

Volunteer Program Handbook



Future In Sight
25 Walker Street
Concord NH, 03301
603-224-4039

Connect with Us!

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Visit our website: futureinsight.org

Welcome

Dear Volunteer,

Thank you! As the President of Future In Sight and a person who once desperately needed and benefited from our wide range of incredible services, I deeply appreciate the choice you have made to support our mission. Volunteers like you are simply essential to our mission.

We serve individuals of all ages and stages of vision loss, including infants, students, working age and older adults, and from low vision to no vision, across all of New Hampshire. We meet people during a time of critical challenge, feeling isolated, helpless, and often hopeless. With your help, we bring hope and practical solutions for these profound challenges.

Our team of certified professionals evaluate each person's unique needs, adjust their environment, teach them skills, and invite a long-term partnership to continually transform their lives. Our volunteers supplement this support in areas from essential ride options, friendly calls or other unique possibilities as befit you as the volunteer and the client need. You are also often a means to connect with the client and be our eyes in the field alerting us if their needs shift since inevitably for most their sight worsens, their support systems or environments change and inviting our professional team back into the process is beneficial.

From the bottom of my heart to the tip of my guide dog Swirl's wagging tail, thank you!

Randy Pierce
President and CEO, Future In Sight

This Volunteer Handbook is designed as a resource and guide to volunteering with Future In Sight. It is designed to equip you with the information and resources needed to feel comfortable and be an effective part of our team, bringing transformative support to the blind and visually impaired on an ongoing basis.

Revision Policy

The Volunteer Handbook will be revised on at least a yearly basis, with additions made on an as-needed basis. The Volunteer Program Manager will share the revisions with volunteers and provide an updated digital copy of the Volunteer Handbook.

Support:

We are here to support you. Please reach out to **the Volunteer Program Manager for guidance or with your questions, concerns, and/or feedback.**

Volunteer Program Manager

Weekdays, 8:30 – 4:00 pm: 603-565-2409

After Hours & Weekends: 603-545-1443

Email: speace@futureinsight.org

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Section 1 - Agency Overview:

About Future In Sight

Future In Sight, located in Concord, New Hampshire, was founded in 1912 as the New Hampshire Association for the Blind, and is the only private nonprofit organization in the state to supply a comprehensive range of statewide services to children, adults and elderly living with vision loss and blindness.

To learn more about our over 100-year history as a 501(c)3 nonprofit serving New Hampshire Residents who are blind or visually impaired, see [History Of Future In Sight](#) in the [Volunteer Resource Area](#) on our Website.

Our Mission

Our mission is to advance the independence of persons who are blind and visually impaired.

Our Vision

We imagine an inclusive world where every person who is blind and visually impaired lives with confidence and dignity.

Our Service Area

Future In Sight serves individuals of all ages in towns and communities across New Hampshire. You might be surprised to hear that studies suggest that there are at least 28,000 New Hampshire residents who are blind and visually impaired. We expect that the number of blind and visually impaired individuals is double that figure. Future In Sight has met and served over 11,190 of these individuals in counties across New Hampshire (2022). To view Our [Map of client Breakdown by Town and County](#) visit our Volunteer Resource area on the website.



Future In Sight Client Breakdown



Client Services Overview:

Through our holistic continuum of care, we provide individuals with vital services that allow them to live with confidence and dignity. Each service plan is tailored to meet the unique goals of the client.

Rehabilitation Therapy:

This service teaches skills that enable people with vision loss to live safe, productive, and independent lives. Services are customized to each client’s unique needs and goals and are delivered in a client’s home. These services focus on areas that enhance independent living such as preparing meals, reading mail, paying bills, reading books, and watching shows, personal grooming, using cellphones and computers, and home management.

Low Vision Services:

These services are designed to assist people who are partially sighted to use their remaining vision more effectively. Trained staff provide low vision evaluations, assistance in acquiring aids and devices, as well as training in the use of low vision aids.

Social Work:

These services include individual and family adjustment to vision loss, counseling, and referrals to appropriate community services.

Orientation & Mobility Instruction:

This service includes specialized training to help an individual develop safe independent travel and navigation skills. Orientation and Mobility professionals teach techniques to get around an individual’s home, neighborhood, and work environment. Often this service includes instruction on how to use a white cane.

