



Dear Volunteer Drivers,

Thank you for volunteering for the Nevada Rural Counties RSVP Program, Inc. (RSVP). We hope that you have a rewarding experience as a volunteer driver and that you enjoy your time with this wonderful program that provides critical care trips for seniors and disabled adults.

Please share your experience with us and also with others in the community about the stories of success and the importance of your volunteer driving service. As you know, lack of transportation is the greatest deterrent to accessing the lifesaving goods and services which enable seniors to remain independent in their own homes with dignity. Seniors are struggling to maintain themselves at home and “age in place” rather than being subjected to premature institutionalization which they fear more than death.

You have the power to change lives for the better and we are extremely grateful and respectful of your time. It has been said that we will not be remembered for what we get in life, but rather, for what we give. Your kindness, caring, and compassion are activities that save lives and also enhance your own quality of life.

We appreciate any referrals for drivers you would recommend, as the needs for this service are considerable.

Please do not hesitate to call me if you have questions or need assistance.

PLEASE DRIVE SAFELY.

WELCOME TO THE RSVP DRIVING PROGRAM.

Sincerely,

Susan C. Haas
Executive Director and CEO



RSVP VOLUNTEER DRIVER PROGRAM:

1. Driver Qualifications

- a. Must be 25 years or older to drive a client
- b. Must have a valid driver's license from the State of Nevada or if a resident of California, a valid driver's license from the State of California
- c. Must submit to a background check
- d. Must complete a volunteer application
- e. Must submit an initial 3-year DMV report from the state licensed in and thereafter an annual report.

RSVP will reimburse the driver for the cost of this report

2. Driver Requirements

- a. Must pass a background check that has been evaluated by RSVP staff
- b. Must pass a DMV report evaluation done by RSVP staff
- c. Must provide proof of insurance.
- d. Vehicle must pass RSVP staff inspection for safety and compliance.
- e. Must provide a copy of photo identification in the form of a driver's license
- f. Must verify by signature that all required information has been read and understood and that the driver will comply with all RSVP regulations, guidelines, and all State and Federal guidelines concerning traffic rules and regulations while transporting our clients.

3. Driver Training

- a. The driver must have a van or personal vehicle orientation by RSVP staff. This will include:
 - i. Safety
 - ii. ADSD compliance
 - iii. Ramp operation
 - iv. Van controls and operating instructions

- v. Van placards and safety notices, seatbelt usage, no smoking rules, van documents – registration, proof of insurance, donation envelopes, emergency procedures and equipment, pre and post-drive inspection procedures, restrictions on patient aid (no lifting a patient into or out of the van at any time, gas procedures, circle of safety van inspection procedures.
- b. Must read and sign all driver orientation and transportation program training documents.
- c. Must be trained by RSVP staff on client assistance which includes the strict rule/procedure that no RSVP volunteer can lift or transfer a client into or out of the van from any other seat, chair, or wheelchair that the client is sitting in or on. Only drivers who have successfully completed the Nevada Department of Transportation - Passenger Assistance, Safety, and Sensitivity Training are eligible to transport wheelchair-bound clients.
- d. Driver must complete ADSD Elder Abuse Training including all reporting requirements.
- e. Driver must have read and signed for receipt of the RSVP Volunteer Handbook.
- f. Driver must attend annual training sessions provided by RSVP staff or contracted parties. New volunteers can be trained by the appropriate RSVP Field Representative utilizing our Field Representative Training Manual or request an on-site training session given by our RSVP Transportation Department.
- g. Driver must be trained by RSVP staff on vehicle inspection procedures utilizing our vehicle inspection sheet. If driving your own vehicle, the vehicle must be inspected for safety by RSVP staff.



RSVP Driver Orientation

Date: _____

Name _____ Ph #s: (H) _____ (C) _____

Please check the phone number you would like us to call you on first.

Clients are asked to book their appointments in _____ Monday-Friday between 9 am-3 pm. (We do make exceptions occasionally, e.g.: if the client is diabetic & has to fast the night before we will drive them before 9 am for lab work.) Please check the days that you are available to drive & fill in the times:

Monday _____ Tuesday _____ Wednesday _____
Thursday _____ Friday _____

We realize that you may not always be available on the above days & times and that this can vary!

