

Transportation Training 07/02/16

What transportation do we provide?

Volunteers will offer transportation service to members with limited alternative arrangements (when no member of household available to drive) for the purpose of medically-related appointments or grocery shopping.

I. Medical-related transportation will include, but not be limited to, physician appointments, physical therapy, pharmacies for medications, dentists and spousal visits to NHC/hospitals.

- The driving area will be primarily in the local area and transportation to Savannah, Beaufort, Hilton Head or Charleston will be provided based upon volunteer availability.
- Transportation priority will be given to those with medically-related appointments, and to those with limited alternate transportation options.
- Rides will be provided Monday-Friday during working hours.

II. Grocery transportation will be within the local area and will include assistance with the grocery cart if needed and assistance in bringing groceries into home.

Information about members we transport:

- Members are required to be ambulatory (which can include the use of cane, walkers, and portable wheelchairs; with the latter, driver must be able to lift device and place into car). Volunteer will assist member as required.
- Member's use of motorized carts in grocery stores is acceptable, with volunteer pushing the regular grocery cart as needed.
- A member may request to be accompanied by another person for additional support (e.g. spouse or friend), as long as second person is ambulatory and present at pick-up.
- Members will provide the name of their destination/doctor, address and phone number in the request for service in addition to appointment time. Details will be obtained by the volunteer when member is contacted (see suggested questions below).
- Member's car will not be used for Staying Connected transportations unless it is a prior-approved transportation in specially-equipped owner van.

How do I accept a Request for Service?

- Volunteer will follow the instruction handout provided in training to access VicNet and select assignment.
 - Contact Volunteer Coordinator if questions on accessing VicNet.
- Once a volunteer has accepted the opening, they will contact the member *right away* to discuss arrangements for the transportation (see suggestions questions below).
- Volunteer will call member *evening before or morning of* the transportation to confirm arrangements and reduce the chance of member not being home.

'Tips' for Accepting an Opening:

- Transportation volunteers may consider location and duration of appointment in accepting the request.
 - a. In the case of Grocery Services or *non-appointment* medical requests, that is an estimate and the actual arrangements will be made when volunteer contacts the member.
 - b. In the case of transportation for Medical appointments, the actual appointment time is on VicNet. *In contact with the member, the volunteer determines the additional time required to transport the member to the appointment and gives that time to member.*

- It is strongly recommended that volunteer does not accept opening if you have only limited time, in event of a delay.

After accepting the assignment, what type of questions should volunteer ask during the initial phone contact?

- Introduce yourself and give reason for call
- Verify type of appointment (PT, Dr., procedure)
 - a. If procedure, arrangements would be discussed in advance with Member Coordinator
- Verify time, date and location of appointment
- Determine time to pick up member
- Verify member address
- If member has a handicap tag, may want to bring with them.
- Discuss type of car you drive and whether accessible for member
- Ask whether use mobility device (if wheelchair, is it portable and can volunteer lift into car)
- For office appointments, would member like me to stay during the appointment?
- Will someone be accompanying you?

Grocery - in addition to above

- Do you need assistance in the store? - specify
- About how long does it usually take you to shop?
- Explain you will help bring the groceries in the house and also help put them away if needed
- Confirm store of choice

Before providing transportation, things to consider:

- When meeting the resident, the volunteer will get out of the car, go to the door to greet the member and assist the member if necessary into the car.
 - o When returning the member to their home, park the car in the driveway or as close to the home as possible and assist the member out of the car and into their location.
- It is recommended that the volunteer plan the route in advance of the appointment if not familiar with the appointment site, as this will reduce delays and assure the member.
- Volunteer will have the number and address of member, appointment location and Hub/Transportation Coordinator numbers.
- Recommended basic safety kit in vehicle: Please consider including some items in your car in case of an unanticipated need or emergency, such as bottles water, paper towels, tissues, as well as an umbrella and phone charger.

During medical transportation, things to consider:

- When taking someone to a medical appointment, if appointment appears less than 30 minutes, stay with member.
 - o If appointment appears longer than 30 minutes, and the member does not need you to stay (ask them), volunteer may decide not to wait.
 - o Under those circumstances, take the member in and leave your cell phone contact information with both the resident and the receptionist and discuss with them the approximate time and place for meeting following the appointment.
 - o Give the receptionist a call before pickup time to verify.
 - o *Staying Connected does not want a resident waiting alone or waiting outside waiting for a ride from the volunteer, as a safety precaution as well as courtesy.*

- If a follow-up appointment is made at the completion of the visit and member requests the volunteer provide, volunteer explains member needs to submit a Request for Service through the Hub. If volunteer desires, they can explain that if volunteer available, they will look for the request.

When appointment is for something other than office appointments:

- When appointment is for an *out-patient* procedure:
 - Prior to volunteer considering this request, Member Coordinator has contacted member and facility to explain the limitations of role of volunteer. Information should be in descriptive field.
 - Contact Member Coordinator for any questions about arrangements with member.
 - Members are encouraged to bring a friend or relative with them as well;
 - Volunteers will not sign medical forms nor discuss medical matters with staff.
- When appointment is for *in-patient* surgery:
 - Unless specifically told by the member not to stay, the volunteer will accompany member in and remain in waiting room until member is taken into prep area, unless member requests volunteer does not need to stay. Volunteer will leave Staying Connected phone number at desk.
- When appointment is for *physical therapy*: assist member if needed to get into facility. Volunteer will pick up at end of appointment.
- When *transportation is for pharmacy*: the member is to pick up their own medication, either inside the store or by volunteer going to the drive-up window. The member will provide the payment if needed. The volunteer will offer to accompany the member inside the store if requested or meet member in the lobby for return home.
- Stop-off at *bank* is acceptable if volunteer has the time and if the bank is located nearby to assigned appointment or on the return home.