Educational Services (birth-21yrs. old):

Programs for school-age children who are experiencing vision loss or blindness. Specialized instruction is provided by a Teacher of the Visually Impaired (TVI) in the classroom. Orientation and mobility services are also available to students.

Volunteer Services:

Help support the unique and ongoing needs of our clients by providing transportation to essential appointments and errands, making friendly calls and visits, and serving as peer support callers and group facilitators. Volunteers also support our Annual Walk for Sight, assist staff at sponsored programs and provide regular help with administrative tasks.

Peer Support Group:

These services help individuals connect with other peers who have experienced blindness or vision loss and can support learning new resources, advocacy, and skills from the experience of their peers.

Assistive Technology:

These services are to support individuals learning how to use and manage assistive technology devices for magnification, AI, and a variety of other equipment and technology features to best meet their needs.

Activities And Workshops:

These services may be in person or virtual and allow individuals to attend workshops for skill development, social connection, and learning to navigate new experiences through vision loss.

Public Education:

Seminars, workshops, pamphlets and resources on eye diseases, education videos and advocacy. Volunteers with a passion for our mission and services serve as advocates and representatives at local Outreach and Awareness Raising events.

How Individuals Access Services

Referrals are made by physicians, health care providers, family members, friends, neighbors, or via self-referral. Upon contact, our Care Coordination team guides individuals through the client intake process.

Section 2 - Volunteer Services Overview

Future In Sight offers a variety of volunteer opportunities to compassionate individuals who wish to make a meaningful difference in the lives of our clients. The Volunteer Program Manager will tailor your volunteer experience to align with your interests, skills, and availability. There are so many ways to make a life-changing difference as a Future In Sight Volunteer.

What Volunteers Can Expect from Future In Sight

Volunteers are valuable resources to Future In Sight, its staff, and its clients. While not employees of Future In Sight, volunteers can expect the following when engaged as a volunteer:

- Opportunities for meaningful contributions to the organization's mission in accordance with their volunteer service description.
- Orientation, training, guidance, and support.
- Concern about your safety and well-being.
- Clear guidance about volunteer roles and responsibilities.
- Respect for your gifts of time and work.

Volunteer Opportunities and Roles

Volunteer Drivers provide rides for non-emergency medical appointments, shopping and essential errands, peer support groups and Future In Sight sponsored programs.

Lions Lift volunteers are local Lions Club members who serve as Volunteer Drivers through the Lions Lift program, a novel partnership between NH Lions Clubs and Future In Sight.

Friendly Visitor/Friendly Caller provides companionship and connection for clients who feel lonely and isolated due to their vision loss and inability to drive. Volunteers are matched one to one with a client for in-person or regular phone visits.

Peer Support Caller provides encouragement, support, and understanding by someone with lived experience as a person living with vision loss.

Peer Support facilitator Serve as facilitators for Future In Sight's in-person peer support group meetings.

Clerical/Office Support volunteers assist in numerous ways with administrative tasks such as filing, mailing, data entry, and phone calls.

Special Events volunteers assist with our Annual Walk for Sight and other events such as Future in Sight sponsored Adult and Youth Activities.

Board of Director volunteers share their expertise, skills, and leadership to guide and oversee the health and growth of the Agency.

Volunteers with specialized skills are encouraged to apply. The Volunteer Services Program is open to collaborating with volunteers with various expertise and skills to offer.

Ambassador volunteers actively engage with one of our advisory committees to help spread awareness about Future In Sight and our services. Volunteers with a passion for our mission and services serve as advocates and representatives at local Outreach and Awareness Raising events.

Service Descriptions

Accepted Volunteers will review and sign the appropriate **Volunteer Service Description** during orientation. Copies of the Service Descriptions are available on the [Volunteer Resource Area](#) on the Future In Sight website.

