

VOLUNTEER DRIVER HANDBOOK



JFCS Driver Handbook

Thank you for volunteering at Jewish Family & Child Service! As a volunteer, you greatly enrich our clients' lives by providing opportunities for socialization and connections within the community.

The information presented here is being offered to give you the tools and information you need to make safe and appropriate decisions when transporting our clients. We want you to feel supported at JFCS and well-prepared to volunteer. Please let us know if you have any questions!

Driver Requirements

In addition to completing a background check, JFCS will complete a driving history check on any volunteer who would like to transport clients. The background and driving check are completed by the Sterling Volunteers program. Every driver is required to have (at the minimum) liability insurance for their vehicle. Each year, JFCS will make a copy of your license and insurance policy for our files.

We require our drivers to drive safely, obey the speed limit, and follow all traffic laws.

Safety Policies

All clients must wear seatbelts while in the car. There are no exceptions. If a client does not wear his or her seatbelt, he or she cannot be driven.

Bring your own cell phone to use in case of emergency, but do not use it while you are driving your client. Text messaging and other use of your phone is also prohibited while driving.

Let JFCS staff know if something does not seem right. If a client doesn't feel well, is acting differently than you would expect, or if you feel unsafe for whatever reason, please contact us right away. At 503.226.7079 ext. 125.

If a client falls and cannot get up without assistance call 9-1-1. After that, contact the JFCS staff. It is your job to remain with and support the client in the event of a fall. Remain calm and report all details and observations to 9-1-1.

If a client is exceptionally frail or needs additional help to get in or out of your vehicle, please pass this information on to JFCS staff. If this is the case, the client would be more appropriately transported by a paratransit service. We are happy to make this accommodation and count on your input in order to support our clients in the best possible way.

If your rider suggests that he/she would prefer to ride home from an event with a friend, family member or someone else other than you, please discuss this issue with JFCS staff. We would prefer to have clients ride only with their assigned drivers, but exceptions may be made.

Vehicle Accident Procedures

Any individuals involved in an accident while driving for JFCS are required to:

- 1. Check all passengers and yourself for injuries. If anyone is injured, or if there is suspicion of possible injury, an ambulance should be called to the scene immediately.**
- 2. A call must be placed to the police immediately, in order to file a report of the accident. This is critical. If the accident is minor in nature, the police may not file a report. If the police do choose to remain on the scene, they will assist the employee in obtaining the needed information.**
- 3. Complete a Vehicle Accident Report.** (Blank forms are to be kept in the vehicle at all times.) Obtain the names, addresses and phone numbers of all drivers, passengers, and witnesses. Be sure to obtain as much information as possible directly from a driver's license or other "valid" form of identification. Obtain any insurance company information (company and policy information) of the other driver(s) and police report. These documents must be submitted to JFCS within twenty-four hours of the accident.
- 4. Do not admit or discuss responsibility for the accident with any of the other parties involved. You must, however, provide factual information to the police.**
- 5. A call to a JFCS staff member from the scene of the accident, or as soon as possible, should be placed to report what happened. If necessary, arrange for alternative transportation for yourself and your passengers.**

Being involved in an accident can be an upsetting experience for anyone. Volunteers are mandated to discuss the accident in full detail with the volunteer coordinator, giving them all pertinent information and documenting the incident on the Incident Report.

Vehicle Accident Report

Facility/Program: _____

Volunteer's Name: _____

Date of Birth: _____ Age: _____

Home Address: _____

Telephone #: _____

Location of Incident: _____

Brief Description of Incident:

Name of other driver(s): _____

Address of other driver(s): _____

Phone number(s) for other driver(s): _____

Insurance of other driver(s):
(Company and Policy number) _____

Name & phone number of Witness(es) to incident:

(Written statements of witnesses should be attached.)

Were the police notified? Yes___ No___ If yes, police report number: _____

Police Officer Name: _____ Badge No. _____

(A copy of the police report should be attached to this form.)

Additional comments:

