



FAMILY SERVICE OF CHESTER COUNTY

## **THE ZOOM PROGRAM**

POLICY AND PROCEDURE HANDBOOK

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## PROGRAM INFORMATION

### ***Introduction***

The intent of this handbook is to provide a clear outline of policies and procedures to run a safe and successful volunteer driver program. This handbook will have information that may be helpful to volunteer drivers, passengers and partner agencies that utilize the ZOOM Volunteer Driver Program. We hope this handbook will help you understand your responsibilities, what is expected of you, and how to handle certain situations. If anything in this handbook is not clear, or if you have questions or concerns please call the ZOOM Program Coordinator for clarification.

### ***ZOOM Mission***

To help individuals without access to transportation with safe and reliable transportation for needed medical and social service appointments within Chester County (and surrounding areas).

### ***Transportation Program Overview***

ZOOM is an innovative new program that connects volunteer drivers with clients who need a ride to critical healthcare and social service appointments. These clients lack their own safe, reliable transportation, without a ride, they may miss important doctor visits and hospital tests. ZOOM matches drivers and clients with an easy online system, allowing volunteer drivers to choose their volunteer time in a way that suits their schedule. ZOOM offers curb to curb transportation only. ZOOM utilizes a web-based software *Assisted Rides* developed by AlterNetWays Company. Volunteers of the ZOOM program use their own vehicles to transport passengers to help them obtain access to life-essential appointments. Volunteers personal insurance policy will provide primary coverage to passengers, however, the ZOOM program provides an umbrella insurance coverage for volunteer drivers while providing rides assigned within the Assisted Rides website (please see more thorough outline of insurance coverage details on page 20).

### ***Agency Information***

Family Service of Chester County was founded in 1947 by a group of community members with a vision to provide professional and affordable human services to Chester County residents. Today, Family Service is one of Chester County's most trusted providers of counseling and specialized support programs for families and individuals. We place a special emphasis on serving people of all ages, backgrounds and income levels.

At Family Service of Chester County we believe in creating a community where people can enjoy healthy, safe and productive lives. We value:

- Respect for all individuals as part of a community
- Self determination
- Quality care
- Empowerment for our clients and staff
- Synergy of mind, body and spirit
- Community partnerships
- Diversity and inclusivity

### ***Passenger Eligibility***

Passengers eligible for the ZOOM Volunteer Driver Program are individuals who reside in Chester County

and surrounding area that have been identified as a person in need of reliable transportation to keep up with needed medical care and social service appointments. Passengers will be screened and accepted for program participation by partner agencies of the ZOOM program. Participating passengers will only be accepted if they are well known/established patients/clients of partner agencies. Passengers eligibility is also determined by partner agency to not to be a threat to a volunteer drivers. It is the responsibility of the partner agency to explain the ZOOM program participation responsibilities to passengers and have all passengers sign a Passenger Code of Conduct Agreement. After this agreement is signed, it needs to be emailed to the ZOOM Program Coordinator for approval. The Identity of the Passenger is known to the Partner Agency as an individual without active drug use or a history of violence. The passenger eligible for the ZOOM program must be over 18 years of age, unless accompanied by a parent during the ride requested, at all times (see escort/child section of this handbook, pg.13).

### ***Why Be a Volunteer Driver?***

As a volunteer driver, we hope you will enjoy the experience of helping people gain access to needed transportation, ZOOM participants lack the means of reliable and safe transportation. The service you are providing is so important to those in our surrounding area who need it.

Volunteer drivers will never be expected to provide rides in addition to those they choose to provide. There is no obligation to provide more rides than a volunteer's schedule allows. Becoming a ZOOM Volunteer driver is an opportunity to be part of the solution for an increasingly complicated issue in Chester County and our surrounding areas. Not only do volunteers provide friendly, reliable means of transportation, volunteers also contribute to fewer appointment cancellations due to lack of transportation as well as the reduced use of community emergency room services engendered by timely preventive or illness care. The end result will make a positive impact on reducing overall health care costs. We really do value your time and commitment as a volunteer driver and providing such as needed service to our community members.