Volunteer Application Process

All prospective volunteers who provide direct client service must complete Future In Sight's application process:

- Complete the Volunteer Application
- Provide 2 Personal (non-family) References
- Commitment to Confidentiality
- Commit to non-discrimination
- Review of Volunteer Handbook and sign agreement to abide by all policies and procedures.
- Agree to required Background Checks: NH Criminal Background Check, Bureau of Elderly and Adult Services, Sexual Offender Registry Check.
- **Volunteer drivers** provide these additional documents: NH motor vehicle record check, copy of his/her current license, proof of insurance (auto insurance declarations page), and signed W-9 for mileage reimbursement reporting requirement.
- These forms are conducted online, paid for by Future In Sight and submitted by the Volunteer Program Manager.
- **Orientation with the Volunteer Program Manager.** All volunteers will complete a 2-hour orientation that includes additional training necessary for their service role. Volunteers will have the opportunity to discuss their interests, skill set, availability, and preferred role with the Volunteer Program Manager following their orientation to facilitate a good match between the client's and agency's needs and the volunteer's interests and skills.

Required Forms are emailed to prospective volunteers in advance of Orientation.

Section 3 - Volunteer Policies & Code of Conduct

General Policies:

Confidentiality and Privacy:

Confidentiality relates directly to the bond of trust between Future In Sight, its Staff, Volunteers, and the clients we serve. All members of the agency and volunteers have a legal and ethical obligation to respect client privacy and confidentiality. Any information that a volunteer learns about the organization, its clients, or donors, because of volunteering for the organization that is not otherwise publicly available constitutes confidential information. As a volunteer with Future In Sight, you will likely see or hear things of a personal and or/sensitive nature regarding our clients. When clients share confidential information, they need to be sure that it will not be passed on to anyone else without their prior permission.

If you suspect abuse or neglect: Please note that it is NOT a violation of confidentiality to report suspected mistreatment to Adult Protective Services. Any concerns about a client's safety and wellbeing should be conveyed to the Volunteer Program Manager immediately.

Social Media: Future In Sight encourages volunteers to follow, like and tag Future In Sight on Social Media. Volunteers must not, however, post photos of clients and/or of themselves on assignment with a client to their own social media pages. If you have a great picture to share, please email it to marketing@futureinsight.org. Future In Sight must have signed photo waivers prior to sharing and posting photos anywhere.

LINKS: [Facebook](#) [Twitter](#) [Instagram](#) [LinkedIn](#) [YouTube](#)

Volunteer Assignments Permissions:

Only volunteers who have gone through the application, screening, and orientation process are authorized to provide services to clients on behalf of Future in Sight. These **responsibilities cannot be transferred to any other person, such as a family member, friend, or co-worker.**

Service Reports

Future In Sight Volunteers are required to complete and submit a monthly service report to the Volunteer Manager. Volunteer Drivers submit their miles and hours via Ride Scheduler. Other, non-driver Volunteers such as those who help with administrative tasks and those who serve on the Board of Directors, must submit their service report by the 8th of the month following when volunteer services were provided.

Why does Future In Sight Document Your Service Hours and Miles?

Volunteer statistics make a powerful statement about the on-going and growing need for service and the impact that volunteers make to address significant community needs.

Future in Sight appreciates volunteer contributions. We also use your monthly service data to capture and celebrate the generous contributions of time and energy you give to support our blind and visually impaired clients. We share these numbers with our supporters, clients, partners, and you! Some of Future In Sight's funding sources also require this data.

How to document your Service Data – Volunteer Drivers

Service data is captured in Ride Scheduler.

Miles and time are calculated from the time the volunteer drivers leave their home or departure point to when they return home. For roundtrips, the time should also include the time the driver waits for clients at their destination. This is in addition to the travel time.

Volunteer drivers choose their preferred reimbursement rate in Ride Scheduler. Volunteers select “0.56” to receive mileage reimbursement or “0.00” if they do not wish to be reimbursed for mileage. The “0” option is considered an in-kind donation.

Volunteer Drivers log into Ride Scheduler and submit a mileage report after each drive.

[“A Quick Guide to How to Submit a Mileage Report”](#) is available through this link and is also in our Volunteer Resource Area on our website.

How to document your service hours – Volunteer Matches and non-drivers

Volunteers who are matched to clients for Friendly Visiting, Friendly Calls or Peer Support Calls submit a monthly service report via email or mail. Volunteers who share their time as Office Support Volunteers, Peer Support Facilitators, Board or Committee Members or as Program Support Volunteers, submit a monthly service report via mail or email at the end of each month.

