

# Transportation Checklist for Drivers

*Keep in mind that we provide services for our senior and some disabled neighbors. Please treat them with respect and dignity. YOU are the very essential volunteer driver. Keep your dignity. If there is a problem, stay calm and use common sense to solve it. Call the LAH Coordinator @ 248-6882 to talk about it.*

## Giving a ride?

- **Call your rider immediately to confirm** the appointment date, time and location, the client's address, and number of stops.
- When providing a round trip, while waiting you may accompany the client, stay in the car, read a book, or do your own errands. BUT arrange an agreed-upon time you will return, or have the client call you when they are ready to be picked up.
- If asked to do more than the initially confirmed stops, you may tell the client to call the Transportation Request line (312-7143) to request another ride, or call the LAH main line (248-6882) for more help.
- Do not accept a request for a ride directly from a client; tell them they must call the LAH Transportation Request Line at 312-7143. All other LAH Services are secured through 248-6882.
- Drivers and clients can request not to be paired up again.
- Out of the ordinary incidents are to be reported by the volunteer to the LAH Coordinator at 248-6882. This would include accidents (**after calling 911**), car problems, client no show, etc.

*If a client is 10 minutes late for pickup, and you have tried to alert him/her of your presence, call 248-6882 for a solution.*