### ***Why Become a Partner Agency of ZOOM?***

As a Partner Agency of the ZOOM program we hope that you will enjoy the experience of helping your clients gain access to needed transportation. We hope that the passengers you approve for the ZOOM program will have a positive experience and we thank you for your collaboration in this community effort to bridge the gap in transportation needs. Clients of social service agencies in Chester County often lack vehicles, or access to public transportation necessary for getting to and from essential appointments. The ZOOM Program partners with selected agencies to provide, when available, transportation by volunteers who have successfully completed a thorough volunteer enrollment application, interview with ZOOM program coordinator, orientation and background checks. This service is provided to partner agencies and passengers at no charge.

## **OPERATIONAL GUIDELINES**

### **Volunteer Qualifications and Requirements**

If you are interested in becoming a volunteer driver or partner agency for the ZOOM program then you must first complete an enrollment application and ensure you read this handbook prior to performing/assigning your first Assisted Ride. Also, please closely review the appendix of this handbook as it includes forms and information associated with this program.

## VOLUNTEER DRIVER ELIGIBILITY STANDARDS

A good driver is the most important ingredient of any driver volunteer program. ZOOM has established specific driver guidelines to qualify those persons who have volunteered to drive, to assure safe, reliable transportation to the public. Because the responsibilities of a volunteer driver include defensive driving and getting people to and from appointments on time, a number of important items must be reviewed.

- 1) A record (abstract) of the applicant's personal and employment driving history will be obtained.
- 2) A Pennsylvania State Criminal History Background Check and a Child Abuse Clearance will be obtained. There is no charge for these clearances for volunteers.
- 3) An FBI Fingerprint Criminal History Background Check will be obtained by the Volunteer, at a cost of \$27 for any volunteers that have not lived in PA for 10 years.

**Acceptance of volunteer drivers is primarily dependent upon the following:**

**LICENSE AND EXPERIENCE:** A potential volunteer driver must possess a valid Pennsylvania State Driver's License and have driven for at least 5 years.

**AGE:** A potential volunteer driver must be at least 25 years of age. If a driver is over the age of 75 a physician's statement is required on an annual basis. Maximum age for any volunteer driver is 80.

**INSURANCE HISTORY:** Cancellation or non-renewal of insurance coverage within the past 5 years will be reviewed. If the action is related to the applicant's driving behavior, the application may be rejected. Filing of a Certificate of Financial Responsibility by a potential volunteer driver due to his/her personal driving record may also result in application rejection.

**INSURANCE:** A Volunteer driver must have valid/active auto insurance in the minimum amount of \$100,000 bodily injury each person; \$300,000 bodily injury each accident; \$50,000 property damage.

**STATEMENT OF UNDERSTANDING:** A volunteer driver must read, agree and understand that the ZOOM program provides general liability insurance for the overall program, secondary to the volunteer's own auto insurance.

**SUSPENSION OR REVOCATION OF LICENSE:** Report of a suspension/revocation within the past 5 years may cause a potential volunteer driver's application to be rejected. Report of a suspension/revocation within the last 10 years for reckless driving, hit-and-run, leaving the scene of an accident, driving while under the influence of alcohol or drugs, driving while impaired, or a felony will result in application rejection.

**VIOLATIONS:** Any moving violations received by a potential volunteer driver will be reviewed and may result in application rejection. A "Failure to Appear" on a driving record may result in application rejection.

**ACCIDENTS:** Any accident in which a potential volunteer driver has been involved will be reviewed and may result in application rejection. If a driver can provide documentation regarding no fault of accident this will be taken into consideration in approval process.

**ABILITY TO PERFORM DRIVING FUNCTIONS:** A potential volunteer driver must be able to perform essential driving functions as listed in the guidelines.

