

# *Riders Club of America*



## **Welcome**

On behalf of Riders Club of America (RCA), we would like to welcome you as a Volunteer Driver. With your assistance, we can provide a service to keep people active and engaged in life. We thank you for dedicating your time and talents. Below are the guidelines which most affect drivers.

## **Codes of Conduct for Volunteer Drivers**

1. I will conduct myself with dignity, courtesy and consideration. I will be friendly, understanding, and courteous when serving. I will present an orderly vehicle and maintain an appropriate level of personal hygiene.
2. I realize, since I am a volunteer, I do not receive payment for my time. I will not accept tips from passengers.
3. Having been accepted as a volunteer, I will provide service according to the standards of paid staff and treat my volunteer work as seriously as if I were paid for it.
4. As a volunteer driver, I will not make derogatory or discriminatory remarks to or about passengers because of race, color, creed, religion, national origin, sex, sexual preference, disability, marital status, or status with regard to public assistance.
5. I will not impose my religious beliefs or lecture passengers.
6. I realize that sexual harassment or contact with passengers is inappropriate and not allowed.
7. I will not use alcoholic beverages or mood altering drugs while serving as a volunteer driver.
8. I will be punctual in the performance of my duties.
9. I understand neither rider nor driver may smoke during a transport.
10. I recognize that as a volunteer driver, I represent RCA. I have an obligation to my work, to those who direct it, to the passengers and to the public to uphold these codes of conduct.

## **Confidentiality Policy**

All people have an inherent right to privacy regarding their particular problems and circumstances. Therefore, it is most important in a staff position, be it volunteer or salaried, that we treat all information received during the course of our activity at the agency, as confidential. Such must be shared among fellow staff when it is appropriate and legal to do so, but we must always be on guard against repeating information to anyone outside of the volunteers or staff in RCA. Even the sharing of details of a particular situation without using names and places can be a breach of confidentiality, as others who over hear may be in just the right position to figure out who you may be discussing. The world is smaller than we sometimes think. If asked what you do as a volunteer staff person, describe your responsibilities in general terms. Avoid commenting on a client's capabilities or circumstances. If asked why a passenger is receiving a ride, for example, you might simply say, "There can be many reasons, and it would not be appropriate for me to comment." To those who continue to probe for details or examples of a personal nature, one can always say something like, "I'm sure you can understand it is unprofessional for me to give specific information. You would expect the same privacy if you were in need of help." Should you meet an acquaintance while with a client you are assisting, introduce the client as you should any friend. "This is my friend, (give first name only); we're on our way to the library (or whatever place or general activity it is)." Be as normal as the situation calls for.

## **Drug Free Workplace Policy**

1. RCA's employees and volunteers are prohibited from the unlawful manufacture, distribution, possession or use of a controlled substance at any of the facilities of RCA or during any of the programs offered by RCA.
2. Any violations of #1 will be considered to be "Just cause" for suspension and/or discharge under the procedures of RCA. As a condition of employment or registration as a volunteer, each employee or volunteer will:
  - a. Abide by the terms of #1 above and;
  - b. Notify RCA in writing of any criminal drug status conviction for a violation occurring in the workplace no later than five calendar days after such conviction.
3. RCA reserves the right to request a drug test at its expense at any time. Refusal to take the test is grounds for termination.
4. RCA will notify grantor agencies in writing within ten calendar days after receiving notice under #2b as referred to above, with respect to any employee or volunteer who is so convicted and will:
  - a. Take appropriate personnel action against such employee, up to any including termination; or
  - b. Require such an employee to participate satisfactorily in drug abuse assistance or rehabilitation program approved for such purposes by Federal, State, or local health, law enforcement or other appropriate agency.

## Code of Ethics

This code of ethics governs the performance of RCA officers, employees, board members, volunteers, and agents, (representatives) engaged in the administration of contracts supported by Federal assistance. Any employee in violation of these policies is subject to disciplinary action as outlined in the Employee Handbook. Any officer or board member who violates these policies will be subject to disciplinary action as determined by a majority vote of the Board of Directors. Any volunteer who violates these policies will be subject to disciplinary action as determined by the Manager of the program in which the person volunteers.

1. **Gifts:** Representatives shall not accept gratuities, favors, gifts, or anything of monetary value (over \$5.00) from present or potential contractors or sub-recipients.
2. **Personal Conflict of Interest:** Representatives who participate in the selection, award, or administration of a contract supported by Federal funds are prohibited from a real or apparent conflict of interest. Such a conflict would arise when any of the parties below has a financial or other interest in the entity selected:
  - a. An RCA representative;
  - b. Any member of his or her immediate family;
  - c. His or her partner;
  - d. An organization that employs, or is about to employ, any of the above.
3. **Organizational Conflict of Interest:** RCA is prohibited from real or apparent organizational conflicts of interest. Such a conflict when the nature of the work to be performed under a proposed third party contract may, without some restrictions on future activities, result in an unfair competitive advantage to the third party contractor or impair its objectivity in performing the contract.
4. **Bonus or Commission:** RCA affirms that it has not paid, and agrees not to pay, any bonus or commission for the purpose of obtaining approval of its application for Federal financial assistance.
5. **Restrictions on Lobbying:** RCA agrees to comply with the provisions of 31 USC 1352, which prohibits the use of Federal funds for lobbying any official or employee of any Federal agency, or member or employee of Congress. In addition, even though no Federal funds are used, RCA agrees to disclose any lobbying of any official or employee of any Federal agency, or member or employee of Congress in connection with Federal assistance and to comply with USDOT regulations "New Restriction on Lobbying" 49 CFR Part 20.
6. **Employee Political Activity:** The terms of the "Hatch Act" 5 USC Section 1501 through 1508, and office of Personnel Management regulations, "Political Activity of State or Local Officers or Employees, 5 CFR Part 151, apply to supervisory employees of RCA.
7. **False or Fraudulent Statements or Claims:** RCA acknowledges that it will not make a false, fictitious, or fraudulent claim, statement, submission or certification in conjunction with any program supported by Federal assistance. RCA is aware that Federal penalties could be imposed in conjunction with any program supported by Federal assistance.

## Concealed Weapons Policy

Those affiliated with Riders Club of America are restricted from carrying weapons of any kind while participating in an RCA service or event. Weapons are defined as any kind of gun, knife or blade over four inches in length. Any other item that serves to cause harm to another person is also considered a weapon.

**My signature below acknowledges understanding of RCA's:**

1. **Code of Conduct for Volunteer Drivers,**
2. **Drug Free Workplace Policy,**
3. **Confidentiality Policy,**
4. **Code of Ethics, and**
5. **Concealed Weapon Policy.**

A copy of the policy will be maintained in the volunteer's Personnel File.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_