



FED TOV CONNECTIONS VOLUNTEER DRIVER POLICIES & PROCEDURES (AS OF: JULY 1, 2020)

Volunteer Driver Responsibilities

- Call the client 24 - 48 hours in advance to confirm time of pick-up. No calls on Saturdays or Jewish holidays, please.
- Drivers will escort client to his/her appointment and return at an agreed-upon time – but volunteer must provide the client with a cell phone number.
- Drivers may not transport any other passengers, other than the client and his or her aide or family member.
- Drivers may not park in designated handicapped parking spaces/areas UNLESS the driver or client has a state-issued disability placard. Any fine incurred as a result of unauthorized parking in a handicapped space/area is the responsibility of the driver.
- Drivers should take the client directly home, or to an agreed drop-off place. Drivers should not take the client on any errands or appointments that are not specified in the assignment – unless mutually agreed upon (and is up to driver's discretion).

Screening Requirements

Criminal Background Check: A criminal background check will be performed at the beginning of service and will be repeated every two years. Criminal background checks are conducted by PoeKnows, an independent contractor (or its successor), on behalf of JFHC. An e-mail with the link to a secure website will be sent to drivers at the beginning of service and at the time of renewal. A paper version of the current background check document is available upon request.

Driving Record Background Check: A driving record background check will be performed at the beginning of service and repeated every year. An e-mail with the link to the secure PoeKnows website will be sent after training is completed.

Please note: we CANNOT substitute background checks done through other organizations or employment. All volunteers MUST complete the background check specified for the JFHC, or any other vendor of its choosing.

The Jewish Federation of Howard County covers the costs related to all background checks.

Confidentiality

All communications with the client are considered confidential. However, in the event that a client does share information that may impact his/her safety or well-being, the Community Social Worker should be notified immediately for further action.

Inclement Weather Procedures

The safety of JFHC volunteers and clients are our highest priority. If inclement weather is forecast, drivers should exercise common sense and use their discretion whether it is safe to travel. If inclement weather is forecast, but a driver feels the travel is safe, the driver should reconfirm the appointment with the client to ensure the appointment has not been cancelled. If the appointment has been cancelled or the client is not comfortable traveling, the driver should notify one of the volunteer co-facilitators that the appointment has been cancelled.

If inclement weather is forecast, but the driver feels that it would NOT be safe to travel, the driver should:

1. Call the client to cancel the ride.
2. Call one of the volunteer co-facilitators to notify them that the appointment has been cancelled.

Volunteer Driving Requirements, Policies & Procedures

- Volunteers must have a current, valid stat-issued driver's license.
- Volunteers must be over the age of 21 and have held a driver's license for a minimum of three years.
- Volunteers' Maryland Motor Vehicle Administration records will be reviewed upon the start of volunteer service and annually thereafter. A driving record will be considered to be unacceptable if:
 - A volunteer has been assessed more than two points in the past year.
 - A volunteer has more than two moving violations or "at-fault" accidents in the past year.
 - A volunteer has ever been convicted of a 12-point vehicle related violation including, but not limited to: driving under the influence of or while impaired by alcohol or any controlled dangerous substance; homicide; life-threatening injury or assault committed by means of a vehicle; and driving while license is suspended or revoked.
- Volunteers are required to immediately report any convictions for driving infractions that result in points being assessed on their driving record or in the revocation or suspension of their license. Volunteers must also report any charges or tickets issued for DWI or DUI, even if guilt or innocence has not been determined. All fines incurred as a result of moving violations and/or parking citations are the responsibility of the volunteer.
- The volunteer may attend an educational driving class (at personal expense) sponsored by the MVA and, upon successful completion with proof of attendance and passing, may have driving privileges reinstated.
- It is within the discretion of the Community Social Worker to suspend a volunteer's driving privileges for any reason.

Car Insurance and Registration

- Volunteers are responsible for registering their vehicles with the MVA and insuring their vehicles in compliance with Maryland law. Proof of insurance coverage must be submitted at the beginning of the volunteer service and must be updated annually

upon policy renewal. Volunteers are responsible for ensuring that current vehicle registration and insurance information are in their vehicle whenever they are driving with a client in their car.

- In the event of an accident while transporting a client, recovery for damage to the volunteer's vehicle is not provided by the Jewish Federation of Howard County. Property damage insurance, commonly known as comprehensive and collision coverage, must be insured under the volunteer's personal policy if the volunteer wishes to have a source of recovery for damage.
- Under Maryland law, a volunteer, in the course of performing volunteer service, is not liable for damages beyond the limits of any personal insurance the volunteer may have unless an act or omission of the volunteer constitutes gross negligence, reckless, willful, or wanton misconduct, or intentionally tortious conduct.

Seat Belts and Child Passenger Safety

- Drivers and passengers are required to wear seat belts at all times.
- If a client unfastens the seatbelt or engages in other unsafe behavior while a vehicle is in motion, the vehicle should be stopped as soon as can be done in a safe manner. In the event of threatening or violent behavior, 911 should be immediately called for assistance.
- Children under the age of 13 must ride in the backseat.

Cell Phones and Texting

- Under Maryland Motor Vehicle Law, all drivers are banned from using hand-held cell phones or any text messaging device while operating a motor vehicle.
- **Texting while the vehicle is operational is banned for all drivers, regardless of age or license status.** This includes, but is not limited to, checking and sending texts while stopped at a red light.

Vehicle Requirements

- Volunteers must have an automobile that is clean and in good and safe working order.
- Volunteers may not smoke while transporting a client.

Vehicle Accident Procedures

- In the event of an accident, check all passengers and yourself for injuries. If anyone is injured, call 911 for an ambulance and police.
- A police report concerning the accident is critical. If the accident is of a minor nature, the police may not file a report.
- Complete a Vehicle Accident Report. Obtain all names, addresses, and phone numbers of all drivers, passengers and witnesses. Get insurance information. This form must be submitted within 24 hours of the accident.
- A call to the Community Social Worker must be made as soon as possible to advise of the accident.