**DRIVER ORIENTATION:** All potential volunteer drivers must complete a Driver Orientation Course with the program director before receiving final approval and before driving for the ZOOM program.

**FINAL APPROVAL:** Final approval for a volunteer to transport passengers is dependent upon successful completion of the application process, successful completion of the Driver Orientation, and a personal interview with the Program Director. On-the-road observation of any applicant or currently approved volunteer driver may occur at any time and for any reason. Failure to meet any criteria may result in application rejection or suspension of driving privileges.

**HIGHLY ENCOURAGED:** Volunteers are highly encouraged to attend a defensive driving course. These can typically be taken either online or in a classroom. The acceptable format(s) varies by state.

You can find defensive driving courses in two ways:

- Do an online search for approved courses in PA.
- Call your traffic court or driver licensing agency for requirements and approved courses.

Go to <https://www.dmv.org/pa-pennsylvania/defensive-driving.php> for more information regarding defensive driving courses.

**NOTE:** Pennsylvania State Legislature law allows licensed drivers age 55 and over to receive reductions in automobile insurance premiums if they complete an approved eight hour vehicle accident prevention course. Each course includes information about the effects of aging on driving; driver problem areas such as yielding the right of way, driver awareness, speeding, passing, road signs and signals; and driving while under the influence of alcohol or drugs.

## PARTNER AGENCY AGREEMENT

The **Partner Agency Agreement** needs to be read, understood and signed by the executive director and assigned ride coordinators at partner agencies prior to starting participation with the ZOOM Program. The responsibilities of the ZOOM Program and the ZOOM Partner Agency are outlined below.

### ***The ZOOM Program will:***

- Provide, as available, volunteer drivers to provide rides for officially enrolled partner agency participants to and from scheduled appointments.
- Provide only volunteer drivers who have successfully completed volunteer application which includes an interview with ZOOM Program Coordinator, police criminal history clearance, child abuse clearance, and driving history clearance and proof of license and auto insurance.
- Keep updated volunteer auto insurance, registration and license on file as needed.
- Provide supplementary insurance coverage to volunteer drivers, secondary to the volunteers own personal auto insurance.
- Provide training in the use of the Assisted Rides ([assistedrides.com](http://assistedrides.com)) web-based computer system to potential volunteer drivers and partner agencies.
- Answer questions that may arise about the software or ZOOM program policies/procedures.
- Monitor the Partner Agency's adherence with the ZOOM program model, policies, and procedures.
- Send out quarterly newsletters highlighting the progress, needs and upcoming events of the ZOOM program to partner agencies and ZOOM volunteers
- Have continued communication with assigned ZOOM ride coordinator at partner agency regarding ways to improve program for clients utilizing the ZOOM program and volunteers providing this service.
- Continue recruiting efforts, building the ZOOM driver base for participating partner agencies.

### ***The Partner Agency will:***

- Designate a ZOOM Ride Coordinator (s). Whom will enter passengers into the system, enter ride requests and monitor ride assignment and completion.
- Email signed Passenger Code of Conduct/ Agreement to ZOOM Program Manager for approval.
- Be held responsible for reviewing and having all potential ZOOM program participants sign the *Passenger Code of Conduct/Agreement* prior to any ride request made in software.
- Enter full passenger information, before entering any ride request into software, which includes a description and approval of any escort or child accompanying the passenger for a ride.
- Refer only passengers that are known to the Partner Agency as non-violent individuals whom are persons that would likely uphold the Passenger Code of Conduct Agreement.



