



Earth Angel Member's Handbook

Revision History

Date	Draft	Action	Owner
1/27/15	1	Submitted	Dan Schwartz
2/24/15	1	Reviewed	Stephan, Ivan Cheri Corey
2/26/15	2	Reconciled and implemented draft 1 comments from Stephan, Cory, Ivan and Cheri	Dan Schwartz
5/1/15	2	Revised per online orientation— removed VPOIDS How To. Edited for length. Replaced forms, adapted some for drivers.	Dan Schwartz

Angel Flight West Member Handbook

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Introduction

Section Overview

Welcome

Welcome to Earth Angels!

Angel Flight West would not exist without the many generous volunteers like you. The service you are providing is extremely important to many people in need. We, our medical and social service partners, and most importantly the passengers you transport, are grateful for your volunteer efforts.

Section Contents

This introductory section contains the following topics:

Topic	See Page
About this Handbook	3
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About This Handbook

Purpose of this Handbook	<p>This Handbook provides essential information for Ground Transportation Volunteers, also known as Earth Angels. It contains everything you need to organize and drive an Angel Flight West mission, including</p> <ul style="list-style-type: none">▪ Policies, Processes, and Procedures▪ Guide to VPOIDS Mission Scheduling Software▪ Volunteer opportunities▪ Key contact information▪ Required Forms and Documentation
Intended Audience	<p>This handbook is intended for</p> <ul style="list-style-type: none">▪ new Earth Angels▪ experienced Earth Angels▪ ground volunteers
Keep this Handbook With You	<p>This Handbook is available for download on the Angel Flight West website. Keep it on hand during missions in the following optional formats:</p> <ul style="list-style-type: none">▪ download to tablet, smart phone, or laptop▪ print
Updates for this Handbook	<p>The Angel Flight West website is the most up-to-date source for information, forms, and requirements. We recommend that you check it regularly.</p>

Earth Angel Mission Requirements

Tilsley roy 5/1/15 5:08 PM

Comment: Several comments from Stephan and Cheri are to delete mission. However, Mission is a key organizational term, is used throughout VPOIDS, and will likely be used in driver-pilot or driver office conversation. Suggest adopting it for ground transportation too.

Summary

Angel Flight West is built on a foundation of safety and professionalism. In order to protect that foundation, all Angel Flight West (AFW) drivers must have first complete the following:

- ground Volunteer Driver online orientation
- signed Driver Affirmation
- submission of verified documentation

Ground Volunteer Orientation

Before driving a mission, all Ground Volunteers Drivers must successfully complete the online Earth Angel orientation. The orientation is available on the [Angel Flight West](#) website.

Note: Upon successful completion of the orientation, a certificate will be issued. An orientation certificate is a requirement for driver eligibility.

To take the online orientation, go to: <http://www.angelflightwest.or/orientation>

Driver Affirmation form

A driver affirmation form must be completed prior to driving a mission. There is a blank driver affirmation form in the forms section of this Handbook. Driver affirmation forms are also available from the forms section of the [AFW website](#).

Documentation

All AFW drivers must submit the following documentation for verification before they can be assigned a mission:

- valid driver's license
- current vehicle registration
- proof of insurance for the mission vehicle

Note: You will submit your Documentation as part of the online orientation

About Angel Flight West (AFW)

Section Overview

Summary This section provides background information about Angel Flight West (AFW), its mission, services, volunteers, locations, and contact information.

Section Contents This section contains the following topics:

Topic	See Page
About Angel Flight West	
AFW Wings	

About Angel Flight West (AFW)

AFW Mission	<p>Angel Flight West is a nonprofit, volunteer-driven organization that arranges free, non-emergency air and ground transportation for children and adults with serious medical conditions and other compelling needs. AFW's mission is to enable families in need to receive vital treatment that might otherwise be inaccessible because of financial, medical, or geographic limitations.</p> <p>The types of missions we carry out include, but are not limited to</p> <ul style="list-style-type: none">▪ medical transport▪ compassion▪ special needs camps▪ domestic violence relocation▪ assistance for military personnel▪ blood, organ, and tissue donations▪ disaster response▪ transplant recipients
AFW Passengers	<p>AFW passengers are recommended by various sources and pre-screened by our Operations staff before a mission is scheduled. Passengers include both people with medical needs and their traveling companions.</p>
AFW Volunteers	<p>AFW's network of 1400-plus pilots and drivers throughout the 13 western states donate their airplanes, vehicles, skills, and transportation costs to help families in need.</p>
AFW Wings	<p>Angel Flight West is divided into 13 Wings. Each wing has a Wing Leadership Team that is directed by a volunteer Wing Leader. Contact information for Wing leader can be found on the AFW website.</p>
Additional Volunteer Opportunities for Earth Angels	<p>There are number of ground volunteer opportunities at AFW. A list can be found on the AFW website.</p>
Newsletter	<p>All AFW members receive a quarterly Newsletter in the US mail. It contains information about upcoming events and meetings, plus reports of missions flown, pictures and other news about Angel Flight West.</p>

**AFW
Merchandise**

Angel Flight West has a variety of merchandise for wearing, or displaying in your home, office, or car to help us spread the word about Angel Flight West. If you requested a hat with your new membership, it will be shipped separately from your Member's Handbook. We encourage our members to wear the Angel Flight West clothing whenever possible to give Angel Flight West maximum exposure. You can purchase hats and additional items at the [Angel Flight West store](#).

