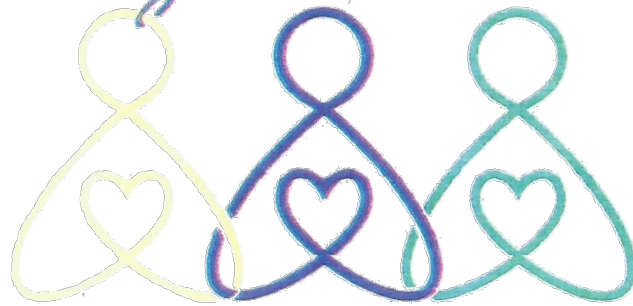


HEART

*to*

HEART

*Ageless Love*



**Driver Handbook**

**207.361.7311**

**Email: [jud@HeartToHeartAgelessLove.org](mailto:jud@HeartToHeartAgelessLove.org)**

**Updated: July 2021**

## **Welcome**

Dear Friend,

Older adults have special gifts to offer supporting other older adults. Thank you for choosing Heart to Heart as a way to embrace others in our community. Our hope is that this loving purpose will fill your heart.

“Out and About” is a special program to provide rides for older adults.

Similarly, Shopping Escorts offer transportation and accompaniment for those needing support for food shopping.

We honor your compassion for others and will do our very best to support you every way we can.

Thank you for joining us.

In loving kindness,

Jud Knox

Director

## **Mission**

Passionately dedicated to serving Older Adults.

Heart to heart is purposed to advocate, convene, consult, support, collaborate, resolve challenges, facilitate volunteerism, and provide services to People With Age in our communities.

We are captured by no preconceptions, notions, strictures or models. We engage transformation, innovation, and experimentation for the sake of contributing to other's lives.

## **Vison**

Our vision is to provide loving enrichment for every Older Adult, just as they wish it to be.

## **Values**

Love, understanding, devotion, joy, respect, trust, honesty, kindness, and freedom guide our every step.

## **Driver Expectations**

Volunteer Drivers and Shopping Escorts are expected to understand and support the principles and guidelines for Heart to Heart Volunteers provided in the general Volunteer Handbook, as well as this specific Driver's guidebook.

We are enormously grateful for your efforts and urge your comments and suggestions to improve our service by contacting us at 207-361-7311 or [jud@HeartToHeartAgelessLove.org](mailto:jud@HeartToHeartAgelessLove.org) at any time.

First and foremost, we are here to serve others, compassionately, kindly, openly and respectfully. Every ride is a relationship with a friend.

Safety for all is critical. Driver focus, attention, caution and courtesy are required at all times.

Riding with someone else, in their vehicle can be stressing. We must do our very best to patiently reassure and comfort our riders by providing smooth, careful travel.

## **How to Become a Heart to Heart Driver or Shopping Escort**

1. Become a Heart to Heart Volunteer by:

- Carefully reviewing the Volunteer Handbook
- Submitting a Volunteer application
- Completing a personal interview with Jud Knox
- Providing a personal reference
- Committing to confidentiality and non-discrimination

and

2. Provide the following:

- A signed copy of Heart to Heart's "Volunteer Driver Understanding" (Appendix A)
- A statement of all your motor vehicle violations in the past three (3) years
- Your cell phone number

## **General Guidelines**

Please call your rider the day before the appointed travel to confirm destination and time and duration of appointment/visit. Shopping Escorts will accompany the rider in the store and remain on premises providing assistance as needed.

Introduce yourself as a Heart to Heart Volunteer and wear your Heart to Heart identifying lanyard provided by the office.

Assist riders in and out of your vehicle. Feel free to help from their residence to your vehicle and from your vehicle to the destination. Your physical assistance should mirror “what a neighbor could provide.” Arm assistance is generally appropriate. No lifting is expected, with the exception of helping lift a person’s feet once they are seated in the vehicle. Heart to Heart provides “transfer technique” training routinely or upon request.

Please notify the Heart to Heart office (207-361-7311) when your ride is complete.

Please remember, if you have questions or concerns at any time notify Heart to Heart at 207-361-7311 or [jud@HeartToHeartAgelessLove.org](mailto:jud@HeartToHeartAgelessLove.org).

## **Special Circumstances**

*If a rider becomes ill or injured*, please comfort the passenger, ask how you can help. Do not move the person unless in immediate danger. Call 911 for assistance. Notify Heart to Heart immediately at 207-361-7311.

*If you can't find the rider's residence*, or if you get lost, please call the Heart to Heart office as soon as possible.

*If you have an auto accident*, call 911 immediately, and notify the Heart to Heart office when it is safe to do so.

*If you have any concerns* about the health and welfare of a passenger please respect their confidentiality and call the Heart to Heart office.

*If the rider does not answer the door at the appointed time*, please patiently call 2 or 3 times letting the phone ring 6-10 times. If there is no response, remain at the residence and call Heart to Heart. Don't enter the house on your own. If you see something suspicious, be safe and call 911.

THANK YOU, THANK YOU, THANK YOU!

**Appendix A**

**Heart to Heart**

**Volunteer Driver Understanding**

The purpose of the Heart to Heart program is to provide safe and reliable transportation to allow older adults to remain healthy and independent.

Heart to Heart Volunteer Drivers drive their own registered and insured cars.

I have a valid driver's license for the past three (3) years.

I will notify immediately and provide Heart to Heart with a copy of:

1. A report if I am involved in a vehicle accident.
2. Any traffic citation that I may receive while this agreement is valid.

I am physically capable of driving My vehicle safely and will not drive while using any drug that may affect my driving ability, either prescription or "over the counter." If required by Heart to Heart, I will provide a statement from my physician stating that I can participate in this program.

My vehicle is mechanically sound and is equipped with seat belts that both my passengers and I will use.

I have been provided with information about Heart to Heart, the purpose of the programs, and my role and responsibilities as a Volunteer.

I will notify Heart to Heart at the time I no longer wish to be involved in this program. Either Heart to Heart, or I, may terminate this agreement at any time.

I, \_\_\_\_\_ have read and agree with the above statements. (print name)

Signed: \_\_\_\_\_ Date: \_\_\_\_\_