This form is available as a fillable pdf and can be emailed or mailed to: fisvolunteer@futureinsight.org or mailed to the office: 25 Walker Street, Concord, NH by the 8th of the month following the service provided in the previous month.

The Monthly Timesheet for non-driver volunteers is available in the Volunteer Resource Area on our website.

Mileage Reimbursement

Future In Sight is happy to offer mileage reimbursement to our **Volunteer Drivers** at a rate of **0.56 per mile** for travel to essential appointments, errands, peer support groups and Future In Sight sponsored programs and activities. Future In Sight's Volunteer Program is intended as a supplement to a client's own family and support network, therefore we limit mileage reimbursement to non-family members.

Tolls and parking fees are the client's responsibility. Clients are notified of this during the passenger registration process.

Volunteers who are matched with a client and who provide rides as part of their match must submit a monthly mileage report with their total miles, destination address, and hours.

Mileage Reimbursement Cap on non-essential rides:

For volunteers who transport clients to non-essential errands, social activities, and/or **non-Future In Sight**-sponsored destinations, Future in Sight will reimburse volunteer drivers up to the first 50 miles. Any mileage over 50 miles will be the responsibility of the driver and/or the rider.

For instance, you are a volunteer matched with a client for Friendly Visits. As part of your visit, you go out to lunch, go to a show, go explore a new town for fun. FIS will reimburse these fun trips up to 50 miles round trip. While these rides are fun and valuable, FIS must reserve mileage reimbursement funds to cover rides to medical appointments, peer support groups and other FIS-sponsored activities.

W-9 Form

Drivers who receive mileage reimbursement must provide form W-9. This is to comply with the Federal Reporting Requirement that mandates that Future In Sight generate and send a 1099 form to any volunteer driver who receives more than \$600 in mileage reimbursement over the year.

Gifts

Clients often wish to show their appreciation by offering money or gifts. Volunteers are not allowed to accept gifts or receive payment for service from clients, family members, or friends

under any circumstances. It is okay to suggest a donation to Future In Sight in appreciation of the service received. On occasion, it is okay to accept small tokens of appreciation, such as a baked good. If you and the client go out for coffee, lunch etc. you and the client should split the bill or “go Dutch.” An occasional lunch or token gift may be accepted. Volunteers are expected to use sound judgment and should contact the Volunteer Program Manager for guidance.

Assistance with tasks outside the scope of the volunteer service assignment

Volunteers are not permitted to:

- Accept direct requests for rides or assistance from a client. All rides and assistance are coordinated through Future In Sight.
- Manage or give medications.
- Sign client forms. Volunteers may assist with filling out forms if asked.
- Assist with financial matters (writing checks, online banking, advice)
- Assist with any hands-on or personal hygiene tasks such helping in the rest room or lifting.

It is fine to say, “I am not allowed to help with that task.” You can suggest that the client contact the Care Coordination Team at Future In Sight or the Volunteer Program Manager to inquire about additional assistance.

Please remind the client that all ride requests must go through the future in sight office.

What To Do If...

The client does not answer the door at the time of a scheduled visit or pick up?

- Call the client from your cell phone. Let the phone ring at least 10 times before you hang up. If the client does not answer, try again in a few minutes. The client might be in the bathroom or on his/her way out the door or may walk slowly to the phone.
- If you cannot reach the client by phone, try knocking on his/her door.
- Do not enter the house on your own. If you notice anything suspicious (broken glass, doors that appear to be forced open, smell of gas), go to a safe place and call 911.
- If there does not appear to be any suspicious activity and you cannot reach the client, call the Volunteer Program Manager who will take the next appropriate steps to determine the client’s well-being.

Communication

Clear communication between volunteers, clients and staff is essential to the Volunteer Services Program. To ensure smooth communication, Volunteers are asked to provide updates to their contact information if/when their phone, address, or email address changes.

We ask that volunteers are timely in returning phone calls and email messages.