During grocery transportation, things to consider:

- During the initial phone conversation, the volunteer will discuss with member in advance if the member requires assistance with the shopping or would like them to remain in the store.
- If members would like to shop alone, arrange for a pickup time.
- If the member has a cell phone, volunteer and member exchange numbers and volunteer phones member prior to getting member.
- For both drop-off and pick-up, agree on where you will meet the member, generally inside the store by checkout counters and assist to car.

Unexpected Situations before the visit

If the situations described below do occur:

- During Hub hours, Volunteer will contact Hub, who will in turn contact appropriate Coordinator or designee until someone is reached. .
- After Hub hours, Volunteer will directly contact Coordinator/designee, as listed on provided 'after hours' contact form until someone is reached.

Non-response when calling to confirm transportation:

1. If member does not answer when volunteer calls to remind member of the day's appointment, volunteer leaves message. *Note: if calling evening before and no answer, call again morning of appointment.*
2. If no response to message, volunteer will arrive at member home at time of appointment.
3. At member home, if no response to both several attempts at calling on phone and knocking at door, Volunteer will call Hub (843-705-2258), who will report situation to Member Coordinator or designee until someone is reached. *Volunteer or Hub will not call the emergency contact, as that is responsibility of Member Coordinator.*

Non-response at door when appointment has been confirmed:

1. Volunteer has spoken with member when called to confirm the day's appointment.
2. At member home, if no response to both several attempts at calling on phone and knocking at door, Volunteer will call Hub (843-705-2258), who will report to Member Coordinator or designee until someone is reached. *Volunteer or Hub will not call the emergency contact, as that is responsibility of Member Coordinator.*

Note: when calling Hub, very important for volunteer to clarify whether they had actually spoken with member when called to confirm appointment either evening before or that morning **OR** if having left a message and not receive call back in response. This is important information for Member Coordinator, who will then continue to follow procedures as described under Staying Connected's 'No Response' Policy and Procedures.

Unexpected Situations during Transportation

Car Difficulties:

- If a volunteer is driving a member to an appointment and develops car trouble, member's safety and security is priority. Volunteer reports situation to Hub at 705-2258, who will then contact Transportation Coordinator or designee until someone is reached. If situation warrants, Transportation Coordinator will assign another volunteer to complete assignment. If volunteer also requests someone to remain with him/her, someone will be assigned as well.
- If a volunteer is driving a member and gets into an accident, the safety and security of the member is priority. If necessary, volunteer call 911. Volunteer reports situation to Hub as soon as possible, who will then contact Transportation Coordinator or designee until someone is reached. If situation warrants, Transportation Coordinator will assign another volunteer to complete appointment. If volunteer also requests someone to remain with him/her, someone will be assigned as well. The volunteer will provide a copy of the police report for the Staying Connected insurance and maintain one for driver's insurance. Volunteer will complete Incident Report and submit to Hub. .

Illness:

- If volunteer is with a member and the member becomes ill, make member as comfortable as possible. Volunteers calls 911 if appears to be an emergency or upon member request. Volunteer reports situation to Hub, who will then report situation to Transportation Coordinator (705-2258) or designee as soon as possible, until someone is reached. If situation warrants, Transportation Coordinator will assign another volunteer to come out.
- If not needed to call 911, volunteer continues to medical appointment if appropriate or takes member home. Incident Report is completed and submitted to Hub.
- If the volunteer becomes ill while with the member and cannot continue the appointment, situation is reported to Hub, after calling 911 if emergency. Hub will contact Transportation Coordinator or designee until someone is reached. If situation warrants, Transportation Coordinator will assign another volunteer to complete the assignment. If volunteer also requests someone to remain with him/her, someone will be assigned as well. Volunteer will complete Incident Report and submit to Hub.

Guidelines on Interacting with Members

Be an active listener.

- Show a positive attitude and a lively interest in whatever Members talk about.
- Listen respectfully if Members talk about their religious or political beliefs. Never argue with them or engage in debate.
- Let Members talk, but don't feel you have to come up with solutions to their complaints or problems.

When listening, try to avoid answering with platitudes. Here are some examples:

- You will find the strength.
- Everything will work out for the best.
- You'll feel better tomorrow.
- I know just how you feel.
- God won't give you more than you can handle.

Maintain boundaries.

- Boundaries are what make volunteers different from best friends or family.
 - Staying Connected has specific guidelines regarding provision of services and role of volunteer.
- Volunteers are sympathetic, compassionate and concerned, but need to have enough distance to be objective and realistic.
- While volunteers are caring, it is important not to form dependent relationships with Members.
 - If volunteer finds themselves engaging in activities and providing services beyond the accepted scope of Staying Connected, discuss with Volunteer Coordinator.
- Volunteer Coordinator and Transportation Coordinator are always available to talk with the volunteer about any questions or concerns you have about your role as a volunteer.