassment that they observe or become aware of, to the Corporate Compliance Officer.
8. This policy applies to all employees, reimbursed or unreimbursed interns, and non-employees and all must follow and uphold this policy. This policy must be provided to all employees and be posted prominently in all work locations to the extent practicable (for example, in the main office, not an offsite work location) and be provided to employees upon hiring.

What Is "Sexual Harassment"?

Sexual harassment is a form of sex discrimination and is unlawful under federal, state, and (where applicable) local law. Sexual harassment includes harassment on the basis of sex, sexual orientation, self-identified or perceived sex, gender expression, gender identity and the status of being transgender.

Sexual harassment includes unwelcome conduct which is either of a sexual nature, or which is directed at an individual because of that individual's sex when:

- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment, even if the reporting individual is not the intended target of the sexual harassment;
- Such conduct is made either explicitly or implicitly a term or condition of employment; or
- Submission to or rejection of such conduct is used as the basis for employment decisions affecting an individual's employment.

A sexually harassing hostile work environment includes, but is not limited to, words, signs, jokes, pranks, intimidation or physical violence which are of a sexual nature, or which are directed at an individual because of that individual's sex. Sexual harassment also consists of any unwanted verbal or physical advances, sexually explicit derogatory statements, or sexually discriminatory remarks made by someone which are offensive or objectionable to the recipient, which cause the

recipient discomfort or humiliation, which interfere with the recipient's job performance.

Sexual harassment also occurs when a person in authority tries to trade job benefits for sexual favors. This can include hiring, promotion, continued employment, or any other terms, conditions, or privileges of employment. This is also called "quid pro quo" harassment.

Any employee who feels harassed can report any violation of this policy promptly. Any harassing conduct, even a single incident, can be addressed under this policy.

Examples of sexual harassment

The following describes some of the types of acts that may be unlawful sexual harassment and that are strictly prohibited:

1. Physical acts of a sexual nature, such as:
 - a. Touching, pinching, patting, kissing, hugging, grabbing, brushing against another employee's body or poking another employee's body;
 - b. Rape, sexual battery, molestation, or attempts to commit these assaults.
 - c. Unwanted sexual advances or propositions, such as:
 - d. Requests for sexual favors accompanied by implied or overt threats concerning the target's job performance evaluation, a promotion or other job benefits or detriments;
 - e. Subtle or obvious pressure for unwelcome sexual activities.
2. Sexually oriented gestures, noises, remarks or jokes, or comments about a person's sexuality or sexual experience, which create a hostile work environment.
3. Sex stereotyping occurs when conduct or personality traits are considered inappropriate simply because they may not conform to other people's ideas or perceptions about how individuals of a particular sex should act or look.
4. Sexual or discriminatory displays or publications anywhere in the workplace, such as:
 - a. Displaying pictures, posters, calendars, graffiti, objects, promotional material, reading materials, or other materials that are sexually

demeaning or pornographic. This includes such sexual displays on workplace computers or cell phones and sharing such displays while in the workplace.

5. Hostile actions taken against an individual because of that individual's sex, sexual orientation, gender identity and the status of being transgender, such as:
 - a. Interfering with, destroying or damaging a person's workstation, tools or equipment, or otherwise interfering with the individual's ability to perform the job;
 - b. Sabotaging an individual's work;
 - c. Bullying, yelling, name-calling.

Who can be a target of sexual harassment?

Sexual harassment can occur between any individuals, regardless of their sex or gender. New York Law protects employees, reimbursed or unreimbursed interns, and non-employees, including independent contractors, and those employed by companies contracting to provide services in the workplace. Harassers can be a superior, a subordinate, a coworker or anyone in the workplace, including an independent contractor, contract worker, vendor, client, customer or visitor.

Where can sexual harassment occur?

Unlawful sexual harassment is not limited to the physical workplace itself. It can occur while employees are traveling for business or at employer sponsored events or parties. Calls, texts, emails, and social media usage by employees can constitute unlawful workplace harassment, even if they occur away from the workplace premises, on personal devices or during non-work hours.

Retaliation

Unlawful retaliation can be any action that could discourage a worker from coming forward to make or support a sexual harassment claim. Adverse action need not be job-related or occur in the workplace to constitute unlawful retaliation (e.g., threats of physical violence outside of work hours).