Would you like to use one of our vans to give clients rides? Yes ___ No ___ Sometimes ___ For Long Distance only ___

We ask clients to schedule their Doctor appointments in Reno between 10 am-2:00 pm on Tuesdays & Thursdays. Are you interested in driving clients long distance? (Please check) Tuesday ___ Thursday ___ No ___ Possibly ___
Use van only ___ Use my own vehicle ___ I will use my vehicle if a van is not available ___

Comments: _____

When we book a ride with you, please let us know if you require a van so we can make sure one is available and book it for you. If you are using an RSVP van, please come into the office to get the keys. We also have an RSVP cell phone that you can use. Please let us know if you want to use it when you pick up the keys. You are required to fill out a "Pre-Trip Inspection Checklist" when you use a van. These forms are on a clipboard in the van. Please turn it in to the RSVP office when you return the keys. If you are using an RSVP van and the ride is not over until after 5:00 pm, please park the van on the South side of our building (or in the back) and drop the van key and the RSVP cell phone (if you are using it) in the mail slot on the left side of the RSVP front door.

If you are going to use your own vehicle please confirm the following: By initializing the box that follows, I certify that the vehicle I will be driving for the RSVP Transportation Program is equipped with seatbelts and that all the seatbelts are in working order and that I will remind RSVP passengers to buckle up before I proceed. (Please initial)

When you have accepted a ride, please call the client at least 2 days prior to the ride to confirm the time, date and get directions to their home. We will call you with the information: the client's name, date & time of appointment, the client's address and the address where they are going. We will also let you know any other pertinent information about the client such as if they use a cane, walker or oxygen. The client is supposed to inform us of all the places they need to go when they book a ride. We give you this information when you accept a ride. If a client adds other stops to their ride that we did not inform you of, it is up to you if you want to accommodate them. Please inform the client that they must let RSVP know of all the stops they need to make when they book their ride. Only drivers who have successfully completed the Nevada Department of Transportation - Passenger Assistance, Safety, and Sensitivity Training are eligible to transport wheelchair-bound clients.

We provide donation envelopes in the vans and for you to keep in your vehicle. If a client wants to make a donation, please place the donation in the envelope and seal the envelope, write the client's name and the date on the envelope and drop it off at the RSVP office at your earliest convenience. You can also drop the envelope in the mail slot after hours (the mail slot is on the left side of the front door.) As an RSVP driver, you cannot accept tips but you can accept donations for the Transportation Program. The suggested donation for a ride is \$2.00.

If you have any problems or concerns regarding a client, please call us and let us know. We have not met most of them so there may be concerns that we are not aware of.

Safety Reminders: Always make sure everyone has their seat belt buckled up before the van is in motion. Do not use a cell phone while you are driving.

RSVP Phone Number: Transportation Desk, 775-687-4680, Anita Moreno, extension 7 or Reception at extension 0

I certify that I will comply with the above guidelines and rules.

Signature

Date

TRANSPORTATION TRAINING



RSVP TRANSPORTATION CLIENT GUIDELINES
Transportation Coordinator: Anita Moreno
To schedule a ride, please call (775) 687-4680 ext. 0

Welcome to RSVP. We are happy to provide you with our Transportation Program services. Every effort will be made to honor your request for transportation. As we rely solely upon volunteers to provide these services, we ask that you keep in mind the following guidelines:

- ❖ Please make request for transportation service at least **7 days prior to travel**. It is best if you call RSVP to request transportation as soon as you make an appointment as we tend to book up fast.
- ❖ Remember that when you make an appointment, you may want to advise your medical care provider that you rely on outside transportation. To receive transportation services, your appointment must be set between the hours of 9:00 a.m. and 3:00 p.m., Monday-Friday. We will try to accommodate any additional stops you may have, but can do so only on case by case basis depending on the driver's schedule.
- ❖ We are happy to take you to your medical appointments in Reno on Tuesdays and Thursdays. We ask that your appointment be scheduled between the hours of 10:00 a.m. and 2:00 p.m. Clients will most likely be sharing the vehicle with others on trips to Reno.
- ❖ When requesting a ride please provide the following information:
 - ✓ Is your transportation request for a Doctor's appointment, prescriptions drop or pick up, or shopping?
 - ✓ What is the appointment day, date and time and the addresses where you are going. Rides will not be accepted without an address!
- ❖ RSVP is currently able to offer **one ride per week per person** so that we can offer as many clients as possible the opportunity to access their appointments. RSVP may be able to offer additional rides to medical appointments for a continuing treatment only. An example of this is cancer treatments or dialysis. Each request will be dealt with on a case by case basis, subject to driver availability.
- ❖ **Seat belt use is mandatory in RSVP vehicles.** If you need a seat belt extender, please bring one with you.
- ❖ Smoking is not allowed in or within 20 feet of RSVP vehicles.
- ❖ Snacks or non-alcoholic beverages are allowed, but please don't leave your trash in the vehicle.
- ❖ Our volunteer and staff's time is a precious resource and we must limit the number of ride requests we take each day. Please make every effort to keep the rides you schedule with RSVP. If you happen to have a change or appointment cancellation, please call the RSVP office to let us know of this change! ***Excessive cancellations and no-shows cost other senior clients the opportunity for a ride.***
- ❖ While RSVP will make every effort to service your needs, we reserve the right to discontinue service if these guidelines are not adhered to. A warning notification will be sent to you outlining the documented report(s) that could lead to discontinuance of service.