Angel Flight Wings

AFW Wings and contacts

Angel Flight West is divided at present into 13 Wings. Each wing has a Wing Leadership Team that is directed by a volunteer Wing Leader. Please contact the appropriate Wing Leader if you wish to offer your assistance to the Angel Flight West program in your state. Each Wing has its own description on the web AFW website at:
<http://www.angelflightwest.org/regional-wings/>

Wing Gatherings

Angel Flight West members, family, and friends gather periodically in the various AFW wings to share food, mission stories, and programs of interest to aviation enthusiasts. You can find times and locations of meetings in your area via:

- the [Calendar of Events](#) on the web site
- contact your local Wing Leader
- sign up for email notification through the VPOIDS system
- AFW newsletter

Angel Flight West Policies

Section Overview

Summary This section contains AFW policies that must be followed by all ground volunteers and staff.

Section Contents This section contains the following topics:

Topic	See Page
Safety Policy	
Earth Angel Orientation Requirement	
Waiver of Liability Policy	
Driver Documentation	

Policy: Safety Above All Else!

Summary	<p>As an Earth Angel, you must always be focused on safety as you plan and execute your missions. It is your responsibility to</p> <ul style="list-style-type: none">▪ plan and coordinate the drive▪ determine your ability to conduct the trip safely within the mission timeframe▪ cancel the trip if conditions dictate▪ do your best to assure your passengers' safety and comfort.
Who is affected	<p>Safe transportation operations are the primary consideration of all Angel Flight West staff and volunteers. This applies to everyone in the AFW organization:</p> <ul style="list-style-type: none">▪ pilots▪ drivers▪ AFW staff▪ management▪ volunteer coordinators
Rationale	<p>Along with the desire to help comes the responsibility to ensure a safe trip.</p>
Three rules of safety	<p>Drivers are expected to assume a professional manner while completing an Angel Flight mission. Safe missions start with a driver's expectations and attitude. AFW's three rules of safety hold that:</p> <ol style="list-style-type: none">1. no driver is required to accept any particular mission,2. no driver is required to complete a mission if at all in doubt about, completing it safely;3. no driver should compromise safety in any way in order to complete a mission.
Canceling a mission	<p>Canceling a mission due to safety is considered a demonstration of good judgment and will never be criticized.</p>
Seatbelts and child restraints	<p>Seat belts must be worn at all times by all passengers.</p> <ul style="list-style-type: none">▪ Young children and babies MUST be in appropriate child or baby seats.▪ Child or baby seats MUST be secured appropriately to passenger seats and oriented correctly for the age of the child and type of seat.▪ No child seat should ever be placed in the front seat.

Avoid a Risky Mindset	<p>As an Angel Flight driver you should never feel pressure to complete a mission if conditions are unsafe. Examples of unsafe conditions include:</p> <ul style="list-style-type: none"> • weather that makes for dangerous driving, • mechanical problems with a vehicle; • driver impairment of any kind. <p>If you are ever in doubt about your ability to complete a trip safely due to these or other conditions, you are encouraged to change or cancel the trip. See “Mission Change or Cancellation” for more on changing or canceling a trip.</p> <hr/>
Passenger Safety and Comfort	<p>As an Earth Angel driver, you are expected to pay close attention to your passengers’ comfort and safety. Angel Flight West passengers are often under a great deal of stress and anxiety. For passengers going to the airport, their anxiety may be even greater if they have never flown in a small plane before. If your passenger is uncomfortable for any reason, it is your responsibility to do what you can to make him or her more comfortable.</p> <hr/>
Risk of non-compliance	<p>Failure to ensure for the passenger safety and comfort can result in</p> <ul style="list-style-type: none"> ▪ injury to passenger(s) ▪ deterioration of passenger’s medical condition ▪ interference with timely medical intervention <hr/>
Consequences of non-compliance	<p>Failure to carry out AFW’s safety policy may result in your being suspended from Earth Angel Driver status and/or denied future missions.</p> <hr/>

Policy: Earth Angel Orientation

Policy	All Earth Angel drivers must complete an online orientation as a requirement of eligibility.
Who is affected	Ground transportation volunteer drivers, aka Earth Angels
Rationale	Thorough knowledge and understanding of AFW policies, processes, and procedures is essential for completing missions successfully.
Description	<p>The Earth Angel orientation typically takes about thirty minutes, depending on how well prepared the candidate is. A typical Earth Angel orientation consists of discussion and review of:</p> <ul style="list-style-type: none">▪ Introduction to Angel Flight West staff, their roles and responsibilities.▪ The process of requesting, driving, and completing a mission.▪ Tutorial for VPOIDS, the mission scheduling and administration platform.▪ Completing and uploading required documentation.
Risk of non-compliance	Failure to complete the Earth Angel orientation may inhibit an Earth Angels ability to fulfill a mission with AFW's high standard of professionalism.
Consequences of non-compliance	Earth Angels who do not complete an orientation will not be eligible to drive a mission.

Policy: Waiver of Liability

Policy	<p>Every Angel Flight West passenger must sign a Waiver of Liability prior to air or ground travel.</p> <p>Note: The procedure for having a passenger sign a digital copy of the liability waiver, and then submitting the waiver online is detailed in the VPOIDS section of the online orientation.</p>
Rationale	<p>The liability waiver is designed to protect you, the driver, and Angel Flight West from legal action connected with your mission.</p>
Who must sign a waiver	<p>Anyone riding in your car must sign the waiver prior to departure, including but not limited to:</p> <ul style="list-style-type: none">▪ passengers,▪ companions,▪ social workers,▪ non-member mission assistant. <p>Note: a parent or guardian must sign a waiver for passenger under 18 years age.</p>
Risk of non-compliance	<p>Failure to return a properly executed waiver places you and the entire Angel Flight organization at risk.</p>
Consequences of non-compliance	<p>Repeated failure to return a properly executed waiver may result in your being suspended from Earth Angel driver status and/or denied future missions.</p>
Exception	<p>On some occasions waivers will have been filled out and signed in advance. If this is the case you will be fully informed by the Mission Operations Staff.</p>