- Enter only primary passengers that are 18 years of age.
- Explain to the ZOOM Participants their responsibility of the conduct of any escort or child accompanying them during a ride, and specifying to all participants that only escorts and children approved by the ZOOM Ride Coordinator prior to the ride request will be able to be transported by a ZOOM volunteer driver.
- Discuss car seat safety with passengers who are accompanied by a child for any ride. Ensuring that passengers are aware of their responsibility to have appropriate car seat according to state laws regarding age/weight and height requirements for specific car seats for any child under 8 years old accompanying a passenger for any ZOOM ride. Refer passengers for installation of car seat courses if not sure how to install, as ZOOM volunteers are not trained in installing car seats for children.
- Assist ZOOM participants in need of canceling a ride requests by noting this change in assisted rides software ([assistedrides.com](http://assistedrides.com)), (if last minute cancellation) contact the respective volunteer ZOOM driver regarding the cancellation by phone.
- Make arrangements/confirm with the assigned volunteer driver details of transportation requested, if a passenger is Spanish speaking this may require multiple conversations.
- Adhere to the ZOOM program model, policies and procedures.

**Partner Agency will NOT:**

- Refer any individual with active drug use or a history of violence.
- Refer any individual who requires assistance by the volunteer driver to get to the vehicle or out of the vehicle, unless an escort is appointed to assist client.
- Allow Riders to make trip requests directly to a specific driver.
- Schedule trips by any other means than through the Assisted Rides software.
- Refer anyone under the age of 18 years of age.
- Approve any client into the system without having signed agreement by client.

## DESCRIPTION OF SERVICE

The ZOOM Program will only allow **curb-to-curb** rides. Volunteer Drivers are not allowed to enter any passenger's home, assist passenger(s) to the car, or help with lifting or carrying. If such assistance is needed an approved Escort may be noted and entered into Assisted Rides Software (assistedrides.com) as an additional passenger (note this in the number of passenger description).

Only **Curb to Curb** rides should be requested by the ZOOM Ride Coordinator, assigned by the partner agency. If a Volunteer Driver feels that a passenger needs more than curb-to-curb transportation, they have been told to contact the Ride Coordinator at the destination/ ZOOM Partner Agency before the ride begins and explain the situation, as such assistance is not allowed.

*There will be no ride requests made over the phone, all requests are to be entered into assistedrides software. Our Volunteer Drivers will only be allowed to drive passengers that have been screened by the partner agency and judged to be appropriate prior to any ride request.*

**This program is for individuals 18 years of age and over. No minors are allowed to have rides requested on their behalf.**

**\* Note to Volunteers: While conducting your volunteer assignment, if you feel that a passenger needs more assistance than you should provide, please contact the Ride Coordinator at the destination/ Partner Agency, ZOOM Program Coordinator or respective supervisor immediately before the ride begins.**

**Do not provide rides to any additional passengers not entered in ride request description, only drive passenger(s) that have been screened by partner agency(ies) and labeled appropriate/accepted into ZOOM Program.**

**Minors (passengers under the age of 18) are never allowed to be transported without the accompaniment of their parent and the ride requested should be in that parents name/ not the child.**

### **Service Area**

The ZOOM program is intended to provide rides to individuals from their homes in Chester County PA (and surrounding area), to partner designated locations within Chester County, PA (and surrounding area).

### **Curb to Curb rides only.**

### **ZOOM Program Hours, Address and Phone Contact**

Address: 310 N Matlack St, West Chester, PA 19380

Typical office hours are 9AM- 5PM Mon- Fri.

Main Phone Number: [610-696-4900](tel:610-696-4900)

**ZOOM Program Coordinator:** Lauren Piotrowski 610-696-4900 ext. 114 | [lp Piotrowski@familyservice.us](mailto:lp Piotrowski@familyservice.us)

**Volunteer Chester County Coordinator:** Kristin Dolan 610-696-4900 ext. 124 | [kdolan@familyservice.us](mailto:kdolan@familyservice.us)

**Executive Director:** Mark Butler 610-696-4900 ext. 117 | [mbutler@familyservice.us](mailto:mbutler@familyservice.us)

### **Assignment of Volunteer Driver Trips**

ZOOM uses a secure web-based system to identify potential rides. Ride notifications will be sent via email. Upon acceptance into the ZOOM program as a Volunteer Driver, an e-mail must be provided for ride communication. Most correspondence will take place via email, unless alternative has been specifically requested.