Such retaliation is unlawful under federal, state, and (where applicable) local law. The New York State Human Rights Law protects any individual who has engaged in "protected activity." Protected activity occurs when a person has:

- made a complaint of sexual harassment, either internally or with any anti-discrimination agency;

- testified or assisted in a proceeding involving sexual harassment under the Human Rights Law or other anti-discrimination law;
- opposed sexual harassment by making a verbal or informal complaint to management, or by simply informing a supervisor or manager of harassment;
- reported that another employee had been sexually harassed; or
- encouraged a fellow employee to report harassment.

Even if the alleged harassment does not turn out to rise to the level of a violation of law, the individual is protected from retaliation if the person had a good faith belief that the practices were unlawful. However, the retaliation provision is not intended to protect persons making intentionally false charges of harassment.

Reporting Sexual Harassment

Preventing sexual harassment is everyone's responsibility.

VTC cannot prevent or remedy sexual harassment unless it knows about it. Any employee, reimbursed or unreimbursed intern or non-employee who has been subjected to behavior that may constitute sexual harassment is encouraged to report such behavior to a supervisor, manager or Corporate Compliance Officer. Anyone who witnesses or becomes aware of potential instances of sexual harassment must report such behavior to a supervisor, manager or Corporate Compliance Officer

Reports of sexual harassment may be made verbally or in writing. A form for submission of a written complaint is attached to this policy, and all employees are encouraged to use this complaint form. Employees who are reporting sexual harassment on behalf of other employees will use the complaint form and note that it is on another employee's behalf.

Employees, reimbursed or unreimbursed interns or non-employees who believe they have been a target of sexual harassment may also seek assistance in other available forums, as explained below in the section on Legal Protections.

Supervisory Responsibilities

All supervisors and managers who receive a complaint or information about suspected sexual harassment, observe what may be sexually harassing behavior or for any reason suspect that sexual harassment is occurring, **are required** to report such suspected sexual harassment to the Corporate Compliance Officer

In addition to being subject to discipline if they engaged in sexually harassing conduct themselves, supervisors and managers will be subject to discipline for failing to report suspected sexual harassment or otherwise knowingly allowing sexual harassment to continue.

Supervisors and managers will also be subject to discipline for engaging in any retaliation.

Complaint and Investigation of Sexual Harassment

All complaints or information about sexual harassment will be investigated, whether that information was reported in verbal or written form. Investigations will be conducted in a timely manner and will be confidential to the extent possible.

An investigation of any complaint, information, or knowledge of suspected sexual harassment will be prompt and thorough, commenced immediately and completed as soon as possible. The investigation will be kept confidential to the extent possible. All persons involved, including complainants, witnesses, and alleged harassers will be accorded due process, as outlined below, to protect their rights to a fair and impartial investigation.

Any employee may be required to cooperate as needed in an investigation of suspected sexual harassment. VTC will not tolerate retaliation against employees who file complaints, support another's complaint or participate in an investigation regarding a violation of this policy.

While the process may vary from case to case, investigations will be done in accordance with the following steps:

- Upon receipt of complaint, the Corporate Compliance Officer will conduct an immediate review of the allegations, and take any interim actions (e.g., instructing the respondent to refrain from communications with the complainant), as appropriate. If complaint is verbal, encourage the individual to complete the "Complaint Form" in writing. If he or she refuses, prepare a Complaint Form based on the verbal reporting.
- If documents, emails or phone records are relevant to the investigation, take steps to obtain and preserve them.
- Request and review all relevant documents, including all electronic communications.
- Interview all parties involved, including any relevant witnesses;

- Create a written documentation of the investigation (such as a letter, memo or email), which contains the following:
 - A list of all documents reviewed, along with a detailed summary of relevant documents;
 - A list of names of those interviewed, along with a detailed summary of their statements;
 - A timeline of events;
 - A summary of prior relevant incidents, reported or unreported; and
 - The basis for the decision and final resolution of the complaint, together with any corrective action(s).
- Keep the written documentation and associated documents in a secure and confidential location.
- Promptly notify the individual who reported and the individual(s) about whom the complaint was made of the final determination and implement any corrective actions identified in the written document.
- Inform the individual who reported of the right to file a complaint or charge externally as outlined in the next section.

