

FISH GUIDELINES FOR TELEPHONE DUTY
(Friends in Service Here)
P.O.Box New Fairfield, Connecticut 06812

FISH is a group of New Fairfield volunteers who provide rides for those who do not drive and don't have access to transportation. **FISH** volunteers provide rides to medical and dental appointments, local markets, the pharmacy and beauty parlor **within New Fairfield** and to medical appointments **outside of New Fairfield.**

FISH users call the FISH number if they need a ride. It is your responsibility to ask for all of the necessary facts (see below) and contact the **FISH** driver for the day needed, using the **monthly calendar of drivers**. Please call FISH drivers between 9 a.m. and 6 p.m. **Never give the drivers' name or phone number to clients.**

Those needing rides are asked to contact our Town Hall phone number at least three days in advance of their appointment – and earlier if possible. We are not able to accommodate last minute requests.

If the assigned driver for a given day is unable to take the ride, contact one of the alternate drivers listed at the top of the monthly calendar.

1. When you receive a call, you will need to ask for these facts to give to the driver:

Name of client _____
Address _____ Telephone _____
Appointment date _____ Time _____
Appointment location _____

2. Call **FISH** drivers between 9 a.m. and 6 p.m. Use answering machines to leave messages but your job is not complete until you have talked to the driver to confirm that he or she can take the assignment.
3. If you have not found a driver by 6 p.m., please:
 - a. Report to the client that no driver has yet been assigned, but that every effort will be made to find one;
 - b. Call the telephone volunteer for the next day and advise them of the problem, asking them to make calls to drivers the next day.
3. If for any reason you cannot cover your appointed telephone duty day, **please notify the calendar scheduler listed on the monthly calendar of drivers and phone people.**
DO NOT CALL the FISH NUMBER!