

JRC RIDES FOR SENIORS

DRIVER PROCEDURES

1. Becoming a Certified Driver

Becoming a certified driver is easy. Just fill out and submit the Volunteer Driver Agreement form. This is simply a statement of your interest in driving some time; there's no obligation.

2. Protocol for Assigning Drivers to Riders

- a. Riders wishing a ride for a particular service will notify the Rides for Seniors program by noon on the Monday preceding the service.
- b. We will typically contact drivers by email on Monday with the names and addresses of riders who have requested a ride for the forthcoming weekend, letting the drivers know the date and time of the service and if the rider will be accompanied by an aide. We ask that drivers respond as soon as possible to let us know which, if any, of the riders they would be willing to drive.
- c. If you offer to drive that weekend, you will get an email by Tuesday night letting you know whether or not you were assigned to drive someone. The assignment email will provide the name, address, meeting place, phone number, etc. for that rider, as well as the name and phone number of the "On-Call Coordinator" for that service, the person you will contact in the unlikely event you encounter a problem on the day of the service.

3. Protocol for Providing Rides

- a. If you have been assigned a rider, call the rider as soon as possible to arrange a meeting time, allowing a few minutes extra time. Ask the rider to verify meeting place and cell phone number, and give the rider your name, cell phone number, and the color and make of your car. We will let riders know that they should contact us if they requested a ride and haven't heard back by noon on Thursday.
- b. Feel free to call the rider again on the day of the service to confirm the ride if you think that would be helpful.
- c. Before you head over to pick up the rider, make sure you have the assignment email with you.
- d. When you arrive at the rider's home, introduce yourself, ask if they need assistance, help the rider get into the car if needed, and stow the cane or walker if applicable.
- e. Politely decline if the riders ask you to run an errand on the way to the synagogue, reminding them that you are not allowed to do anything other than drive riders to and from the synagogue. Similarly, riders have been informed that it is fine for an aide to accompany them to services as long as they let us know about it at the time they request a ride, but that our drivers may not give rides to their friends or house guests.
- f. The choice of route to the synagogue is completely up to you.
- g. If the riders are distracting you with too much talking, politely ask them to be quiet so you can concentrate on driving.

h. Drive safely!

- i. Drop the rider off in front of the synagogue, with cane or walker if applicable. If the rider needs a hand getting out of the car, please provide one. Note that to be eligible for this program; riders must be able to get into the sanctuary and into their home without assistance.
- j. Arrange a time and place to meet for the trip home then go and park your car and attend services as you normally would. You are under no obligation to sit with the rider.
- k. Meet the rider at the designated time and place before you get your car. (We suggest the oneg table closest to the Shalom Table on Friday nights, and the table where the senior is sitting for the Saturday lunch.) Decide together whether you will come back and get the rider at that table, or at a chair near the front door.
- l. When you drop the rider off at home after the services, with cane or walker if applicable, wait in your car until the rider is safely inside.
- m. Please do not share information about the riders with others; it is important that we protect their privacy and dignity, just as we would want others to do for us.**

4. What Should You Do If You Encounter A Problem

JRC volunteer drivers have been providing rides to older adult congregants for years without incident, and we fully expect that to continue. Still, in the spirit of better safe than sorry, we have tried to anticipate what *might* go wrong and let drivers know what they should do if one of those things happens. We will designate an On-Call Coordinator for each service, and let the people who are assigned to drive for that service know who that is and how to reach them during the hour preceding the service. The On-Call Coordinator will also have emergency contact information for each of the riders. **So the short answer is:** if there is any problem well before the service, contact us at jrcrides@gmail.com; in the last hour or so before the service, contact the On-Call Coordinator.

- a. **If your circumstances change and you are not able to drive**, contact us as soon as possible.
- b. **If the rider doesn't answer when you call** and hasn't returned your call by Friday afternoon, call one more time. If you don't connect, leave a message that since you haven't heard back, you assume they are not planning to go to services and the ride is canceled. Then contact jrcrides@gmail.com.
- c. **In case of inclement weather**, do not hesitate to contact the rider and cancel the ride. Also, let us know you have done so.
- d. **If the rider is not at the meeting place at the designated time:** Call, then wait 5 minutes and call again. If no answer, let the On-Call Coordinator know that the rider didn't meet you and didn't answer the phone after two attempts 5 minutes apart, and you are headed to the synagogue. The On-Call Coordinator will take care of letting the rider's emergency contact person know.

- e. **If you have concerns about the rider's condition:** If the rider is not dressed appropriately for the weather, or seems ill or confused, or needs more assistance than you are comfortable providing, or for any reason you do not think it is safe for you to transport the rider, let them know that you are not able to provide a ride because you are not confident that you can do so safely. Then contact the On-Call Coordinator, who will take care of letting the rider's emergency contact person know.
- f. **If the rider falls:** If the rider can get up with light assistance, and you can help without hurting yourself, you may offer your arm. If the rider cannot get up, call the contact person at the congregate facility and they will take over from there. If the rider does not live at a congregate facility, call 911; do not try to move them. In either case, let the On-Call Coordinator know what is happening as soon as you can
- g. **In case of an automobile accident:** Call 911 and explain the situation, letting them know if anyone needs medical attention. Let the On-Call Coordinator know what is happening as soon as you can.
- h. **If the rider forgot their keys and can't get back into their home:** call the rider's contact -- rather than the On-Call Coordinator, who will be "off-duty" by then. Wait with the rider in your car until someone arrives to provide assistance. If you need to leave before help arrives, please call 911 and they will send someone out.

5. Providing Feedback

Contact us at jrcrides@gmail.com if you have suggestions for improving the program, or if things didn't go as expected, or if you have concerns about the rider (whether or not you went ahead and provided a ride). We will let Rabbi Soffer know about any issues related to the rider, and he will follow up as needed, which might involve contacting Adult Protective Services if the concerns warrant that. (It is mandatory in NC that suspected abuse be reported, including physical abuse, sexual abuse, emotional/verbal abuse, financial abuse, confinement, or neglect. You can report your concerns to Adult Protective Services directly if you prefer.) **Please do not share information about the riders with others.**