Policy: Driver Documentation

Policy	<p>Prior to driving a mission all Earth Angel driver must provide AFW proof of</p> <ul style="list-style-type: none">▪ driver's license▪ adequate insurance coverage▪ current vehicle registration and inspection certification <p>Note: drivers must have license, registration, and current inspection on them while driving a mission.</p>
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Who is affected	<ul style="list-style-type: none">▪ Earth Angel Drivers▪ Ground Coordinators
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Rationale	<p>As with any driver, Earth Angels must be in compliance with state and federal laws, and be covered for any liability in the event of an accident.</p>
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Risk of non-compliance	<p>Unlicensed or uninsured drivers, unregistered vehicles, and unsafe vehicles put the entire AFW organization at risk for liability of any damages incurred.</p>
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Consequences of violations	<p>Driving without proper documentation may result in your being suspended from Earth Angel Driver status and/or denied future missions.</p>
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Cheri Cimmarrusti 5/1/15 5:08 PM

Comment: Do we want a required amount as we do for pilots?

Process for Driving a Mission

Section Overview

Introduction This section details the specific process that must be followed in order to drive a mission. Failure to follow this process may

- cause unnecessary conflicts and confusion for staff, and
- undermine the safety and security of passengers.

Contents This section covers the following topics:

Topic	See Page
Requesting a mission	
Preparing for an assigned mission	
Driving a mission	
Completing a mission	
Cancelling or changing a mission	

Requesting a Mission

Introduction

AFW cases are coordinated and assigned by the AFW office, or in some cases, a service club volunteer. Angel Flight West has a variety of missions during the day, evening, on weekdays and weekends. Some are short distances, others longer. You can decide which missions best fit the kind of driving for which you'd like to volunteer.

The following ways to request a mission are explained in more detail below.

- AFW Website
 - Email distribution list
 - Contact AFW office directly
 - Receive phone call from AFW coordinator
 - Rapid Response email list
-

Finding a mission on the AFW website

If you're available and eager to drive, please take the initiative and look through the available missions on the AFW home page (www.angelflightwest.org). It's the best way to get a mission suited to your needs.

Email Distribution

You can sign up for the Earth Angel e-mail distribution list to receive a list of available missions twice each week.

To sign up for an email distribution list:

Step	Action
1	log in to the VPOID
2	select "Account Settings," and choose from email list options.

Contact the AFW office directly

You can speak directly to the Mission Operations staff about requesting a mission. You may be connected with a mission at the time of your call.

- Call the office: **(310-390-2958)**
 - Visit the office in person—the staff can show you all pending missions that need drivers.
-

Call from an AFW coordinator

You may receive a call from either an Angel Flight West's Mission Operations Staff or from a volunteer coordinator with a request for you to drive a mission.

Note: You are never obligated to drive a mission.

**Rapid Response
Email List** The Mission Operations Staff maintains a list of drivers who are willing to be available for last-minute drives, involving transplants and other last-minute requests, weather postponements, etc. You can also sign up for this email list on the VPOIDS web site.

Preparing For an Assigned Mission

Summary When you are assigned a mission, you will receive an email with a Mission Assignment form containing the details about the mission. When you receive the Mission Assignment, review it and contact either the pilot, if there is a connecting air leg, or the passenger as soon as possible.

Passenger Qualification If you have been assigned a mission you can be sure that an Angel Flight West's Mission Operations Staff member has approved the passenger's qualifications for travel, including

1. obtaining a medical release from the passenger's physician,
 2. validating need for Angel Flight's volunteer driver services.
-

Questions about qualification If you have any questions regarding criteria for qualifying for a mission, please contact the Mission Operations Staff.

Mission Assignment Form You will be provided a copy of the Mission Assignment form by email. Please review the Mission Assignment form prior to contacting your passenger. The form will include:

1. Passenger's name, address and phone number(s)
2. Pilots name(s), address, and phone number(s) (if applicable)
3. Name(s) of any passenger companions
4. Flight and/or appointment times
5. Agency name, contact person(s) and phone numbers
6. Medical situation of passenger and any special needs
7. Scheduled date of drive
8. Origin and destination facilities/locations
9. If applicable, the phone number of other driver on other leg(s) of mission
10. Destination information, e.g., medical facility, airport, lodging, etc.
11. Baggage and/or any medical equipment, (e.g., wheelchair, oxygen)

Note: Be sure to read the entire form before contacting your passenger.

Mission contacts Once you have reviewed your Mission Assignment form, you should contact your passenger as soon as possible.

- If you are driving your passenger to or from the airport for a connecting flight, call the pilot first to review the mission itinerary. Call your passenger after you have talked to the pilot.
- If there is no flight involved, call your passenger immediately to

introduce yourself and review the mission itinerary.

Exception: do not contact your passenger directly if informed by the Mission Operations Staff.

When to make contact with your passenger

Contact with the passenger must be made immediately, regardless of when the mission is scheduled for, even if you don't have all the details at that moment. Passengers can get anxious when they do not know a driver has been assigned to their drive.

Note: It would be wise to reconfirm details with the passenger a day or two prior to the actual mission date.

Review Mission Details With Your Passenger

Plan and review details about the mission with your passenger, or the requester if the Mission Operations Staff directs you to contact the requester instead.

1. Confirm departure/arrival time with passenger.
2. Inform passenger of appropriate meeting spot. Be very specific, for example, the exact building, inside or outside, the color of your car and clothes.
3. Inform passenger and pilot of the your estimated arrival time.
4. Describe yourself and ask passenger to describe himself/herself.
5. Describe car and give license plate number.
6. Although passengers have already been informed that they should have back-up plans in case of a cancellation, it would be wise to remind them to do so. They should either be able to change their appointment or have an alternate ground transportation plan.
- 7.

If	Then
If the passenger is connecting with a flight and is unclear about the flight's arrival or departure time...	Instruct the passenger to contact the pilot and relay that information to you, the driver.

