



LEND A HAND VOLUNTEER GUIDELINES – JULY 2019

Volunteers are our most valuable assets. We are so grateful for the work that you do for our clients. All volunteers, drivers, PDP deliverers, friendly visitors/callers, etc., need to practice the following guidelines:

RESPECT – Please treat everyone you are helping with respect, dignity and courtesy. Our clients are older and often not feeling well. If they are out of sorts, please be patient, understanding, thoughtful and kind. If there is a problem, please stay calm and use common sense.

DISCRETION – If you have a personal issue or grievance with LAH, please discuss it with the person involved or with the LAH Coordinator. It is not productive to discuss LAH issues or grievances with individuals who are not directly involved with the situation, and it can be damaging.

CLIENT REQUESTS: **RIDES or ERRANDS** can *ONLY* be submitted and scheduled through **Donna**, the **Transportation Assistant**. All transportation requests should go through her at

- 520-312-7143
- lahrides@gmail.com

OTHER SERVICES (home repair, yard work, friendly visits, produce, food box or incontinence supply delivery, exercise class, writers group, etc) are requested through **Trish**, the **LAH Coordinator (520-248-6882)**. She will make every effort to fulfill these requests, and will follow up with dates/times, and volunteer's name.

VOLUNTEERS:

Basic Information: LAH schedules ride/errand requests, Senior Social rides and Food Box Delivery using *Lotsa Helping Hands* (Lotsa), an electronic calendaring program (www.lotsahelpinghands.com). The **Transportation Assistant** receives requests for rides/errands and enters them on Lotsa. Ride requests are taken up to two weeks in advance of the appointment. First-time drivers should go to the Lotsa website to create their unique username and password. After this, they can access the calendar 24/7 to sign up for rides. Requests for drivers for Senior Social and all other LAH events are made by the Coordinator

- After accessing the website, click on “Calendar,” which lists the names of clients needing rides on each date. A client's name in blue indicates the ride has been taken. Clients whose names are in red still need a ride or errand.
- Clicking on the client's name will give precise information, including client's telephone number, request type, day/date and time, destination address(es), and the purpose of the ride (medical, shopping, other). There is a box outlined in blue with **+ Volunteer**. Click on this to volunteer for the requested service. (If later, you have a conflict, you can remove your commitment by clicking on the same box, now labeled **x Remove my Commitment**.) There is also a description box below for comments (wheelchair, smoker, suite number, length of appointment etc.) to the driver.
- The **LAH Coordinator** receives an email when an action is taken in Lotsa, such as a volunteer's signing up for a ride/errand or removing a commitment. The comment box may be used to ask her questions; she will respond in the same place. *If you have to remove your commitment within 48 hours of pick-up time, please call 520-248-6882, in addition to removing your name in Lotsa.*
- **Medical requests are the top priority.** If possible, please sign up for them first.
- **As soon as possible** after committing to a ride or errand, **call the client** to confirm the pick-up and appointment date and time, the pick-up address, and the destination address(es).

- Upon arrival at the destination, the client may want or need assistance, so always ask. If no assistance is needed, you can wait in your car or elsewhere on the premises or run your own errand. If you leave, PLEASE give the client or the reception desk your cell phone number or set a mutually agreeable return time. Miles driven for personal errands while waiting for a client are not reimbursable by the RTA and should be deducted from the trip's total mileage.
- Clients are advised that there is a limit of 2 rides per week and 2 stops per ride. If the client asks for **one** additional stop, for example to pick up a prescription after seeing the doctor, you can say "yes" or "no" – it's your decision. If an extra stop is not possible, or if the request is for multiple extra stops, ask the client to contact the **Transportation Assistant** for another ride, or the **LAH Coordinator** for assistance.
- Reimbursable rides are limited to a maximum of 50 miles per trip and 960 miles per month, and only trips registered on Lotsa are reimbursable. RTA Reimbursement requests are carefully monitored due to a concern about running out of money before the end of the year.
- Please do not accept a request for a ride/errand or other service directly from a client. Instead, ask clients to call, text or email the **Transportation Assistant** or the **LAH Coordinator** (see above). Rides not registered on Lotsa are not insured and will not be reimbursed by the Regional Transportation Authority (RTA). Friendly visits do not need to be scheduled through the LAH Coordinator.

Additional Information:

- ✓ Drivers should not accompany clients into a doctor's examining room.
- ✓ LAH does not provide rides to church services.
- ✓ Rides are scheduled Monday-Saturday, 8:00 – 5:00.
- ✓ Running an errand for a client? Collect the money up front.
- ✓ Medical requests may be anywhere in Pima County. All other requests will be within or close to our boundaries.
- ✓ Pickup times are generally 30 minutes prior to the medical appointment.
- ✓ Rides provided in the client's car are not eligible for RTA reimbursement.
- ✓ Out-of-ordinary incidents are to be reported to the **LAH Coordinator** at **520-248-6882**. These include accidents (call 911 first), car problems, client no-shows, client illness or unusual behavior, and other concerns. Drivers are the eyes and ears of LAH. If you notice anything out of the ordinary that concerns you about a client, let the **LAH Coordinator** know about it.
- ✓ Special non-medical requests for rides/errands outside of LAH service areas are occasionally received. The **LAH Coordinator** and the **Transportation Assistant** may agree to accommodate such requests, as long as they are not habitual.
- ✓ If the client has non-transportation requests (yard work, friendly visits, ...), direct them to call the **LAH Coordinator** at **520-248-6882**.
- ✓ If a medical request is not filled, the **LAH Coordinator** will call a taxi for a round trip to/from the destination.
- ✓ If a non-medical request is not filled, the **LAH Coordinator** will work with the client to reschedule.