If you have any questions or comments, please contact the RSVP Transportation Department at (775) 687-4680 ex 0.

The RSVP office will contact the driver with the stops you have requested so that we can be sure that the driver will have the proper amount of time to accommodate your request. **Any additional stops not requested at time of booking will be provided on a case by case basis depending on the drivers' availability and time.**

We love our volunteers and we know that you appreciate them also. Please be courteous and respectful to the volunteer driver and RSVP staff at all times.

The driver will call you at least 24 hours ahead of your scheduled ride to confirm the information with you. If you have not received a confirmation from the driver, please call RSVP the day before your ride and we will give you the information. We ask that you not call the drivers directly.

Remember - please make any changes to your ride or cancellations through the RSVP office!!!

Please remember that our drivers are volunteers and CANNOT lift clients or TRANSFER clients in and out of the vehicle.

If you are NOT able to get in and out by yourself, please bring an attendant escort (that has been signed up as an RSVP client) to help you. Notify us if two people will be riding. Our drivers can assist by folding and unfolding walkers. Exceptions may be made if the client is able to transfer in and out of the vehicle on their own or if the client has an attendant to assist them in and out of the vehicle. Attendants must remain with the client at all times.

For our clients that are wheelchair users and who are unable to transfer to a seat, we do have a limited number of volunteers who have been trained and are certified to transport you in our wheelchair accessible vans. Before providing transportation for clients in wheelchairs, advance arrangements must be made with the Transportation Coordinator. It is very important that you inform the coordinator that you will require one of our paratransit volunteers.

Our drivers CAN NOT LIFT or TRANSFER you under any circumstances. Drivers are instructed to call 911 if you fall or there is an emergency.

Donations are greatly appreciated and help to support the RSVP Transportation Program. We do not charge for rides but gratefully accept whatever you may be able to contribute.

Suggested donations are \$2.00 per trip for local rides and \$10.00 for a roundtrip of 50 miles or more. Services will not be denied because of an inability to contribute.

Client Transportation Request Form

Date/Time Client Called: _____ Who Took Call: _____

Date of Ride (Day and Date): _____ Pick up Time: _____ Appointment Time: _____

Client Name: _____ Address: _____

Telephone Number: _____ Special Instructions (gate code, directions, etc.): _____

Destination: _____

_____ Telephone Number: _____

Client Special Needs: Cane Walker Portable Oxygen tank (only, will not take full size)

Client Demographics: Veteran Under Age 60 Requires Companion

Driver Assigned and Vehicle Information:

Driver Assigned: _____ Telephone Number: _____

Vehicle: Personal Vehicle RSVP Vehicle Which one: _____ Driver Entered in computer:



Carson City

RSVP Driver Pre-Trip Inspection Checklist

Vehicle: 2010 Dodge Grand Caravan, License Plate # EX60178 Mileage at beginning: _____

Date: _____ Time: _____ Mileage on return: _____

Check any item that needs attention and include the details under “comments.”

Please turn in this form to the Transportation Coordinator

Start the engine and test the following:

Noises (unusual) OK NEEDS ATTENTION

Noises

Gauges OK NEEDS ATTENTION

Fuel Full 3/4 1/2

Temperature

Dashboard warning light

Lights OK NEEDS ATTENTION

Headlights

Brake lights

Turn signals

Hazard lights

Other OK NEEDS ATTENTION

Windshield wipers

Fans and defroster

Brakes (and parking brake)

Mirrors

Horn

Exhaust system
(muffler, tailpipe)

Tires

OK NEEDS ATTENTION

- Proper inflation
- Adequate tread
- Spare inflated

Leaks (underneath)

OK NEEDS ATTENTION

- Oil
- Other _____

Safety equipment

OK NEEDS ATTENTION

- Fire extinguisher
- First aid kit
- Reflective triangles
- Map
- Seat belts
- (one for each passenger if applicable)

- Wheelchair Ramp
- Wheel Chair Tie down

Comments:

Vehicle Condition Following Driver's Inspection

- Acceptable:** Vehicle can be driven without further inspection.