Volunteers will be provided with all necessary information pertinent to the performance of their service assignment. Please reach out to the Volunteer Program Manager if you have questions or need additional information for your assignment.

Volunteers serve as an essential link to our clients. Please promptly relay any unusual or unexpected incidents during an assignment and/or communicate to us any significant health or emotional changes you observe while assisting a client.

Resource Navigation

While serving, volunteers may learn about struggles or areas in which a client needs additional assistance. We encourage volunteers to remind clients to reach out to Future In Sight for additional services or aids and devices. We endeavor to support every client's ability to exercise independence and self-advocacy. Volunteers are always encouraged to reach out to the Volunteer Program Manager if they are concerned the client might not ask for the help they need.

Volunteer Policies & Code of Conduct

Safety and Liability

Emergency Policy

Emergency situations, while uncommon, can occur with a client during Volunteer assignments. Please remain calm and focus on the client. Volunteers should not try to manage emergency situations on their own and should NOT take responsibility for transporting a sick or injured client.

In the event of a medical emergency, please do the following:

- Please CALL 911 for emergency assistance.
- Follow the guidance of the dispatcher.
- Report the incident to Future In Sight of the incident as soon as possible after the emergency personnel have the situation under control.
- When the emergency professionals and/or the client's emergency contact arrives, the Volunteer's responsibility for the client is complete. Volunteers are not expected to take further action such as going to the ER with the client.
- If the client becomes ill or injured, comfort the client, and ask how you can help. Call Future in Sight and notify the Volunteer Manager or a staff member immediately. Call 911 if medical assistance is needed.

Reporting Abuse or Neglect

The Adult Protection Law requires any person who has reason to believe that a vulnerable adult has been subjected to abuse, neglect, exploitation, or self-neglect to make a report immediately to the Bureau of Elderly & Adult Services (BEAS).

Call (603) 271-7014 or toll Free from within NH at 1-800-949-0470
Email to apscentralintake@dhhs.nh.gov

Proof of abuse or neglect is not required to make a report.
Reports are confidential and can be anonymous.

If at any point you are concerned that a client has experienced or is subject to abuse or neglect, please report this to the Volunteer Program Manager immediately. The Volunteer Manager is available to provide guidance and support for reporting your concerns.

Motor Vehicle Accidents and Incidents

Volunteers must immediately report any injuries while volunteering to the Volunteer Program Manager. Volunteer drivers must also report if they are involved in a vehicle accident and any traffic citations received while actively serving as a volunteer driver with Future In Sight. A copy of Future In Sight's [Incident Report Form](#) can be found in the Volunteer Resource Area on our website.

NH Volunteer Immunity

New Hampshire law includes a provision that limits the personal liability of volunteers for nonprofit organizations. Future In Sight volunteers are protected by RSA 508:17 which provides legal protection for volunteers by limiting the liability of a recognized volunteer who is acting reasonably and good faith and within the scope of their official duties as defined by this handbook and their individual service descriptions.

Good Samaritan Law

A Good Samaritan who renders emergency aid at an emergency is not liable for civil damages.

NH RSA 508:12 Aid at Scene of Emergency or to Victim of Crime. –

If any person in good faith renders emergency care at the place of the happening of an emergency or to a victim of a crime or delinquent act to a person who is in urgent need of care as a result of the emergency or crime or a delinquent act, and if the acts of care are made in good faith and without willful or wanton negligence, the person who renders the care is not liable in civil damages for his acts or omissions in rendering the care, as long as he receives no direct compensation for the care from or on behalf of the person cared for. Any person rendering emergency care shall have the duty to place the injured person under the care of a physician, nurse, or other person qualified to care for such person as soon as possible and to obey the instructions of such qualified person.

Future In Sight Volunteer Insurance Policy

Volunteers are covered under the Organization's liability and supplemental insurance policy when working in the interest of Future In Sight.

A Volunteer Driver's automobile insurance policy is the primary. Future In Sight's Volunteer Insurance policy provides an umbrella policy to cover additional accident medical coverage and automobile liability coverage. A copy of the CIMA insurance policy is available to volunteers upon request.

RSA 412:17-A (Feb 2011) prohibits insurance companies from refusing to issue motor vehicle insurance or increasing rates for a person because the person is a volunteer driver.

