

Southwest CAP

LIFT Volunteer Driver's Policy

Policy Statement

The purpose of this policy is to ensure the safety of those individuals who drive their own vehicles and give definition to volunteer driver.

It is the driver's responsibility to operate the vehicle in a safe manner and to drive defensively to prevent injuries and property damage. As such, Southwest CAP endorses all applicable state motor vehicle regulations relating to driver responsibility. The Company expects each driver to drive in a safe and courteous manner pursuant to the following safety rules. The attitude you take when behind the wheel is the single most important factor in driving safely.

A volunteer driver is one who may provide common carrier transportation and is not contractually bound to provide services. Volunteers are those drivers who are using their own vehicle to transport people to destinations that fit each client's needs.

All volunteer drivers must be licensed and insured in accordance with Wisconsin State Statutes and Wisconsin Transportation Administrative Rules.

All volunteers will complete an Volunteers Authorization for Motor Vehicle Records Review (MVR) Form provided by Southwest CAP. The MVR Review is the main source of information about the volunteer and will help determine if the volunteer has the minimum qualifications and the background needed to be eligible to drive for LIFT.

Confidentiality Policy

The principal of confidentiality is basic to the maintenance of professional ethics and community respect. All volunteers of the Lift program have a set of ethical responsibilities by which they are bound to the rider, the community and themselves. Our riders act in good faith, expecting their circumstances and personal matters to remain confidential and we are obligated by law and ethics to reciprocate. Confidentiality of rider information is maintained for the protection of the rider and Lift.

Volunteers will use the following procedures.

1. All written and unwritten material on riders will be considered confidential.
2. Volunteers should access files on a "need to know basis" and should not look at or remove from the office files regarding services they are not providing.
- 3.. When a volunteer receives information from the rider, the driver will legally need to share that information, if there is a reasonable suspicion that abuse, physical, sexual, economic or emotional, has occurred.
4. The fact that information about an individual has been made public through the news media does not alter the fact that a person still has confidentiality privileges within LIFT.

Responsibilities

1. Transport passengers in a safe and lawful manner. Seatbelts are required by WI law unless passenger has a physician's letter of excuse and a copy of this on file with LIFT.
2. To be prompt so riders arrive on time for scheduled appointments.
3. To walk with riders into their appointments and to their doors when returning home.
4. To observe strict confidentiality regarding riders.
5. To treat the rider with dignity and respect.
6. To not smoke while driving and prohibit passengers from smoking. To inform riders of your preferences about their eating or drinking in your car.
7. To decline any personal gratuities from riders, likes tips or meals.
8. To call LIFT within 24 hours of a scheduled ride if you are unable to complete the trip, so that a replacement driver can be found.
9. To accurately complete the service form and mail in or bring it to the office promptly so you can be reimbursed promptly.
10. To refer calls for rides to the office so that arrangements can be made.
11. Transport people in non-emergency situations. **In case of an emergency, call the local ambulance service, 911.**
12. To notify LIFT on any changes that would affect your ability drive safely, including loss of valid driver's license, insured vehicle or driving ability.
13. To refrain from drinking or using prescription or over the counter drugs that might impair your driving ability within six hours of driving for LIFT.

Driver's License Information, Certificate of Insurance and Private Auto/mileage Reimbursement

All volunteers who drive on official business in a private auto and request mileage reimbursement must provide proof of valid driver's license and certificate of insurance or proof of insurance payment to the Finance/Personnel Department.

Driver Eligibility

All drivers must be at least 18 years of age.

Motor Vehicle Records will be ordered periodically to assess employees' driving records. An unfavorable record will result in a loss of driving for LIFT.

Any volunteer who has a driver's license revoked or suspended shall immediately notify the LIFT Program and discontinue driving for LIFT.

All accidents regardless of severity must be reported to the police and to LIFT. Failing to stop after an accident and/or failure to report an accident and a positive drug or alcohol test post-accident may also result in dismissal from LIFT..

No unauthorized personnel (e.g. Hitch-hikers) are allowed to ride in volunteer vehicles.