- Requires Attention:** Vehicle can be driven, but should be inspected by a mechanic in the next 30 days.

- Requires Immediate Attention:** Vehicle should *not* be driven until it has been inspected by a mechanic.

Driver's Name: _____

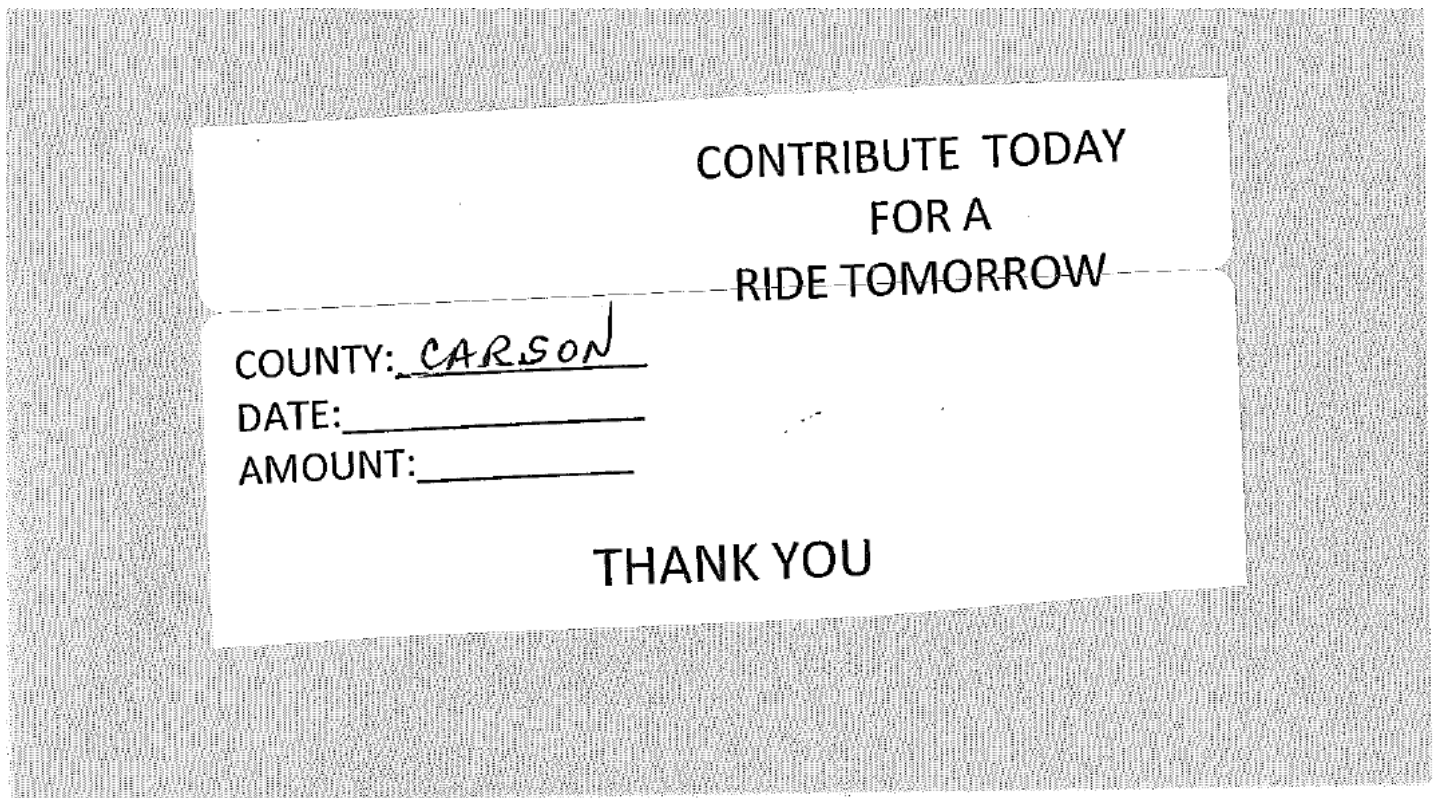
Driver's signature: _____

DONATIONS TO RSVP

Donations to RSVP are gratefully accepted, but not required. No client will be refused service due to inability to donate!