Note: It is important to remind the passenger that drive planning is based on the information provided to the Angel Flight West office and that it may not be possible to accommodate a change in the number of the passengers and baggage.

Final confirmation

Contact the passenger again the day before the mission to reconfirm details of the drive.

Driving a Mission

Pre-departure checklist

Prior to departure, make sure you have or have addressed the following essential items:

Pre-departure Items

	Driver's License and Vehicle Registration
	Cell phone
	AFW badge
	Waiver of Liability
	"Welcome Card"
	AFW Earth Angel Handbook
	Restroom
	Safety check
	Passenger comfort
	Secure oxygen tank, if applicable.
	Note: Only gas oxygen is allowed in a car.
	Do not provide passengers medication of any kind.

AFW Identification

An AFW badge will be provided to you when you become eligible to drive a mission. Always wear your AFW badge when driving a mission. If you lose your badge, please call or email the Angel Flight West office and a new one will be provided. Wearing any Angel Flight West clothing is also recommended, e. g. polo shirt, T-shirt, hat, sweatshirt.

Note: Angel Flight Clothing is available for purchase at:
<http://www.angelflightwest.org/angel-flight-west-store/>

Waiver of Liability

Anyone riding in your car must sign a waiver of liability prior to departure. In order of preference, waivers can be submitted via:

1. online form (mobile device or laptop)
2. scan and email hard copy
3. fax hard copy
4. submission via us mail is discouraged, but acceptable if electronic submission is not possible.

Note: Be sure to fill in your name.

Note: if you are using hard copy

- You are encouraged to make a number of photocopies of the waivers so you will always have a sufficient number with you.
- Waiver of liability forms are available in the forms section of this handbook, or from the AFW website.

Welcome card	Welcome cards are available on the AFW website, and in the forms section of this Handbook. Give passengers a welcome card filled out with your name.
Use restroom	Prior to driving, suggest to passengers that they may wish to use the restroom before the drive.
Safety check	Assist passengers into your car and give any instructions that are pertinent. <ul style="list-style-type: none"> ▪ ensure that all are securely buckled in. ▪ ensure that all child restraints and car seats are properly installed.
Passenger comfort	Bring some water or juice with you and offer to your passengers. Be sensitive to passenger's wishes regarding talking about their medical condition. Some are very eager to converse about their health. Others prefer silence.
Secure oxygen tank (if applicable)	On occasion passengers request permission to bring oxygen canisters with them. If a passenger requests oxygen... <ul style="list-style-type: none"> ▪ AFW will notify them ahead of time that only gas oxygen is allowed (no liquid oxygen.) ▪ AFW will notify you in advance and your acceptance of the mission with this condition will be at your discretion. If you agree to carry the oxygen tank... <ul style="list-style-type: none"> ▪ be certain it is firmly secured ▪ passenger or companion must operate the oxygen container.
No Medication	Never give passengers medication of any kind.

Completing a Mission

Summary

To complete a mission

- See passenger safely out of your car and walk them to the entrance
 - Wish your passenger well
 - File a mission report, preferably online. Include any feedback you have about the mission.
-

See passenger safely out of your car

Upon arrival at your destination be of assistance as needed in connecting passengers with anyone who is meeting them. If needed, help them into or out of the medical facility or other location, or at the airport.

Wish the passenger well

Thank your passengers for the opportunity of driving them. Many passengers will be enthusiastic in their expression of thanks to you. Do not be surprised, however, if some passengers express little thanks. Their preoccupation with their health challenges and their often-weakened condition frequently leave them little margin to be expressive of their feelings of appreciation, even though it is there.

File your mission report

Mission reports are to be filed within 24 hours of completing the mission. The online orientation and the VPOIDS site itself have walk-throughs for filing a mission report online.

Provide Feedback

AFW welcomes your feedback about any aspect of the mission. Please provide suggestions for improving the process, observations about what went particularly well, or other comments you may have.

Mission Change or Cancellation

Summary

Missions may be changed or cancelled by any of the following

- passenger or requester calls AFW office
 - passenger or requester calls you directly
 - you change or cancel the mission
 - the pilot changes or cancels the mission (if the mission includes a flight leg).
-

Passenger or requester call AFW office.

If the passenger or requester calls the Angel Flight West office to cancel a mission, you will be informed immediately by the Mission Operations Staff or volunteer coordinator.

Passenger or requester calls you directly

If the passenger or requester calls you directly to cancel a mission, immediately call

- the Mission Operations Staff Angel Flight West office
 - any pilots participating in the mission
 - the location to which you are transporting the passenger
-

You change or cancel the mission

If you must cancel or make any significant changes to the mission schedule due to weather, mechanical or other reasons, immediately call:

- the passenger, requestor, and/or social worker
 - the Mission Operations Staff at the Angel Flight West office
 - the pilot (if applicable)
 - the location to which you are transporting the passenger
-

The Pilot changes or cancels the mission

Missions with flight legs are subject to change due to weather or other circumstances. If the pilot initiates a mission change or cancellation, either s/he will contact you and the passenger directly, or the Angel Flight Mission Operations Staff will contact you and the passenger.

Contacting AFW office after business hours

If you feel the Angel Flight West office for any reason will not be able to notify a passenger, requester, pilot, or fellow driver of a change or cancellation immediately, e. g. it's after work hours or the weekend, please call the **24-hour AFW answering service (800-413-1360)** to make note of the cancellation.

Mission Photographs

Photographing missions

AFW encourages you to take pictures of your missions. We cannot guarantee that all pictures and information will be used, but general guidelines are to

- take pictures close-up,
- use high-resolution digital camera.

There is an option to submit your photos when completing your mission report.

Permission for photographs

Before taking pictures, be certain anyone in the photo has initialed the item on the liability waiver giving permission for photographs.