**Accepting a Passenger for a ride:** Assignment of rides will be based on your availability to transport a passenger. Therefore, when you have available time to transport a passenger please pull up the list of all Passengers Pending

Rides in [assistedrides.com](https://assistedrides.com) to see which passengers you are able to transport and self-assign the ride. You can accept pending rides by hitting the “Click Here” button in the pending rides report and self assign yourself as the driver. Once you elect to transport a passenger and assigned self to the pending ride, please then contact the passenger and make all the necessary pre-trip arrangements (time of pick up, directions to the passenger’s home, number to call if they must cancel the ride, etc.) Note: please take note of color of house, description of type of home and mention color and make of car, to lessen confusion at pick up time. **Calling the passenger the night before the ride is to be completed can lessen last minute cancellations and is highly encouraged.** If a ride request has a note indicating “Spanish speaking only”, please coordinate the ride via the Ride Coordinator listed in the ride manifest note section.

**Completion of Passenger Trip:** Upon completion of your ride, please notify completion in the computer software, changing status of ride from “assigned” to “completed”, enter the hours volunteered and miles driven (time/miles from leaving your home until back at your home after completing the ride).

**No unscheduled trips should be provided at any time, other than a trip request in Assisted Rides Software to ensure you are covered by the supplemental Volunteer driver insurance.**

**As a Reminder:** The Assisted Rides Program will only allow curb to curb rides. If a trip is not completed because the passenger is a “no-show” or, if you, the driver feels uncomfortable with the situation found when picking up the passenger, it is your responsibility to immediately call the Assigned Ride Coordinator at the Partner Agency Destination and inform them of your need for further assistance. If they cannot be reached, please call the ZOOM Program Coordinator or representative supervisor.

### ***Cancellation Procedures***

There may be a time that either the driver or the passenger must cancel the ride request.

If you are a driver and need to cancel a ride request, you must “un-assign” yourself the ride in the computer system ([assistedrides.com](https://assistedrides.com)).

If a last minute cancellation (within 72 hours of a requested ride) needs to be made by a volunteer driver, please contact the client about cancellation and the Ride Coordinator at the destination requesting transportation so that other arrangements can be made.

If the passenger needs to cancel the ride request, then they are required to contact the Ride Coordinator at the ZOOM partner agency requesting transportation. The Ride Coordinator is then responsible to reach out to the volunteer driver assigned about this canceled request as well as immediately delete this request in the [assistedrides.com](https://assistedrides.com) system. If you are a volunteer driver and not notified, and you attempt to pick up the passenger, then there will be an entry in the *Assisted Rides* website reflecting a “no-show”, please contact the ZOOM Program Coordinator if this occurs, at 610-696-4900. Your time spent driving during the no-show is also reportable volunteer time in our system.

Additionally, at the time of the appointed ride, a volunteer driver can deny a passenger transportation if the passenger is unruly or does not adhere to the Passenger Code of Conduct, a minor is unaccompanied by a parent or if there are any reasons that driver does not approve. For more information, refer to the below paragraph entitled “Passenger Conduct.”

**As a Reminder:** The Assisted Rides Program will only allow curb to curb rides.

If a trip is not completed because the passenger is a “no-show” or if the driver feels uncomfortable with the situation found when picking up the passenger, the Assigned Ride Coordinator at the partner Agency will be contacted. We understand that sometimes wait times may be longer than anticipated for passengers at their appointment destination, we ask that if such delays are noted when a client from the partner agency comes for their appointment

with an assigned Zoom Volunteer, please notify the Volunteer Driver of any delays so that they can plan their day accordingly.

