



Volunteer Driver Program

Passenger Policies and Guidelines

Future In Sight offers supplemental transportation at no charge to eligible clients for rides to essential errands, medical and other vital appointments. Transportation is generously provided by vetted volunteer drivers who use their own vehicles and select rides based on their availability.

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

Please read and **keep these policies and procedures as a reference**. If you have any questions, call Future In Sight at (603) 224-4039.

General Guidelines

Types of Rides:

Clients can request rides for non-emergency medical appointments, grocery shopping, essential errands, and other appointments, including Future In Sight sponsored programs.

Because all drivers are volunteers, the program is not appropriate for regular daily rides (such as to work) or if you need your ride guaranteed well in advance of your appointment.

Volunteers cannot assume responsibility for your care and therefore are not able to provide a ride following an appointment in which a client has been sedated.

Volunteer drivers cannot drive you to or from the Emergency Room, Urgent Care or Hospital. Volunteers will call 911 if there is an urgent medical problem during a ride.

Volunteers cannot provide transportation for clients who live permanently or temporarily in a rehabilitation center, a skilled nursing facility, homeless shelter, or transitional housing.

Volunteers are unable to provide wheelchair accessible rides, but other resources may be available. Call the Volunteer Program Manager if in need of a wheelchair accessible ride.

Who can ride:

All passengers must be current Future In Sight clients and over 18 years of age. Current clients are those who have received services, including volunteer services, from Future In Sight within the past 12 months. If you have previously received services from Future In Sight but they were provided greater than 12 months ago, please contact Future In Sight to reconnect.

Only vetted clients can be transported by Future In Sight's volunteer drivers. We cannot transport your family members or friends.

Is there a mileage limit to destinations?

The only restriction on ride destinations is finding a willing and available volunteer driver. Most volunteer drivers prefer local rides.

How much does it cost to get a ride?

Transportation is offered free of charge to our clients. However, the volunteer driver program is not without cost. Besides costs to administer the program, Future In Sight provides mileage reimbursement to our volunteer drivers.

Donations are **always welcome** and can be given through our website at futureinsight.org/donate/ or mailed to:

Future In Sight
25 Walker Street
Concord, New Hampshire 03301

Can I tip the driver or pay for their gas?

Volunteer drivers provide this service to make a meaningful difference in someone's life. They cannot accept any tips, donations, or other payments.

Passenger Policies

Ride requests can only be accepted during regular office hours between 8 am and 4:00 pm, Monday through Friday. Future In Sight is closed evenings, weekends, and holidays.

Future In Sight reserves the right to cancel transportation services during severe weather conditions that may put a driver or passenger at risk.

Volunteer drivers cannot dispense or administer any medications.

Volunteer drivers, at their own comfort, can assist in filling out forms (which will remain confidential) but **cannot** sign any forms.

Volunteer drivers will only escort you to your appointment. They cannot attend appointments with you.

Volunteer drivers cannot assist with personal hygiene tasks or assist in restrooms.

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 volunteer driver's other commitments, you may be asked to reschedule your appointment so that the volunteer driver will have time to return you safely home.

Volunteer drivers have the right to refuse a ride if there are concerns for someone's safety or security. This includes, but not limited to the following:

- 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 is impaired by alcohol or drugs.
- If the volunteer feels unsafe at the client's residence due to aggressive animals.
- Harassing, offensive, abusive, or dangerous behavior or language are not tolerated. Such behavior on the part of passengers or volunteer drivers should be reported to the Volunteer Program Manager.

All volunteer drivers undergo motor vehicle & criminal background checks.

All rides are provided in volunteer vehicles which are legally inspected, registered, and insured.

Future In Sight does not guarantee transportation. Please keep in mind that this is a Volunteer Driver Program and our ability to provide transportation is based on the availability of our volunteer drivers.

Clients who would like to participate in this program must agree to the following policies and guidelines:

Clients must contact Future In Sight directly to request a ride. Do not contact a volunteer driver directly to request a ride. Also, we do not accept ride requests for other passengers.

Passengers need to be able to get from their home to the driver's car and be able to get in and out of the vehicle independently. Sighted guide assistance is always available.

Passengers must be reachable by phone. The volunteer driver will only provide a ride if they are able to confirm over the phone. Please notify us of any changes to your phone number and address.

Notify us immediately of any appointment changes or cancellations. We will notify the volunteer driver.

If you are sick, cancel the ride. Volunteer drivers will cancel their rides if they are not feeling well.

Passengers should be ready and on time when the driver arrives. If you are not at home or are habitually late when a volunteer driver arrives you will be considered a "no show." After three "no shows," you may be suspended from utilizing Future In Sight's volunteer services.

Clients and volunteer drivers must wear seatbelts.

Smoking, vaping, and/or using tobacco products during a ride is prohibited.

Refrain from conversation topics that could be considered controversial, offensive, or otherwise received negatively such as politics and religion.

Treat our volunteers and staff with courtesy and respect.

Future in Sight is committed to providing supplemental transportation assistance to eligible clients through our Volunteer Driver Program. However, to ensure the safety and well-being of clients and volunteer drivers, we reserve the right to discontinue service based on the policies within or at our discretion, at any time.

How to request a ride:

You can request a ride by going to this link: <https://futureinsight.org/clientrides/>

You can also call us directly at (603) 224-4039 or email clientrides@futureinsight.org with a minimum advanced notice of five (5) business days. Providing more notice is highly encouraged.

Please have the following information available:

- Date and time of ride
- Specific destination name and address. If an appointment, include medical practice name, ie. Concord Eye Care.
- Indicate if the ride is one-way or roundtrip.
- If roundtrip, indicate expected duration.

Once a driver has selected your request, they will call the day they assign themselves to your request and coordinate a pickup time with you. Please build in enough time to arrive 10 -15 minutes early in case of unexpected delays. Your driver will call you again the day before and the day of your appointment.

If there are no volunteers available, Future In Sight will contact you two (2) business days before the requested ride date so you can make alternate plans.

Contact information

For ride requests, changes or cancellations, contact our Care Coordination team at (603) 224-4039 or email clientrides@futureinsight.org

For questions/concerns regarding the Volunteer Driver Program, contact Susanne Peace, Volunteer Program Manager, at (603) 565-2409 or email speace@futureinsight.org.