If a client wishes to make a donation while you are transporting them, simply slip their donation into the brown envelopes that are in each RSVP vehicle or provided to drivers using their personal vehicle, seal the envelope, and return to the RSVP office. Suggested Donation is \$2 per trip for local rides and \$10 for a round trip ride of 50 miles or more

If a client wishes to mail a donation to RSVP, their donation will be acknowledged and gratefully accepted.



CONTRIBUTE TODAY
FOR A
RIDE TOMORROW

COUNTY: CARSON
DATE: _____
AMOUNT: _____

THANK YOU



COMPLAINT/INCIDENT/ACCIDENT FORM

2621 Northgate Lane Ste. 6 • Carson City, NV 89706
PO Box 1708 • Carson City, Nevada 89702
(775) 687-4680
fax:(775) 687-4494

Reporting Party: _____ Date: _____

Name: _____

Address: _____

Phone No.: _____ Fax No.: _____

E-mail Address: _____

Involved in incident Witness RSVP Field Rep/Employee

Incident:

Date occurred: _____ Time occurred: _____

Location: _____

Persons Involved/Witnesses:

1. Name: _____

Address: _____

Phone No.: _____ Fax No.: _____

Involved in incident Witness

2. Name: _____

Address: _____

Phone No.: _____ Fax No.: _____

Involved in incident Witness

3. Name: _____

Address: _____

Phone No.: _____

Fax No.: _____

Involved in incident

Witness

4. Name: _____

Address: _____

Phone No.: _____

Fax No.: _____

Involved in incident

Witness

Additional information (*check all applicable*):

Photos taken Who has photos: _____

Phone No.: _____

Police Report made Where: _____

Elder Protective Services Report made

Description of What Occurred (*attach additional pages if needed*):

Reporting Party's Signature: _____

For RSVP Internal Use Only:

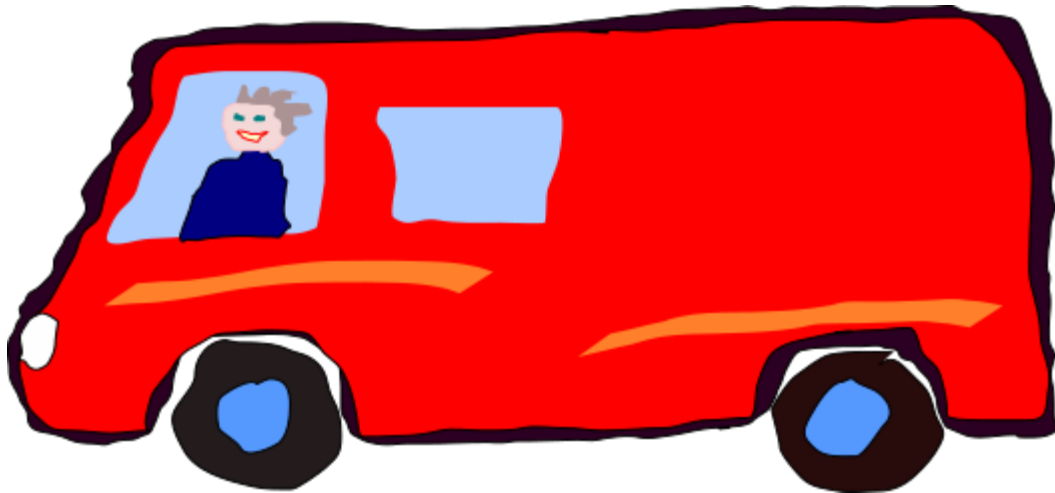
Date report received: _____ Date responded to: _____

Note: reports must be responded to within 30 days of receipt.

Action Taken: _____

Use separate sheet if needed and attach.

SAFE DRIVING RESOURCES



Distracted Driving Tips: The best advice for keeping your eyes safely on the road

Second Thoughts

Keep your eyes and your attention firmly on the road. At 60 mph your car goes 88 feet — five or six car lengths — every second. And five seconds is the typical length of a distraction, the U.S. government's distracted driving fact sheet says — long enough to travel one and a half football fields. Here are seven ways to avoid distractions.