### ***Passenger Conduct/Escort***

The intent of the ZOOM Volunteer Driver Program is to ensure a safe environment for both the driver and the passenger. Each passenger registered with the ZOOM program is required to sign a Passenger Code of Conduct. The Passenger/driver Code of Conduct forms are included in the Appendix of this handbook. If necessary, at the time of the appointed ride there is any indication that the passenger is unruly or does not adhere to the Passenger Code of Conduct, you can deny the passenger the ride at any time. In such a case, you should immediately contact the Designated Ride Coordinator at the destination requesting the ride and the ZOOM Program Coordinator to explain the situation. Additionally, each passenger is responsible for the conduct of their escort and if the escort presents any problem during a trip, the Volunteer Driver should contact the designated Ride Coordinator at the destination and inform them of the situation. The Escort or Child accompanying the passenger has to be pre-approved by the assigned Ride Coordinator at the destination requesting the ride for the passenger.

**No person, escort or child will be allowed to ride along with a registered ZOOM passenger without prior approval from the Ride Coordinator at the destination requesting the ride, no exceptions.**

**If there ever appears to be an emergency, don't hesitate to call 911.**

### ***Volunteer Driver's Personal Automobile***

#### **A. Insurance:**

It is your responsibility to have an active car insurance policy that meets or exceeds the requirements stipulated by the state of Pennsylvania while performing duties as a volunteer driver. Family Service of Chester County will provide a supplemental insurance policy in case of an accident or incident while performing volunteer duties; however any personal insurance will provide primary coverage. A copy of the Volunteer Insurance Notification Agreement Form is included in the Appendix of this Handbook. **Volunteer Drivers must immediately notify the ZOOM program Coordinator if an automobile policy is cancelled and are not permitted to perform any rides for the ZOOM program until policy is active.**

#### **B. Pre- Trip Actions:**

- Please ensure you have the Volunteer Driver Handbook in the vehicle.
- It is also recommended that you carry in your vehicle a first aid kit, paper towels, tissues, and a plastic bags, in case of an unforeseen passenger or driver incident

#### **It is advisable prior to any trip; you conduct the following:**

- Perform a walk around your vehicle, check tires look for any visible sign of leaks.
- Ensure your mirrors, wipers, turn signals, lights, and seatbelts are functional.
- Ensure the interior of your vehicle is clean and free of debris.
- Check fluid levels (oil, coolant level, windshield fluid, brake fluid, power steering etc.)
- Check brakes to see that they are working properly (i.e., press your brakes, they should depress and there should be clearance between the brake pedal and the floorboard, they should not go to the floorboard).
- Check to ensure you have performed periodic preventative maintenance as outlined in your owner's manual. Generally, maintenance is performed every 3,000 or 5,000 miles.

### ***Escorts/ Children***

Passengers may at times require additional assistance, which requires an escort. An escort is only allowed to be transported with a passenger if the escort has been authorized to accompany the passenger per the Ride Coordinator at the destination agency and a note will be entered into the [assistedrides.com](http://assistedrides.com) reflecting the number of passengers to be transported. The Escort or child must have been pre-approved by the partner agency of ZOOM, and entered into the Assisted Rides software. A ZOOM Driver is not allowed at any time to agree to drive escorts or children of passenger that are not pre-approved and entered into assisted rides software. **NO MINORS (anyone under the age of 18) is ever allowed to be transported without a parent, no exceptions. Any child under age 8 must have proper child seat installed by the parent accompanying the child. If at any time volunteer feels this is not safe or appropriate ride shall not be provided to client and child.**

All children and minors accompanying an individual registered with the ZOOM program need to have proper, up-to-date child seats, which the passenger needs to be able to install properly. The ZOOM Volunteer is not allowed to install the child seat and if a client does not have proper child seat/ability to install the seat the ride will need to be canceled. A driver can deny a passenger, child or escort a ride at any time they feel it is not safe, or they do not feel it aligns with the ride requested via the assisted rides website.

### ***Volunteer Driver Handbook***

Volunteer drivers are asked to please place this handbook and forms in the glove compartment of the vehicle during Volunteer Rides for the ZOOM program. The packet contains general policies and procedures of the ZOOM program and Accident/Incident Procedures and Forms if needed.