Legal Protections And External Remedies

Sexual harassment is not only prohibited by VTC but is also prohibited by state, federal, and, where applicable, local law.

Aside from the internal process at VTC, employees may also choose to pursue legal remedies with the following governmental entities. While a private attorney is not required to file a complaint with a governmental agency, you may seek the legal advice of an attorney.

In addition to those outlined below, employees in certain industries may have additional legal protections.

State Human Rights Law (HRL)

The Human Rights Law (HRL), codified as NY. Executive Law, art. 15, § 290 et seq., applies to all employers in New York State with regard to sexual harassment, and protects employees, reimbursed or unreimbursed interns and non-employees, regardless of immigration status. A complaint alleging violation of the Human

Rights Law may be filed either with the Division of Human Rights (DHR) or in New York State Supreme Court.

Complaints with DHR may be filed any time **within one year** of the harassment. If an individual did not file at DHR, they can sue directly in state court under the HRL, **within three years** of the alleged sexual harassment. An individual may not file with DHR if they have already filed an HRL complaint in state court.

Complaining internally to VTC does not extend your time to file with DHR or in court. The one year or three years is counted from the date of the most recent incident of harassment.

You do not need an attorney to file a complaint with DHR, and there is no cost to file with DHR.

DHR will investigate your complaint and determine whether there is probable cause to believe that sexual harassment has occurred. Probable cause cases are forwarded to a public hearing before an administrative law judge. If sexual harassment is found after a hearing, DHR has the power to award relief, which varies but may include requiring your employer to take action to stop the harassment or redress the damage caused, including paying monetary damages, attorney's fees, and civil fines.

DHR's main office contact information is: NYS Division of Human Rights, One Fordham Plaza, Fourth Floor, Bronx, New York 10458. You may call (718) 741-8400 or visit: www.dhr.ny.gov.

Contact DHR at (888) 392-3644 or visit dhr.ny.gov/complaint for more information about filing a complaint. The website has a complaint form that can be downloaded, filled out, notarized and mailed to DHR. The website also contains contact information for DHR's regional offices across New York State.

Civil Rights Act of 1964

The United States Equal Employment Opportunity Commission (EEOC) enforces federal anti-discrimination laws, including Title VII of the 1964 federal Civil Rights Act (codified as 42 USC § 2000e et seq.). An individual can file a complaint with the EEOC anytime within 300 days from the harassment. There is no cost to file a complaint with the EEOC. The EEOC will investigate the complaint and determine whether there is reasonable cause to believe that discrimination has occurred, at which point the EEOC will issue a Right to Sue letter permitting the individual to file a complaint in federal court.

The EEOC does not hold hearings or award relief, but may take other action, including pursuing cases in federal court on behalf of complaining parties. Federal courts may award remedies if discrimination is found to have occurred. In general, private employers must have at least 15 employees to come within the jurisdiction of the EEOC.

An employee alleging discrimination at work can file a "Charge of Discrimination." The EEOC has district, area, and field offices where complaints can be filed. Contact the EEOC by calling 1-800-669-4000 (TTY: 1-800-669-6820), visiting their website at www.eeoc.gov or via email at info@eeoc.gov.

If an individual filed an administrative complaint with DHR, DHR will file the complaint with the EEOC to preserve the right to proceed in federal court.

Local Protections

Many localities enforce laws protecting individuals from sexual harassment and discrimination. An individual must contact the county, city or town in which they live to find out if such a law exists. For example, employees who work in New York City may file complaints of sexual harassment with the New York City Commission on Human Rights. Contact their main office at Law Enforcement Bureau of the NYC Commission on Human Rights, 40 Rector Street, 10th Floor, New York, New York; call 311 or (212) 306-7450; or visit www.nyc.gov/html/cchr/html/home/home.shtml.

Contact the Local Police Department

If the harassment involves unwanted physical touching, coerced physical confinement or coerced sex acts, the conduct may constitute a crime. Contact the local police department.