Volunteer Code of Conduct

General

Volunteers are expected to behave in a way that is responsible, dignified, and respectful to all clients served and affiliates of the organization.

Volunteers are required to always maintain confidentiality, even when no longer serving as a Future In Sight volunteer.

Volunteers are expected to promote a positive image of Future In Sight.

Volunteers are expected to be punctual, dependable, and keep scheduled volunteer assignments and notify Future in Sight as soon as possible if unable to fulfill an assignment.

Volunteers should notify Future in Sight if they are sick and cannot perform an assignment. Volunteers should not knowingly expose a client to a contagious condition.

All volunteers are expected not to smoke, drink alcohol, or use any medication which may alter their ability to perform their volunteer assignment when performing their volunteer duties.

As representatives of Future In Sight, volunteers, like staff, are responsible for presenting a good image to our clients while engaging in a volunteer assignment. Future in Sight encourages volunteers to dress appropriately for their service assignment, in a manner consistent with good hygiene, safety and using common sense.

If there are concerns at any point about a volunteer's behavior, actions, or disregard for policies and guidance of the agency, the Volunteer Program Manager will use their discretion for the best course of action on a case-by-case basis.

Discrimination and Sexual Harassment

Future In Sight believes all individuals have the right to work and volunteer in an environment free of sexual harassment and any form of discrimination based on race, color, creed, social standing, sexual orientation, gender identification, or national origin. Future in Sight is an equal opportunity employer and service provider and does not tolerate any behaviors, actions, statements or the like that are discriminatory and or sexually harassing/ offensive in nature. Tolerance is expected for people from all faiths and cultures regardless of race, color, creed, social standing, sexual orientation, gender identification, or national origin.

Should you feel that any employee, volunteer, client, or affiliate behaves in way that meets the criterion for being discriminatory or sexually harassing, please report it to the Volunteer Program Manager right away.

News Media

Future in Sight asks that volunteers do not give information concerning Future In Sight, its programs, or clients, to the news media unless they are specifically authorized to do so by management. These inquiries should be referred to the Director of Development, Marketing and Communications.

Resignation

Volunteers may resign from their volunteer service with Future In Sight at any time. If possible, please provide advance notice to the Volunteer Program Manager. If you are in a Match with a client, this will allow time to notify the client and to bring closure to the relationship.

Volunteer Dismissal

Volunteers can be dismissed from serving as volunteers for noncompliance with policies and procedures as outlined in the Handbook and/or for unforeseen circumstances at the discretion of Future In Sight staff.

Section 4 - Volunteer Driver Standards, Policies & Procedures

The purpose of the Future in Sight (FIS) Volunteer Driver Program is to provide safe and reliable transportation to non-emergency appointments, essential errands, and activities to allow our clients to remain connected, healthy, and independent. Safety is critical. Driver focus, attention, and courtesy are required. Please keep in mind that riding in someone else's vehicle can be stressful. Please try to allay any concerns and reassure clients by providing smooth, careful travel.

Vehicle Standards:

Future in Sight Volunteers drive their own registered and insured vehicles.

Future In Sight requires drivers to carry a minimum of 100,000/300,000 liability coverage on their automobile policy. A driver's policy is the primary insurance policy.

Driver's vehicles must be properly registered and inspected by the State of NH.

Drivers will decline rides if their vehicle needs repairs including but not limited to; seat belts, turn signals, headlights, windshield wipers, heat/ac, and tires in good condition.

Driver's vehicles must be relatively clean and free of debris inside.

Future in Sight strongly recommends that drivers carry a cell phone for emergency calls.

Drivers agree to provide the following:

- A copy of your unexpired driver's license and submit a new copy at time of renewal.
- Annual copy of your insurance declarations page and the policy effective dates.
- Notice of any change in the status of your driver's license or auto insurance coverage.
- Notice of involvement in a traffic accident and/or of any traffic violations or citations received while a current volunteer driver.