Additional Volunteer Opportunities

Introduction

Following is a list of some of the additional volunteer opportunities available for Earth Angels or their spouses and friends. To get involved, simply phone or e-mail your Wing leader or the Angel Flight West office.

Volunteer opportunities

- **Mission Coordination:** Assisting with the coordination of missions for a wing or a portion of a wing.
 - **Hospital/Agency Outreach:** Representing Angel Flight West's services to one or more hospitals or agencies in your community.
 - **Speaking Opportunities:** Being available as a speaker to various community organizations, e.g. Kiwanis, Rotary, Lions, Chambers of Commerce, and Churches.
 - **Driver Recruitment:** Assisting with driver recruitment activities.
 - **Public and Media Relations:** Helping to bring visibility to Angel Flight West in your local media.
 - **Member Activities:** Helping to plan and carry out special meetings and events for Angel Flight West within your Wing.
 - **Fund Raising:** Assisting with activities to generate funds to help with the furtherance of the Angel Flight West mission.
 - **Computer Services:** Providing computer support for your Wing with database assistance, helping with the Wing Web Page, graphics, etc.
 - **Writing:** Writing for the Angel Flight West Newsletter, for a Wing Newsletter, Grant Writing, and for Angel Flight West promotional materials.
 - **Graphics:** Assisting in the production of Angel Flight West literature.
 - **Printing:** providing printing services for Angel Flight West.
 - **Photography:** taking pictures at Angel Flight West events and activities.
 - **Clerical:** Helping with a wide variety of tasks in the Angel Flight West office, or in tasks carried out within the Wings.
 - **Celebrity Contacts:** Facilitating connections between Angel Flight West and high profile individuals who may assist in bringing greater visibility to Angel Flight West.
 - You may have other expertise or services that you wish to provide for Angel Flight West. Simply contact the Angel Flight West office or your Wing Leader.
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VPOIDS

Section Overview

Introduction VPOIDS is Angel Flight West’s new online mission coordination system. It replaces AFIDS and includes support for both air and ground missions. This section provides a guide to using the VPOIDS system.

Contents This section contains the following topics:

Topic	See Page
Introduction to VPOIDS	
VPOIDS Main Features	

Introduction to VPOIDS

What is VPOIDS

VPOIDS is a web-based system AFW uses for scheduling and coordinating missions. VPOIDS is a key tool for communicating with our members, so we encourage you to use VPOIDS regularly.

What can you do through VPOIDS?

Through VPOIDS you can

- View and sign up for a list of missions available for drivers
 - Update or change your contact information and account settings
 - File mission reports
 - Search for AFW member contact information
 - Renew your membership
 - Submit driver verification or other documents
 - Check the Calendar of Events to see what's coming up in your area
 - Subscribe to email distribution lists that keep you informed about available missions, upcoming events, and so forth.
-

VPOIDS Updates

VPOIDS is maintained and frequently updated based on user feedback. So any given time you may find new features, or updates to existing features.

Privacy

Angel Flight West takes your privacy very seriously. Since your personal data is stored in our database, we have established a privacy policy which is available for viewing on the web site. In addition, anyone who gains access to private information must agree to an acceptable use policy covering the use and protection of private data.

VPOIDS Main Features

Logging in to VPOIDS

We encourage you to log into VPOIDS as soon as possible after you receive your Angel Flight West membership number. To log on to Voids click on the link below, or enter this address in your web browser:
<http://VPOIDS.angelflightwest.org>.

VPOIDS training and on-demand help

The online Earth Angel Orientation contains a section of “how to’s” for each VPOIDS feature. You can also access these “how-to’s” on-demand any time when you are on the VPOIDS site.

Account Settings

Upon first logging into VPOIDS we encourage you to access your Account Settings. There you can

- add to or make any corrections to the contact information we have for you
- change your password
- set your email preferences
- sign up for email lists and an events calendar
- edit your driver information

Viewing and signing up for available missions

One of the main tasks you will use VPOIDS for is to view a list of missions that are in need of drivers. Missions without assigned drivers are “open” and “available.” Signing up for an available mission requires only a few clicks – or taps if you are using a tablet.

Filing and viewing reports

Filing a mission report is a key step in completing a mission. Mission reports contain basic information about

- the passenger’s name
- date and location of pick-up and drop-off
- trip mileage and any out of pocket expenses
- photo upload
- any comments you’d like to make about the mission.

Based on you the mission reports you file, you can also see a summary report of all your missions, and a year-end report that calculates your total mileage for the year.

Note: Your mileage and out of pocket expenses are tax-deductable contribution

Finding fellow AFW members	At times you may need to find contact information for a pilot, a passenger or requester, a fellow Earth Angel, Staff, or other AFW member. You can use “Person Find” to search the AFW database.
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Membership renewal	AFW memberships are good for a year. Annual membership renewals provide a mechanism for ensuring that AFW has the most up-to-date information for members.
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Forms

Section overview

Introduction This section contains required forms checklists for driving best practices. These forms and checklists can also be downloaded from [AFW website](#).

Contents This section contains the following forms

Form	See Page
Driver Affirmation Form	
Waiver of Liability -- English	
Waiver of Liability -- Spanish	
AFW Welcome Card	
Initial Passenger Contact Checklist	
Passenger Pick-up Checklist	
Passenger Drop-off Checklist	



Driver AFFIRMATION

I promise to act as an Angel Flight West Ground Volunteer Driver of any trip referred to me by Angel Flight West ONLY when I meet the following criteria:

1. I hold a valid and current drivers license.
2. The vehicle I use for transporting Angel Flight West Passengers is currently registered and is in sound mechanical condition with current state inspection certification.
3. Whether flying rented or owned vehicle, I have in force liability insurance applicable to the trip providing minimum coverage of \$500,000 per occurrence and \$100,000 per seat.
4. I am not at all impaired by alcohol, prescription medications, or non-prescription medication or drugs.