No Motorcycles may be used to transport clients.

Motor Vehicle Records (MVR's)

MVR's will be obtained annually or as needed and used as the foundation for selecting volunteers who will be allowed to drive for LIFT.. A new volunteer shall not be allowed to drive until his/her MVR is obtained and favorable results are noted. Annual review of the MVR's may result in the determination of whether a volunteer can continue to drive for LIFT.

MVR Review Criteria

- ALL TYPE 'A' VIOLATIONS (as defined below) WILL RESULT IN TERMINATION OF THE VOLUNTEER AND WILL DISQUALIFY ANY POTENTIAL VOLUNTEER DRIVER.
- ANY VOLUNTEERS SHOWING ONE OF THE FOLLOWING WILL BE RESTRICTED FROM DRIVING COMPANY VEHICLES:
 - One (1) or more type 'A' Violations in the past 3 years.
 - Three (3) or more accidents (regardless of fault) in the last 3 years.
 - Two (2) or more at-fault accidents in the last 3 years.
 - Three (3) or more 'B' violations in the past 3 years.
 - Any combination of accidents and type 'B' violations which equal four (4) or more in the last 3 years.

Type 'A' Violations:

- Driving While Intoxicated
- Driving While Under the Influence of Drugs
- Negligent Homicide Arising out of the use of a Motor Vehicle (gross negligence)
- Using a Motor Vehicle for the commission of a Felony
- Aggravated Assault with a Motor Vehicle
- Operating a Motor Vehicle without the Owners Authority (grand theft)
- Reckless Driving
- Speeding in excess of 20 or more miles over the posted speed limit (racing)
- Hit and Run (Bodily Injury or Property Damage)
- Failure to obey or eluding an officer
- Falsifying an accident report
- Failure to stop or leaving the scene of an accident
- Operating During a period of Suspension or Revocation

Type 'B' Violations:

All Moving Violations not listed as type 'A' Violations.

Cell Phone Usage

Every effort should be made to avoid use of a cellular phone while driving for LIFT. Plan ahead, in order to avoid making phone calls while driving.

Accident Investigation

Every accident should be reported, investigated and reviewed. The primary purpose of investigating an accident is to find out the cause and initiate action to eliminate or control it. Another purpose is to obtain information to be used in determining whether the accident is preventable or non-preventable. Any volunteer who is in any kind of accident must:

- Take immediate action to prevent further damage or injury at the scene of the accident;
- Call the Police –(if someone is injured, request medical assistance);
- Exchange information –exchange “traffic accident information” with the other driver(s). You should give identifying information to the other party involved, but should not make any comments about assuming responsibility;
- Get witnesses –Secure names and addresses of all witness
- Complete reports — print legibly, follow instructions, answer all questions completely (if unable to answer any question, mark “not known”), use additional sheets of paper if space is lacking for necessary information.
- Contact LIFT with all information and accident forms and complete the accident packet.

Do’s and Don’ts in Case You Are Involved In an Accident

- **Don’t** “make a deal” for damages
- **Don’t** leave the scene of even minor accidents
- **Don’t** accept an offer of cash or private settlement
- **Don’t** offer to pay anything even if you think you are at fault
- **Do** (when conditions permit) move to the shoulder or other “safe area” to prevent further damage
- **Do** ask someone to summon police and seek medical assistance
- **Do** remember the three (3) C’s –Calm, Courteous, Consistent your version of the accident
- **Do** obtain complete information from those involved
- **Do** complete the Accident Investigation form
- **Do** obtain the names of the witnesses including addresses and phone numbers
- **Do** notify the LIFT Program as soon as possible

Safety Rules

The following are safe driving rules which must be followed:

- Do not take chances. To arrive safely is more important than to arrive on time.
- Drivers should be mentally and physically rested and alert prior to each trip.
- Drinking of alcoholic beverages while driving, or driving while under the influence of alcohol or restricted drugs is prohibited and disciplinary action will be enforced
- Drivers must have a valid driver's license for the type of vehicle to be operated, and keep the license(s) with them at all times while driving.
- Traffic laws must be obeyed. Speed shall never be faster than a rate consistent with existing speed laws and road, traffic and weather conditions. Posted speed limits must be obeyed.
- All drivers operating and passengers must wear seat belts, even if air bags are available.
- Headlights shall be used ½ hour before sunset and ½ hour after sunrise or during inclement weather or at any time when a distance of 500 feet ahead of the vehicle cannot be seen clearly.