Accident / Incident Procedures and Form – In the event of either an accident or an incident while transporting your passenger/escort, please complete the accident/incident form so we have all the appropriate information. Moreover, it is highly recommended to be familiar with the accident/incident procedures so you have an idea of what must be done in case of such event occurring.

### ***Non-Discrimination / Drug Free Statement***

ZOOM is committed to respect of each volunteer driver and passenger alike. Therefore, there will be no tolerance of any acts of discrimination due to race, sex, culture, age, religion, or disability. Moreover, there will be no tolerance for the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance by either the volunteer or the passenger. Any of these actions are grounds for immediate suspension from the ZOOM Volunteer Driver Program.

### ***Complaints***

If you have any complaints or issues regarding a passenger, a participating agency, or any issue that may require attention, please contact the ZOOM Program Coordinator at 610-696-4900.

If a passenger files a complaint against a volunteer driver, the ZOOM Program Coordinator will contact the respective volunteer driver to get their perspective of the situation before any decisions regarding the complaint is made. If a passenger complains about another volunteer driver to you, please do not take sides or put down a fellow volunteer. Please instruct the passenger to call the ZOOM Program Coordinator with their concern(s).

### ***Suspension and/or Removal***

Suspension and/or removal as a volunteer driver, passenger, and/or escort are a serious actions.

Grounds for suspension and/or removal can encompass a variety of issues and circumstances, such as

falsifying information, blatant disregard to the policies and procedures identified within this handbook, criminal action, and failure to notify the ZOOM Program Coordinator or Assigned Ride Coordinator of any important changes to your personal information, for example: failure to notify the ZOOM program of loss of insurance or revocation of driving privileges.

Each situation will be evaluated by the ZOOM Program staff and dependent upon the investigation, the appropriate individual will be notified of the decision to either be temporarily suspended or be permanently removed from the ZOOM Program.

### ***Policies and Procedures***

The Policies and Procedures handbook will be evaluated every six months. Waivers, Clarifications and Updates to the ZOOM Program Policies and Procedures handbook are outlined below.

#### **A. Waivers**

The policies and procedures within this handbook are meant to protect the volunteer drivers, passengers and partner agencies. In unique situations, requests for a waiver to the ZOOM policies and procedures handbook will be on a case by case basis. If a waiver is approved, the appropriate individual or agency will be notified by the ZOOM Program Coordinator.

#### **B. Clarifications and Updates**

On occasion it may be necessary to provide clarification and/or updates to the policies and procedures handbook. In those situations, an “Alert Letter / E-Mail” will be sent to the intended audience – either volunteer drivers or partner agencies.

**All clarifications and updates will be incorporated into a revised ZOOM Program policies and procedures handbook at each six month review.**

## **SAFETY PROCEDURES**

### ***Accidents / Incidents***

If you have an accident while driving, if your passenger experiences an incident prior to arriving at their destination, or if the incident happens at the destination prior to you leaving, **please contact the ZOOM Ride Coordinator at the passenger's destination immediately** and follow the instructions in the Accident / Incident Procedures that are located in the appendix. Additionally, please ensure you **file the accident / incident report with the ZOOM Program Coordinator within 24 hours.**

### ***Sick Passenger***

If a passenger becomes sick while being transported, contact the place of appointment (Ride Coordinator at the Destination requesting the ride) for medical advice.

In case of motion sickness of passenger, having access to plastic bags and gloves may be advisable.

### ***Sick Volunteer***

While transporting a passenger and you become sick, please get to a safe place, contact the manager at the passenger's appointment cite to inform them of the possible cancellation.

### ***Weather Policy***

Please closely monitor the news during periods of threatening weather. If national or regional alerts are issued for

your locality and based on your assessment, you decide not to provide the ride, please call your scheduled passenger as well as the Ride Coordinator at the partner agency to inform them of your decision. You are not required to perform the ride and we urge you to please not feel obligated to do so. The Partner Agency Ride Coordinator will then take the appropriate action to contact the passenger and reschedule the ride if Spanish speaker.

