



FUTURE IN SIGHT

Passenger Policies and Procedures

Please read through these policies and procedures. If you have any questions, please call the Future In Sight office, (603) 224-4039. Then fill out the enclosed registration form, sign it, and send it back.

Please keep these policies and procedures for your records

In order to ensure that passengers and volunteer drivers have a safe and enjoyable experience, the following policies and procedures have been established.

- Future In Sight will make every effort to fulfill your ride request but due to our currently limited volunteer capacity, essential rides will take precedence to our registered clients. Essential rides are defined as transportation to medical appointments, grocery shopping, or peer support groups.
- We require at **least seven days advance notice before** the date that you need a ride. The more advanced notice gives volunteers more time to accept the ride.
- **You must provide Future In Sight with a current phone number** to confirm rides. This can be a friend or relative if absolutely necessary. **If we can't confirm the ride with you – we can't provide the ride.**
- You will hear from Future in Sight no later than two business days before your appointment to confirm your ride or to let you know that we do not have a volunteer driver available.
- Future In Sight drivers will call 24 hours before your appointment to confirm your ride.
- If you must cancel a requested ride, please call the Future In Sight office as soon as possible.
- Cancel your ride if you are not feeling well. Drivers will cancel the ride if they are unwell.
- Passengers must be able to get from their home to a vehicle with little assistance. Sighted guide assistance is always available.
- Children under the age of 18 must be accompanied by a parent or other legally responsible adult. The adult must be eligible and registered with Future In Sight transportation program. Volunteer drivers cannot provide rides to children who need a restraint system (car seat/booster). Children between 7 and 12 must be seat belted in the backseat.

Future In Sight, 25 Walker St., Concord NH 03301
Telephone: (603) 224-4039 ~ E-Mail: FISvolunteer@futureinsight.org

- Volunteer drivers can assist in filling out forms (which will remain confidential) but cannot sign any forms.
- All Future In Sight passengers and volunteer drivers must wear seat belts.
- No smoking, use of tobacco products, electronic cigarettes, vaping, etc., is allowed during a ride.
- Future In Sight transportation services will be canceled during severe snowstorms or other severe weather.
- Future In Sight volunteer drivers reserve the right to refuse to give a ride if there are concerns for someone's safety or comfort. This would include, but is not limited to:
 - If a passenger is not able to get safely into the vehicle.
 - If walkways, driveways, etc. are not clear of things like snow, ice or debris.
 - If a passenger appears to be impaired by alcohol or drugs.
 - Harassing, offensive, abusive or dangerous behavior and language is not tolerated. Such behavior on the part of passengers or volunteer drivers should be reported to the Coordinator of Volunteer Services.
- Volunteer drivers cannot dispense or administer any medications nor can they drive someone from a doctor's office to an emergency room. 911 will be called if there is an urgent medical problem during a ride.
- Drivers are volunteers who are committed to providing passengers with high quality service. It is important that their commitment is valued. Passengers are asked to adhere to the times of their appointments.
- If you are not at home when a volunteer driver arrives you will be considered a "no show." If you have three "no shows" you may be permanently suspended from Future In Sight's volunteer services.
- Be flexible! You might have two different volunteer drivers—one to pick you up and one to bring you back home. Volunteer drivers are not required to wait with you during your appointment.
 - Please be ready on time. At the discretion of the Coordinator of Volunteer Services, passengers who are habitually late may be suspended from volunteer services.
 - There are times when neither the volunteer driver nor the passenger is in control of the schedule, for example, when a doctor's office is running late. If an office is running so far behind that it conflicts with the rest of a volunteer driver's schedule; you will be asked to reschedule your appointment so that the volunteer driver will have time to return you safely home.

- All Future In Sight Volunteer Drivers undergo motor vehicle & criminal background checks. All rides are provided in volunteers' own legally inspected, registered and insured vehicles.
- Accessible wheelchair rides are not available; call for resources if in need of an wheelchair accessible ride.
- There is no fee for Future In Sight volunteer services. Our volunteer drivers cannot accept any tips, donations or other payments.
- Free will donations are gratefully accepted and may be made to Future In Sight-Transportation and mailed to our office at 25 Walker St., Concord NH 03301.
- Future In Sight reserves the right to accept or decline passengers based on its policies, exceptions and conduct.

**Every effort is made to arrange your rides but,
our drivers are volunteers,
we can never guarantee transportation.**
Our ability to provide transportation is based
on the availability of our volunteer drivers.