I understand that it is my responsibility and obligation to decline serving a ground volunteer driver on any trip referred to me by Angel Flight West unless ALL of the above statements are true at the time of the trip. I further understand that I will complete this affirmation annually at the time of my membership renewal.

Ground Volunteer Driver Name (print) _____

Membership Number _____

Signature _____

Date _____

Revised May 1, 2015 Page 1 of 1

Tilsley roy 5/1/15 5:08 PM

Comment: Adapted from Pilot Affirmation by CMP



WAIVER AND RELEASE OF LIABILITY

READ CAREFULLY! BY SIGNING THIS WAIVER, YOU ARE LIMITING ANY RIGHTS YOU MIGHT HAVE TO SUE THE PILOT, MISSION ASSISTANT OR ANGEL FLIGHT WEST IN THE EVENT OF AN ACCIDENT

Mission Number: _____

1. Angel Flight West, a non-commercial, non-profit, volunteer public service organization, has arranged for me,

_____ and _____
Passenger #1 Passenger #2

to be provided with nonessential, non-emergency air transportation and if necessary, local ground transportation (collectively, "Angel Flight Transportation") by the Angel Flight West volunteer members named hereafter, free of charge, for my convenience in obtaining medical treatment or for such other purpose as has been determined appropriate for the receipt of Angel Flight Transportation:

_____ and _____ (collectively, "Pilot").
Pilot-in-Command Mission Assistant

2. I understand that Pilot is not employed or controlled by Angel Flight West, but rather is a volunteer member of Angel Flight West who has agreed to donate an aircraft ("AIRCRAFT") and his/her piloting services for Angel Flight Transportation. Although Angel Flight West is deeply concerned about the safety of passengers receiving Angel Flight Transportation, Angel Flight West has no practical means of directly assessing and monitoring the competence, proficiency or safety of member pilots or the safety of their aircraft. In an effort to optimize safety, Angel Flight West has a system of ensuring, to the extent feasible, that each member pilot meets basic minimum experience standards, and holds the appropriate Federal Aviation Administration licenses for a given flight and aircraft. Angel Flight West relies on the Federal Aviation Regulations, a pilot's devotion to complying with those regulations, and each pilot's affirmation to Angel Flight West that he or she will observe specified precautions on all missions, to achieve safety.

3. I understand that Angel Flight West is a charitable organization and that Pilot is donating the Angel Flight Transportation without any financial reimbursement for that service or for the expenses of agreeing to provide Angel Flight Transportation. As such, Pilot, Angel Flight West, and those persons acting on Angel Flight West's behalf, including mission coordinators, referring agencies, board members, and all others associated with Angel Flight West who have assisted in arranging Angel Flight Transportation ("RELEASEES") are relying upon the signing of this Waiver and Release in return for their providing charitable services. I also acknowledge that there exist other means of transportation available to me, including commercial air transportation and ground transportation, and that I choose to receive Angel Flight Transportation for its convenience and/or cost savings relative to other means.

4. WAIVER AND RELEASE:

In consideration for receiving Angel Flight Transportation free of charge, I agree that neither I nor my assignees, heirs, distributees, executors, guardians or legal representatives ("RELEASEES") will make a claim or assert any causes of action (known or unknown) against, or sue, RELEASEES for death, bodily injury, property damage or any other liability of any sort ("HARM") arising from the Angel Flight Transportation, including but not limited to HARM resulting from the active or passive negligence, including gross negligence, or other acts or omissions of RELEASEES. I hereby WAIVE, and RELEASE RELEASEES from liability for, all such claims, causes of action and suits which RELEASEES or any of them now have or may hereafter have. This Waiver and Release includes, without limitation, HARM which results from (a) my being in the AIRCRAFT, which could itself cause injury; (b) improper maintenance of or defects in the AIRCRAFT, whether hidden, latent or obvious, which could cause an accident; (c) negligent or grossly negligent piloting or other operation of the AIRCRAFT, which could cause an accident; and (d) my slipping, falling or otherwise becoming injured on and about the AIRCRAFT. **THIS MEANS THAT, EXCEPT AS EXPRESSLY PERMITTED BELOW, NEITHER I NOR MY HEIRS OR ESTATE MAY CLAIM AGAINST RELEASEES ANY DAMAGES ARISING OUT OF ANGEL FLIGHT WEST TRANSPORTATION.**

5. **Recurring Nature of Waiver and Release:** This Waiver and Release may be used, and is deemed valid, as to all Angel Flight Transportation on which the undersigned, or the minor(s)/mentally incompetent(s) on whose behalf this Waiver and Release is being signed, is a passenger or mission assistant.

6. I understand it is my sole responsibility to purchase any flight or accident insurance should I desire to be insured on this flight.

7. In the event any portion of this contract is held invalid, the remaining portions shall remain in full force and effect.

DO NOT SIGN THIS WAIVER AND RELEASE BEFORE YOU HAVE CAREFULLY READ IT AND UNDERSTAND THAT IT IS A RELEASE OF LEGAL LIABILITY. IT IS A LEGALLY BINDING CONTRACT BY WHICH YOU AND YOUR HEIRS WILL BE BOUND, PREVENTING YOU AND YOUR HEIRS FROM BRINGING ANY LEGAL ACTION TO ASSERT A CLAIM AGAINST PILOT, ANGEL FLIGHT WEST OR ANY RELEASEES FOR THEIR NEGLIGENCE EXCEPT TO THE LIMITED EXTENT PERMITTED HEREIN.

KNOWING AND VOLUNTARY EXECUTION: I HAVE CAREFULLY READ AND UNDERSTAND THIS WAIVER AND RELEASE, AND SIGN IT OF MY OWN FREE WILL. I AGREE THAT NO ORAL REPRESENTATIONS, STATEMENTS OR INDUCEMENTS APART FROM THE FOREGOING WRITTEN AGREEMENT HAVE BEEN MADE.