VTC PROGRAMS

CHARITABLE:

STP-Senior Transportation Program

PW-Project Wings

PWD-Persons with Disabilities

OTP-Other Transportation Program

LOTP-Lewis Other Transportation Program

LEWIS-Lewis Seniors

STLAW-St Lawrence Seniors

SOTP-St Lawrence Other Transportation Program

CONTRACTED TRANSPORTATION:

ANCHOR-Anchor Recovery Center

CHJC-Children's Home of Jefferson County (foster care)

CPH-Canton Potsdam Hospital

DPAO-Disabled Persons Action Organization

FMCD-Medicaid (Friends/Family-Jefferson only)

FMLM-First Mile Last Mile (St Lawrence)

GBCS-General Brown Central School

HGS-House of Good Shepherd (Jefferson)(foster care)

JCC-Jefferson Community College

JHOSPICE-Jefferson County Hospice

JMSVC-Medicaid (Jefferson)-enrollee is under the age of 18

JSELF-Self Drive MCD (Jefferson only)

LCOPP-Lewis County Opportunities

LMCD-Medicaid (Lewis)

LMSVC-Medicaid (Lewis)-enrollee is under the age of 18

LSVC-Lewis County DSS-Service Cases

MCD-Medicaid (Jefferson)

NRCIL-Northern Regional Center of Independent Living

OMCD-Medicaid (Oneida)

RH-Renewal House (St Lawrence)

SRVC-Jefferson County DSS-Service Cases

STLDSS-St Lawrence County DSS-Service Cases

STLMCD-Medicaid (St Lawrence)

TLS-Transitional Living Services (Lewis)

UNHELP-United Helpers (St Lawrence)

URBAN-Urban Mission of Watertown (Jefferson)

YMCA-Jefferson County YMCA

Volunteer Acknowledgement Form

In signing, I acknowledge receipt of the VTC Volunteer Handbook. I understand that it is my responsibility to read these documents and be familiar with the VTC's policies and procedures and adhere to them at all times.

I understand that as a volunteer, I will be reimbursed for miles traveled while driving scheduled clients for VTC. My car insurance is primary and will remain in effect, with the VTC's umbrella liability insurance coverage being secondary. All requests for transportation will be screened and approved through the VTC.

I understand that the VTC's Board of Directors may change these policies at any time. I further understand that the following policies must also be followed and are held in high regard by the VTC. I understand that it is my responsibility to read and adhere to these guidelines.

Check all that apply:

- | | |
|--|--|
| <ul style="list-style-type: none">• Accident/Incident Reporting• Trained in providing proper door to door assistance to clients• Reviewed trip tracking process (i.e.: how to enter in tablet, how to complete a voucher)• Corporate Compliance Plan• HIPAA Policy• Personal Insurance Requirements• No Smoking Policy• Drug-Free Workplace Policy• Mobile Device Policy/Cellphone Policy• Sexual Harassment Policy | <ul style="list-style-type: none">• VTC Personal Pet Policy <p><i>Optional:</i></p> <ul style="list-style-type: none">• Trained in use of a wheelchair• Trained in operating the wheelchair-accessible vehicle (deployment of ramp, changing the location of the restraints, etc.)• Trained in providing proper door to door assistance to clients• Reviewed ADA guidelines• PASS training |
|--|--|

Tablet Training: ☐ **Basic Trip** ☐ **No Show Trip** ☐ **Multiple Clients** ☐ **Personal Mode**

Driver Name: _____

Signature: _____ Date: _____

Trainer Signature: _____

Please return completed form and tablet tracking form to Honey Marie to activate the new driver.

ACH CREDIT AUTHORIZATION

(To Single Account)

I(we) hereby authorize Volunteer Transportation Center, Inc., hereinafter called COMPANY, to initiate credit entries to my (our) account indicated below and the financial institution below, hereinafter called FINANCIAL INSTITUTION, to credit the same to such account. I (we) acknowledge that the origination of ACH transactions to my (our) account must comply with the provisions of U.S. law.

(Financial Institution Name) (Branch)

(Address) (City/State) (Zip)

(Routing Number) (Account Number)

Type of Account (check one): _____ Checking _____ Savings

This authority is to remain in full force and effect until COMPANY has received written notification from me (or either of us) of its termination in such time and manner as to afford COMPANY and FINANCIAL INSTITUTION a reasonable opportunity to act on it.

(Print Individual Name) (Signature) (Date)

PLEASE ATTACH COPY OF VOIDED CHECK TO THIS FORM