

FISH OF NEW FAIRFIELD DRIVER GUIDELINES

P.O.B. New Fairfield, CT 06812

FISH (Friends in Service Here) is a group of neighbors who provide transportation for those who cannot arrange for their own rides and drivers. **FISH volunteers provide rides to medical and dental appointments, local markets, beauty parlors, the New Fairfield Food Bank etc. in New Fairfield. Out of town rides are for medical appointments only.** Scheduled drivers are contacted by the telephone volunteer when transportation is needed.

1. When you accept a FISH assignment, call the client and confirm all of the following information immediately:
Name of client _____
Address and Telephone Number _____
Date and Time ride needed _____
Directions to client's home _____
Destination and Length of Appointment _____
2. Give the client your name and telephone number and agree on a pick-up time.
3. Under some circumstances it may be advisable to call a doctor's office and confirm the time and date of the appointment.
4. Call the client shortly before the appointment to confirm your arrangements.
5. We recommend that you speak to the doctor's receptionist when you drop off the client, telling him or her that you are a FISH volunteer and would like to know the appointment's duration.
6. In case of bad weather, YOU must decide whether or not to make the trip. If you decide it is too dangerous to drive, you must call the client at once.
7. If you are unable to complete your commitment, you must find a substitute driver since you are the only one who knows of the arrangements that have been made. The substitute driver is to notify the client of the change.
8. Ride destinations are established in the driver's initial phone conversation with the person needing a ride.
9. Drivers may wish to refuse unscheduled side trips **except to fill prescriptions that result from a medical visit. Doctors' staff members are usually willing to call in prescriptions so they can be filled quickly.**
10. Drivers must not accept personal gratuities. Contributions may be made to FISH at the above address.
11. Please mail your **FISH Driver Report** to the Fish e-mail address so we can keep accurate and up-to-date records of FISH of New Fairfield services.

The **volunteer scheduler** e-mails or sends a calendar of phone volunteers and drivers to all volunteers each month.