Hang Up and Drive



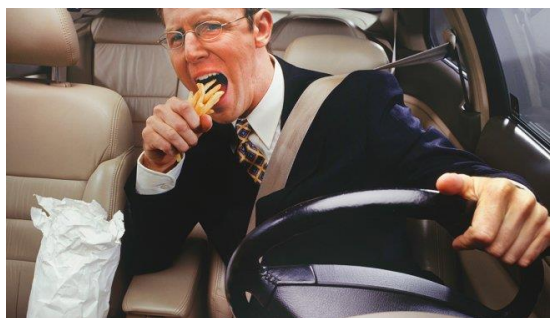
Texting and using the phone are chief distractions. Most states ban texting while driving, and many prohibit handheld phone use. Most modern vehicles have hands-free systems for phone calls, and some will read and reply to texts.

Tune Before You Travel

Load your music onto your phone, and use the Bluetooth feature to stream tunes through your car system. No need to tinker with a separate iPod or other music player or (for old-school types) to fool with a CD or tape.



Don't Eat or Drink While Driving



It's hard to do, given busy schedules and drive-through coffee and food emporiums, but try. Eating and drinking are among the biggest distractions.

Know Where You're Going and How to Get There

Visualize the route. Set up your navigation systems before you go. Even so, recognize that using the nav system on the go is another common distraction.



Find Your Comfort Zone

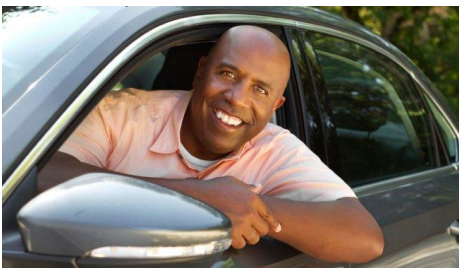
Adjust the driver's seat so your vision is not obscured by the dashboard or by rear head restraints. Don't clutter the top of the dash.

Look Where You Want to Go

You'll unconsciously steer where your eyes are looking, so point your orbs away from that distracting roadkill or tow truck or "Big Sale" sign.



Drive Calmly



When you are driving, the road and your car should have your full attention. Avoid any unnecessary driving — even for a short errand — if you're emotionally upset about something. Wait till you've calmed down before getting behind the wheel.

Circle of Safety Walk

The Circle of Safety procedure is a safe practice any driver can follow to ensure that the area around the vehicle is safe before departing. Simply walk all the way around your vehicle and check the clearances to the side, front, back and above.

When backing into a parking space or work area, look for obstacles such as poles, other vehicles or concrete pillars. Prior to departing, make sure to check if any pedestrians may have entered your vehicle's path of travel.

Whenever possible, back in to a parking space or driveway to increase visibility when departing. If you must stop or park the vehicle in a position that requires backing, the vehicle should be positioned to maximize visibility to the rear and critical areas adjacent to the vehicle.

A crew working for a Utility Company found this child while conducting a CIRCLE OF SAFETY of the company truck the crew members were driving.

Just think about what would have happened if the employee had gotten in the truck and drove off without doing a walk around. This crew has also reported children climbing into the back of company vehicles.

Keep in mind, children will be out of school on summer break so be sure to watch out for them! **Please share this eye opening, bone chilling photo and experience with anyone who may be in this situation.**



Roadway Fundamentals

Signal Lights and Signs



Red: Stop.



Yellow: Prepare to stop.



Green: Go.



Flashing red light: Come to a complete stop and yield to oncoming traffic or pedestrians.



Flashing yellow light: Slow down and proceed with caution.



Flashing yellow arrow: You may proceed in the direction of the arrow after yielding to oncoming traffic.



Green arrow: You may proceed in the direction of the arrow. No other traffic is supposed to be in conflict with your turn — your turn is “protected.” You may still proceed once the green arrow turns off if you have a green light, but your turn is no longer protected. Other traffic may have the right-of-way, and you must yield.



Red arrow: You may not proceed in the direction of the arrow until it turns off. A flashing red arrow means that you must come to a complete stop before proceeding.

Signs



Red octagon: Come to a complete stop, and then proceed with caution.



Fluorescent yellow/green pentagon: Pedestrian crossing or school zone.



Yellow or white circle: Rail crossing ahead.



Yellow diamond: General warning about road condition.



White vertical rectangle: Regulates driving conditions and/or speed limit.



Brown horizontal rectangle: Public recreation or scenic guidance.



Red circle with white horizontal bar across middle: Do not enter.



Inverted white triangle with red border: Allow other drivers to go first (yield).



Horizontal blue rectangle: Directions to a hospital.



Yellow pennant pointed right: No passing zone.