



Volunteer Driver Program Liability & Protections

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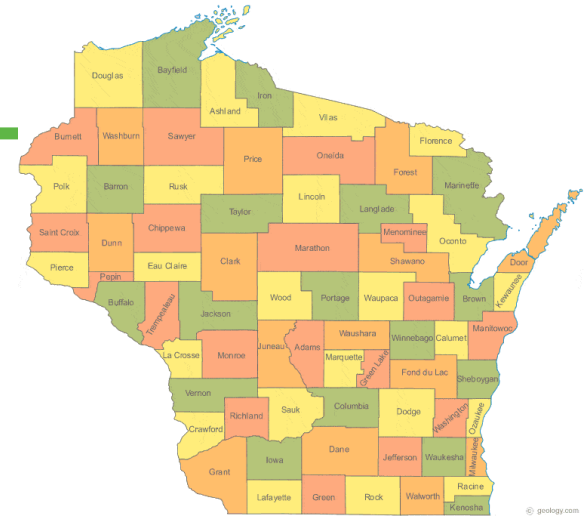
National Aging & Disability
Transportation Center

Photo credit: Sebastopol Area Senior
Center, Sebastopol, CA



Statewide Survey

- Survey conducted in 2019
- 60+ programs
- Over 2,600 drivers
- 32% of program volunteer drivers experienced personal vehicle insurance issues in the past year



The Best Offense is a Strong Defense



Risk Management Best Practices

Job Description/Requirements

Onboarding/Screening

Training

Policies/Procedures

Monitoring/Evaluation

Poll

Do you have a job description for your volunteer drivers?

- Yes
- No
- Unsure

Job Description/Requirements

- Job title
- Job summary
- Roles & Responsibilities
- Schedule & Commitment
- Qualifications & Skills
- Training & Supervision
- Benefits



Photo Credit: Whistlestop Carepool San Rafael, CA

Screening

Background checks

Dept. of Motor Vehicle DMV

Reference check

Driving test

Medical Clearance

Onboarding Checklist

- Is all paperwork signed?
- Have all checks been completed?
- Have reference checks been completed?
- Is the driver fit to drive?
- Is the road test completed?



Onboarding Checklist



- Has the vehicle been inspected for safety, heat, AC, CarFit assessment complete?
- Is the driver trained on emergency procedures and accident reports?
- Has the driver received orientation to your agency and program?
- Has the driver received all training prior to start of an assignment?

Poll

Do you provide training for your Volunteer Drivers before they start?

Do you provide ongoing training for your volunteer drivers?

Training



Road and Vehicle Safety
Passenger Safety
Passenger Assistance &
Sensitivity
Emergency situations

Photo credit: The Center for Volunteer Caregiving Cary, NC

*All training programs should be vetted through your internal risk management department or corporation counsel. This is intended as a guideline and may not be all encompassing

Policies & Procedures

- Scheduling rides/accepting rides/cancellations
- Donations/fares
- Tips/reimbursement
- Reporting - mileage
- Bill of Rights
- Code of Conduct
- Complaint/grievance process



Photo credit: Jewish Family Service of Metrowest, Farmingham, MA

Policies & Procedures cont.

- Seat belt requirements
- Confidentiality
- Incident and accident procedures
- Weather procedures
- Oxygen tanks
- Infectious disease/COVID

Right to Refuse



Failure to follow these procedures or safe driving practices may result in loss of eligibility to be a volunteer driver for this program.



The Transportation Department reserves the right to discontinue service if any of these policies are not followed or the safety and security of the driver or passenger is in question.

Monitoring/Evaluation

- Regular reviews
- Complaint and grievance process
- Driver suspension or termination process
- Have a retirement process established for ending – from the beginning
- Provide alternate volunteer job

Benefits of Risk Management

- Protects the agency, volunteer and rider
- Provides tools to help volunteers be successful
- Shows you value the volunteers
- Provides opportunities to provide feedback and offer improvements



Resources

National Aging & Disability Transportation Center

https://www.nadtc.org/wp-content/uploads/Volunteer-Transp-Toolkit_Final.pdf

National Center for Mobility Management

<https://nationalcenterformobilitymanagement.org/by-topic/by-topic-volunteer-driver-programs/>

Greater WI Agency on Aging Resources, Inc.

<https://gwaar.org/transportation3>

National Volunteer Transportation Center <https://ctaa.org/nvtc-resources/>

National Volunteer Caregiving Network

<https://nvcnetwork.org/wp/>

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