Passenger #1 _____ Dated: _____
Printed Name: _____

Passenger #2 _____ Dated: _____
Printed Name: _____

Mission Assistant: _____ Dated: _____
Printed Name: _____

Parent/Guardian Permission, Waiver and Release, and Certification of Entitlement to Transport Child Across State Lines: I certify that I am the above child's or mentally incompetent's parent or legal guardian. As such, I have carefully read and understand this document in its entirety and, on behalf of myself and the child or legally incompetent individual to be transported, and in consideration for receiving Angel Flight Transportation free of charge, I hereby (a) give the child or mentally incompetent permission to undergo Angel Flight Transportation; (b) WAIVE and RELEASE all claims, causes of action and suits against RELEASEES for HARM arising from Angel Flight Transportation; and (c) certify that I am legally entitled to take the child across a state line for the purpose to be achieved by the Angel Flight Transportation.

Parent/Legal Guardian _____ Dated: _____
Printed Name: _____

PHOTO RELEASE

I understand that in order to continue providing its free community service, Angel Flight West relies upon contributions which are in part solicited through publicity. In order to contribute to its efforts, I grant Angel Flight West permission to take and use my/my child's photograph for promotional, public relations and related uses.

Passenger #1 (initial) _____ Passenger #2 (initial) _____

Send by US Mail prior to flight to:

Angel Flight West
3161 Donald Douglas Loop South
Santa Monica, CA 90405
Toll Free: 888-426-2643 Fax: 310-397-9636

Revised: 8/29/2007



RENUNCIA DE RESPONSABILIDAD DEL TRANSPORTE AÉREO

- (1) _____ y _____
 Piloto El ayudante de la misión
 acuerdan proveer a el (los) siguiente(s) pasajero(s)

_____ y _____
 Pasajero Pasajero

con transporte aéreo (y si es necesario, transporte terrestre), libre de cargo, a fin de ayudar a que el (los) pasajero(s) obtenga(n) asistencia medica o diagnostico, o cualquier otra necesidad humana determinada por las misiones de Angel Flight, para luego regresar a su lugar de origen.

- (2) Es de el entendimiento de todos que los pilotos de Angel Flight prestan sus aeronaves y servicios voluntariamente (y si es necesario, el transporte terrestre), y no obtienen reembolso monetario por sus servicios o gastos cuando aceptan cumplir con una misión de Angel Flight. Es así, como Angel Flight y todas las persona que trabajan para esta organización, incluyendo coordinadores de las misiones, agencias de referencia, miembros de la directiva, pilotos y muchos otros asociados con Angel Flight dependen de su firma en esta renuncia para proveerle estos servicios caritativos.
- (3) Adultos:

En consideración por recibir transporte aéreo libre de cargo, yo estoy de acuerdo en **LIBRAR DE RESPONSABILIDAD** a Angel Flight, su(s) piloto(s) voluntario(s), y otras personas que trabajan para la organización, incluyendo coordinadores de las misiones, agencias de referencia, miembros de la directiva, pilotos y otras personas involucradas con Angel Flight que han colaborado con la coordinación de el transporte aéreo, de cualquier demanda, reclamación judicial o reclamación por causa de negligencia, con respecto a cualquier daño que yo o mis pertenencias puedan sufrir, y cualquier demanda judicial por causa de la perdida de un familiar presentada en beneficio de el (los) pasajero(s), sus representantes legales o albaceas de sus bienes o por los que hereden sus intereses. **ESTO SIGNIFICA QUE NI YO, NI MIS HEREDEROS O ALBACEAS DE MIS BIENES PUEDEN RECLAMAR NINGÚN CARGO POR PERJUICIO QUE PROVENGA DE UN TRANSPORTE VOLUNTARIO DE ANGEL FLIGHT.**

Menores de Edad o Individuos Legalmente Incompetentes:

En consideración por recibir transporte aéreo libre de cargo, y en representación de un menor de edad o individuo legalmente incompetente que recibe transporte, yo acuerdo **LIBRAR DE RESPONSABILIDAD** a Angel Flight, su(s) piloto(s) voluntario(s), y otras personas que trabajan para la organización, incluyendo coordinadores de las misiones, agencias de referencia, miembros de la directiva, pilotos y otras personas involucradas con Angel Flight que han colaborado con la coordinación del transporte aéreo, de cualquier demanda, reclamación judicial o reclamación por causa de negligencia, con respecto a cualquier daño que yo/nosotros o la persona menor de edad o individuo legalmente incompetente o nuestras pertenencias puedan sufrir, y cualquier demanda judicial por causa de la perdida de un familiar presentada en beneficio de el (los) pasajero(s), sus representantes legales o albaceas de sus bienes o por los herederos de sus intereses.

ESTO SIGNIFICA QUE EN REPRESENTACIÓN DE UN MENOR DE EDAD O INDIVIDUO LEGALMENTE INCOMPETENTE, NI EL MENOR DE EDAD O INDIVIDUO LEGALMENTE INCOMPETENTE, NI SUS HEREDEROS O ALBACEAS DE SUS BIENES PUEDEN RECLAMAR NINGÚN CARGO DE PERJUICIO QUE PROVENGA DE UN TRANSPORTE VOLUNTARIO DE ANGEL FLIGHT.

