

Codes A-Z

- a. Volunteers must maintain a valid drivers license and at least automobile liability insurance as long as they are driving for the program.
- b. Vehicles should be clean and **MUST** be in safe operating condition. A minimum vehicle inspection should include valid state license and registration; functional heating and ventilation systems; functional and accessible seatbelts in both front and rear seats; functional doors and handles on doors; working speedometer; fully functional lights, turn signals, and windshield wipers; intact rearview mirrors; safe tires with adequate tread depth.
- c. Volunteers are to be clean and maintain a neat appearance at all times.
- d. Volunteers will obey all traffic laws. They have the right to insist that passengers will also obey laws and safety rules by requiring passengers to wear seat belts and use proper infant or child-safety restraints when needed, ie. It is recommended that under 13 years of age will be placed in the rear of the vehicle, and child restraint (seats, chairs) will be properly used for all children under 80 pounds; at minimum by MN State Law, a child under 4 years of age must be secured in a safety approved child restraint seat & anyone under 20 pounds and less than 1 year of age must be in the back seat and rear facing.
- e. Volunteers confirm, prior to allowing any vehicle to proceed, that all passengers are properly secured in their seat belts, car seats. (Exception: Only a passenger who has a letter, carried on his/ her person and signed by the passenger's physician, stating that the passenger's medical condition prevents the rider from using a seat belt, may be transported without a fastened seat belt).
- f. Volunteers should report any passenger concerns, trip changes, or unusual occurrence, immediately to their Transportation Coordinator – this would include all vulnerable adult concerns.
- g. Our transportation program does not expect volunteer drivers to provide specialized medical care of passengers such as lifting, administering medications, or services other than driving/ escorting.
- h. Volunteers promptly report any accidents or incidents as instructed by _____(Sponsoring Organization's) Transportation Program.
- i. Drivers will be responsible for the cost of a moving violation (ie. Speeding tickets).
- j. (Service Organization) Transportation Program maintains an alcohol and drug-free policy.
 - j1. Passengers are not allowed to drink or possess illegal drugs when using our service. Drivers will immediately report suspicions to their Transportation Coordinator.

- j2. Volunteers will not smoke in the vehicle when rider/s are present. This rule also applies to clients and a client's escort;
- j3. Volunteers are physically capable of driving their vehicle safely and will not drive while using any drug that may affect their driving ability, either prescription or "over the counter". A volunteer will provide a statement from their physician stating that they are capable of participating in this program.
- j4. Volunteers will not use alcoholic beverages or mood altering drugs, narcotics or controlled substances while serving as a volunteer driver.
- j5. Volunteers will not solicit or accept controlled substances, alcohol, or medications from riders;
- j6. Volunteers will notify (Sponsoring Organization) in writing of any criminal drug status conviction. The Transportation Coordinator will take appropriate personnel action against such a volunteer, up to and including termination.
- k. Volunteers will not eat or consume any beverage while operating the vehicle or while involved in rider assistance;
- l. Volunteers will not impose their religious beliefs or lecture passengers.
- m. Volunteers do not receive payment for time or mileage. Furthermore, volunteers will not insinuate or accept tips or request that meals be paid by passengers. Contributions can be made to (Sponsoring Organization). Mileage can be kept track of for personal tax purposes- speak with your tax consultant regarding this.
- n. Volunteers will not wear any type of headphones while on duty;
- o. Volunteers will not be responsible for passenger's personal items.
- p. Volunteers realize that sexual harassment or contact with passengers is inappropriate and not allowed. Volunteers will not make sexually explicit comments to, or solicit sexual favors from, or engage in sexual activity with riders.
- q. (Sponsoring Organization's) Transportation Program is committed to providing volunteers training and volunteer involvement in the development and implementation of this transportation program.
- r. Volunteer Driver opinions and suggestions in regards to the driving program will be honored whenever possible.
- s. Volunteers representing our program will take their volunteer work seriously by honoring codes of conduct and confidentiality of passengers. Volunteers will treat their volunteer work as seriously as if paid for it. All volunteer drivers will act in a professional manner at all times.
- t. Volunteers have the right to accept or deny requests made of them by a Transportation Program Coordinator. However, accepting a request to provide

a ride for someone requires volunteers to be responsible for on-time service and follow through of the assignment.

- u. Volunteers will be punctual in the performance of my duties.
- v. Volunteers are to be polite, friendly, understanding and courteous to riders;
- w. Riders shall be treated with respect and dignity and in a culturally appropriate manner when receiving transportation services. The Transportation Coordinator should notify the volunteer driver of any known cultural issues significant to providing transportation services.
- x. Volunteer drivers will not make derogatory or discriminatory remarks to or about passengers because of race, color, creed, religion, national origin, sex, disability, age, marital status, or status with regard to public assistance.
- y. Volunteers provide an appropriate level of assistance to passengers, when requested, or when necessitated by a passenger's condition; examples of such assistance shall include
 - y1. assist the passengers in the process of being seated, including the fastening of the seat belt, when necessitated by the rider's condition;
 - y2. open and close vehicle doors when passengers enter or exit the vehicle;
 - y3. stowage by the driver of mobility aids and folding wheelchairs;
 - y4. movement of wheelchairs and mobility-limited persons as they enter or exit the vehicle;
 - y5. and provide assistance necessary to or from the place of destination.
- z. Volunteers respect passenger's rights to confidentiality. (Sponsoring Organization) is obligated by State and Federal laws. The Minnesota Governmental Data Privacy Act states that personal, medical, psychiatric and financial information is private, non-public data. Information on these subjects may be shared with the Transportation Coordinator only if it is necessary in relation to the passenger's transportation needs. All written and unwritten information concerning riders of the (Sponsoring Organization) are considered as confidential. When rider-related materials, ie. Lists, log and files are used outside the organization, volunteers are responsible and must take appropriate steps to safeguard the materials. If asked what you do as a volunteer, describe your responsibilities in general terms. Avoid commenting on a client's capabilities or circumstances. If asked why a passenger is receiving a ride, for example, you might simply say, "to take care of errands" or "it would not be appropriate for me to comment." To those who continue to probe for details or examples of a personal nature, one can always say something like, "I'm sure you can understand it is unprofessional for me to give specific information. You would expect the same privacy if you were in need of help." Should you meet an acquaintance while with a client you are assisting, introduce the client as you would any friend. "This is my friend, (give first name only); we're on our way to the library (or whatever place or general activity it is)." Be as normal as the situation calls for.

Violation of Codes A-Z

Any person who violates these code of conduct will be subject to disciplinary action as determined by the Transportation Coordinator of the program in which the person volunteers.

- Reports of volunteer driver misconduct will be the cause for immediate suspension from client service.
- Confirmation of misconduct shall be cause for removal of the volunteer driver involved from serving clients.
- If any volunteer is suspended from service due to complaints or a determination that the person is not performing the service in a safe, reliable and responsible manner they will not return to service and will no longer serve as a volunteer driver for Care Team Ministry.

Signature_____Date_____