Driver Policies and Guidelines:

- Future in Sight volunteer drivers are expected to adhere to Future In Sight's policies and procedures as specified in this Volunteer Handbook.
- If you are transporting a client as part of your match (shopping, errands, companionship), you must be a registered driver and adhere to driver policies, guidelines, and standards.
- **Clients must call the office for their ride requests;** they are not permitted to directly call volunteer drivers for transportation requests. Kindly direct the client to call Future In Sight to request a ride.
- Upon request, drivers may be asked to provide **Sighted/Human Guide assistance**. Please ask clients if they would like assistance and how to best assist.

- **Please step out of your car** when you arrive to pick up your rider. Due to their vision impairments, clients may not be able to recognize you or the color of your car.
- **Clients are expected to be ambulatory and able to transfer in and out of your car with little assistance.** Your physical assistance should mirror what a neighbor or friend could provide. Some clients may need assistance latching the seatbelt, please ask. Call the Volunteer Manager if you have any questions or concerns about your rider's mobility or ability to transfer safely.
- **Please escort clients into the appointment reception area.** Volunteers are not allowed to go into the actual medical appointment with a client.
- Volunteers may help clients fill out forms if requested but **cannot** sign forms for clients.
- **Please prioritize rides to medical appointments and peer support groups if possible.** Clients can request rides to a variety of destinations, medical appointments, essential errands, Future in Sight activities, peer groups and other destinations. Ultimately drivers are free and encouraged to choose which rides work for their schedule.
- **It is okay to say no to extra requests for help such as making additional stops** during a ride assignment. Future In Sight appreciates and respects your time as a volunteer driver. We recognize that Volunteer drivers accept ride requests based on the details described in Ride Scheduler.
- **Report any emergencies** to the Volunteer Manager right away (see emergency guidelines).
- **Local Rides are the Goal:** Keep in mind that our goal is to ensure that clients can get to their appointments. When possible, our preference is to have drivers select rides within their community. If you see a need for a ride far outside your community, please allow time for a more local driver to select that ride. If the ride is still needed by the Friday of the week prior, and you do not mind driving the distance for the assignment, feel free to accept this ride.

This is different than instances when clients ask for rides to destinations outside of their local area. Sometime their specialists and appointments are far away. They are allowed to make these requests, and they understand that their ability to get a ride depends on a willing volunteer.

Driver Procedures

Ride Scheduler

Future In Sight uses a customized software program called Ride Scheduler to coordinate and manage client Ride Requests. Vetted volunteer drivers will receive credentials for logging into Ride Scheduler to view ride requests, accept or un-accept a ride, or to complete a mileage Report.

Please bookmark [Ride Scheduler](https://futureinsight.securescheduler.org/default.aspx) on your browser for easy access

<https://futureinsight.securescheduler.org/default.aspx>

Drivers can log into Ride Scheduler at any time to view current client ride requests. In addition, Client ride requests are emailed to volunteer twice a week on Mondays and Thursdays.

Volunteer Drivers will receive training and on-going support on how to use Ride Scheduler.

Accepting And Confirming Rides

Review the list of ride requests for options that fit your availability and preferences. **Click on the “accept” button** to select a ride request.

Once you accept a ride, you will receive a confirmation email generated by Ride Scheduler.

Call the client/rider within 24 hours after you accept the ride to introduce yourself and to confirm the details of the drive (appointment and pick-up time, destination).

Note the time listed is the appointment time. Please coordinate a pickup time with the client that incorporates arriving 10-15 minutes early unless the Notes section states that the appointment time already accounts for an early arrival.

Call your rider the DAY BEFORE his/her appointment to confirm. Notify the Volunteer Program Manager of any changes.

Call the client rider the DAY OF his/her appointment. FIS values your time as a volunteer, and we do not want you to drive all the way to the client’s home to learn that the appointment has changed, or the client is not feeling well.

For Monday rides, please confirm the ride with the client by the Friday before the Monday ride. Many clients get nervous that they will have no way to reach you or the Future In Sight office over the weekend ahead of their Monday appointment. Please also still call on Sunday.

Allow the phone to ring many times when you call to confirm with the client. Our clients often take longer to answer the phone. Leave a message with your name and phone number if the client does not answer. Some clients use their answering machine to screen calls.

Call the Volunteer Manager if you **are unable to reach the client** the day of the appointment.