Defensive Driving Rules

- Drivers are required to maintain a safe following distance at all times. To estimate your following distance, pick a stationary object ahead of you. As the vehicle in front of you passes the object begin counting 1001, 1002, 1003, etc. until you reach the same object. This counts the number of seconds between you and the vehicle ahead of you.
 - Drivers should keep a two-second interval between their vehicle and the vehicle immediately in front of them.
- Drivers must yield the right-of-way at all traffic control signals and signs requiring them to do so. Drivers should also be prepared to yield for safety's sake at any time.
- Avoid driving in other driver's blind spots; attempt to maintain eye contact with the other driver, either directly or through mirrors.
- Drivers must honor posted speed limits. In adverse driving conditions, reduce speed to a safe operating speed that is consistent with the conditions of the road, weather, lighting, and volume of traffic.
- Turn signals must be used to show where you are heading; while going into traffic and before every turn or lane change.
- When passing or changing lanes, view the entire vehicle in your rear view mirror before pulling back into the lane.
- Be cautious when backing up. Walk around your vehicle and know your surroundings before backing up.

Vehicle Maintenance

Proper vehicle maintenance is a basic element of any transport vehicle to ensure a safe, roadworthy vehicle.

- Registration and Inspection is the responsibility of the volunteer driver.
- The vehicle should be cleaned (interior & exterior) regularly to help maintain its

- good appearance for you and LIFT.. A clean vehicle makes a good impression.
- An accident packet should be kept in the glove compartment of each vehicle.
 - The vehicle manufacturer's maintenance schedule should be referenced and closely followed regarding recommended maintenance intervals. This is the volunteer driver's responsibility.
 - A Mileage Log must be kept in each vehicle and each trip must be recorded.

I acknowledge that the information contained in Southwest CAP LIFT Volunteer Driver's Policy been reviewed with me and a copy of the policy and driver rules have been given to me. As a volunteer driver, I understand that it is my responsibility to operate the vehicle in a safe manner and to drive defensively to prevent injuries and property damage.

Print – Volunteer's Name

Volunteer's Signature

Date

(Sign and retain the original copy in the LIFT Program's file)

Southwest CAP LIFT
FAIR CREDIT REPORTING ACT DISCLOSURE STATEMENT

EMPLOYEE AUTHORIZATION FOR MVR REVIEW

In accordance with the provisions of Section 604(b)(2)(A) of the Fair Credit Reporting Act, (Public Law 91-508), as amended by the Consumer Credit Reporting Act of 1996 (Title II, Subtitle D, Chapter I, of Public Law 104-208), you are being informed that a motor vehicle report will be obtained on you for volunteer driving purposes.

I acknowledge notification of the above disclosure and authorize LIFT to obtain a Motor Vehicle Record report. I understand that LIFT will periodically review my Motor Vehicle Record to determine continued eligibility for volunteer driving. This authorization is valid as long as I am a volunteer driver candidate and may only be rescinded in writing.

I acknowledge that the information contained in the Southwest CAP LIFT has been reviewed with me and a copy of the policy and driver rules have been furnished to me. As a volunteer driver, I understand that it is my responsibility to operate the vehicle in a safe manner and to drive defensively to prevent injuries and property damage.

Volunteer's Signature

Date

Print Name

Driver's License Number

Reviewer's Signature
(Sign and retain the original copy in the volunteer's file)

Date

September 15, 2010

Wally,

Enclosed please find a copy of the Southwest CAP LIFT Program Volunteer Driver's Policy. Please review and indicate its approval for use by signing below.

Wally Orzechowski
Southwest CAP Executive Director

Date