COMO ENCARGADO AFIRMO CUSTODIA LEGAL Y RESPONSABILIDAD SOBRE LA PERSONA MENOR DE EDAD O INDIVIDUO LEGALMENTE INCOMPETENTE COMO PASAJERO(S) TRANSPORTADO(S) POR ANGEL FLIGHT, Y ACUERDO **ABSOLVER, SALVAR, DEFENDER Y LIBRAR DE RESPONSABILIDAD** A ANGEL FLIGHT, SU(S) PILOTO(S) VOLUNTARIO(S), Y TODA PERSONA QUE TRABAJA PARA LA ORGANIZACIÓN, INCLUYENDO LOS COORDINADORES DE LAS MISIONES, AGENCIAS DE REFERENCIA, MIEMBROS DE LA DIRECTIVA, PILOTOS Y CUALQUIER OTRA PERSONA ASOCIADA CON ANGEL FLIGHT DE CUALQUIER DEMANDA O RECLAMACIÓN JUDICIAL CON RESPECTO A CUALQUIER DAÑO, MUERTE O PERJUICIO QUE LA PERSONA MENOR DE EDAD O INDIVIDUO LEGALMENTE INCOMPETENTE SUFRA COMO RESULTADO DE SER TRANSPORTADO(S) EN UNA AERONAVE O TRANSPORTE TERRESTRE DE ANGEL FLIGHT.

Es así que yo estoy de acuerdo en que la persona menor de edad o individuo legalmente incompetente sea transportado por Angel Flight.

- (4) Entiendo que es mi responsabilidad única y exclusiva comprar cualquier seguro de vuelo o accidente que desee para asegurar este vuelo.
- (5) En la ocasión de que una parte de este contrato no sea valida, la porción que quede permanecerá en vigencia.
- (6) Mi firma en la parte posterior es evidencia de que he leído y estoy en completo acuerdo con este contrato.

(NOTA: Este acuerdo debe ser firmado por cada pasajero adulto, o en caso de ser un menor de edad o individuo legalmente incompetente, por ambos padres, una persona con custodia legal o representante de la persona menor de edad o individuo legalmente incompetente.)

FECHA: _____ Pasajero: _____

FECHA: _____ Pasajero: _____

Permiso de Fotografía Comprendo que para continuar prestando gratuitamente este servicio a la comunidad, Angel Flight depende de contribuciones que se solicitan en parte por medio de la publicidad. Para Contribuir a ese proposito, otorgo a Angel Flight el permiso para sacarme fotografías y para usarlas con fines publicitarios, de relaciones publicas u otros similares.

Pasajero #1 (iniciales) _____ Pasajero #2 (iniciales) _____

Angel Flight West
3161 Donald Douglas Loop South N Santa Monica, CA 90405
(310) 390-2958 • TOLL FREE: (888) 4-AN-ANGEL • FAX: (310) 397-9636
(888) 426-2643

Insert Waiver for Blood, Tissue, Organ, Supplies? If so, needs to be revised for Ground Transportation Drivers.



Welcome!

Welcome aboard. Your trip today has been arranged by Angel Flight West. Your Driver is:

Driver

All of the direct expenses of this flight are being donated by the Driver as a volunteer service. We are glad to be of assistance, and will be pleased to answer any questions you might have.

If you have a return flight that Angel Flight West has coordinated, and there is any change in your plans,

⇒ please call the Angel Flight West office immediately at **1-888-426-2643** so the pilot can be notified.

⇒ If you have the pilot's phone number, please call this person directly and then call our office.

**Nights or Weekends, please call
1-800-413-1360**

If you feel Angel Flight West can be of assistance to someone you know, please tell them about us and ask them to call us at **1-888-426-2643**. We'll be glad to help.

We hope you enjoy your trip!



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We hope you enjoy your trip!

Tilsley roy 5/1/15 5:08 PM

Comment: Adapted from Pilot Welcome card by CMP

Initial Passenger Contact Checklist

Please call your passenger as soon as you receive your mission confirmation details. Use the following items to ensure you've covered all of the important topics:

	Verify and exchange contact information: phone/cell numbers and e-mail addresses. Be sure to include phone number for the day of the mission
	Verify destination name, address, phone number, and contact if available
	Verify appointment pickup, drop-off, return time and date (when do they need to arrive at the destination?)
	Inquire about passenger's flying and/or "angel flight" experience
	Inquire about special needs (oxygen, wheelchair, etc)
	Verify number of companions
	Discuss meeting time and place
	Remind passengers of liability waiver requirement
	Remind passengers re: lack of toilet facilities. (don't drink coffee/tea...)
	Address any safety concerns or other anxieties, particularly if passenger is connecting with a flight.
	Discuss alternative plans, especially if passenger is connecting with a flight, (Alternate airports? Possible cancellation)
	Ask about any further questions
	Establish date and time for a final coordination call

Passenger Pickup Checklist

Your passengers may be nervous about the flight ahead of them if you are taking them to the airport, or about their medical appointment. There are a few things that you can do to help ensure their emotional comfort:

- Dress professionally, preferably in Angel Flight hat or shirt
- Ensure that your car is clean and uncluttered.
- Arrive a little early and be waiting when the passenger is ready.
- Greet passenger(s) at their door.
- Greet them in a friendly and professional manner.
- Complete the paperwork in a professional manner.
- Ask them if there is anything in particular that would make their ride more pleasant, e.g., music, air conditioning, etc.
- Bring water or other refreshment to offer your passenger

	Be sure to have the following items in your car: <ul style="list-style-type: none">▪ Drivers license▪ Valid registration▪ Earth Angel ID Badge▪ Cell phone▪ Camera (optional)
	Have each passenger sign a Waiver of Liability.
	Ask passengers if they are comfortable with you taking pictures, and if so, to sign a permission form.
	Give passengers an AFW Welcome Card.
	Inquire about passenger's mood, address any safety concerns or other anxieties, particularly if passenger is connecting with a flight.
	Review travel itinerary with your passenger.
	Attend to any special needs (oxygen, wheelchair, etc).
	Ask about any questions or concerns.

Passenger Drop-off Checklist

	Escort your passenger to the entrance of the facility.
	Double check to make sure they have all of their belongings.
	Confirm pickup time and location to return them home, connecting flight, or other return location.
	Take final photos, if permissible.
	Complete Mission Report (preferably online).