Please check your emails during bad weather, as the ride may be canceled by the partner agency. If you feel it is safe to proceed with the ride, please keep your radio on in order to hear announcements whenever there are travel advisories issued.

***Please do not take unnecessary risks by driving when conditions are unsafe***

### ***Vehicle Breakdown***

If you experience a vehicle breakdown, try to maneuver your vehicle to the side of the road out of the lane of traffic, and turn on your four way flashers. Please try to keep the passenger(s) calm by informing them of the situation. Moreover, you should **open the hood of your car**. This will signify to local and state law enforcement officials that you need assistance.

**Please call roadside assistance and the Ride Coordinator at the Destination about the delay.**

### ***Seatbelts***

You must comply with Pennsylvania Law requiring everyone in the vehicle to wear a seatbelt. Any child accompanying a ZOOM client also need to be secured in child restraint if under the age of 8.

### ***Orientation Course***

An orientation course will be held for all Volunteer Drivers/Partner Agencies prior to the first trip scheduled for the ZOOM program. This Course will include an overview/review of the Assisted Rides computer software, hand out of Car ZOOM magnets, ID badges, unique passwords for each volunteer, risk management section and a discussion on safety on the road, policies and procedures and signed understanding/acknowledgement and receipt of handbook

## **ACCIDENT / INCIDENT PROCEDURES**

- Do not leave the scene if involved in an accident/incident.
- Remain calm.
- Try to ensure the safety of all involved.
- Call 911/ or have someone else make the call.
- Do not move an injured individual until emergency personnel arrive unless further injury is possible.
- Render first aid as necessary.
- Identify witnesses.
- If possible, take pictures.
- Exchange insurance information.
- Obtain a copy of the police / incident report / report number if applicable.
- **Call immediately** to inform the Ride Coordinator at the destination of the situation passenger(s), when appropriate time allows.

**File a Written Accident/Incident Report within 24 hours to the ZOOM Program Coordinator.**

**ACCIDENT / INCIDENT REPORT**

Volunteer Driver's Name: \_\_\_\_\_ Date of Accident / Incident: \_\_\_\_\_

Time of Accident / Incident: \_\_\_\_\_ Place of Accident / Incident: \_\_\_\_\_

**Please provide information for all parties involved:**

**NAME**

**ADDRESS**

**PHONE NUMBER**

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**Name & Phone Number of Witnesses to Incident / Accident:**

**NAME**

**ADDRESS**

**PHONE NUMBER**

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**Describe how the accident occurred, the nature of the injury, and the activity you were engaged in at the time of the accident (please attached another paper if needed).**

Other information included with this form:  Yes  No

**Volunteer Driver Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Please fill out this form and submit to Family Service of Chester County within 24 hours.**

## DRIVER CODE OF CONDUCT/AGREEMENT

The purpose of the Volunteer Driver is to provide safe and reliable transportation to and from essential preventative medical services. Volunteer Drivers for ZOOM drive their own cars and are not reimbursed for expenses incurred. ZOOM provides general liability insurance for the overall program, but this is secondary to the Volunteer Driver's own auto insurance.

As a ZOOM Volunteer Driver, it is expected that you will adhere to the following Code of Conduct:

- I will conduct myself in a professional courteous manner, be friendly and understanding.
- I will be polite and treat Passengers with respect and in a culturally-appropriate manner. The Partner Agency Ride Coordinator will notify Driver of any known cultural issues significant to providing transportation.
- I will wear or have visible proper ZOOM identification badge when providing transportation.
- I will be punctual for scheduled pick-up times.
- I will respect Passenger rights to confidentiality, including name, address or other personal information included in trip request or conversation while being transported.
- I will refrain from giving advice on family or personal matters.
- I will adhere to the policy of the ZOOM program regarding **Curb to Curb** service only and not enter any passengers' home.
- I will confirm, prior to begin driving, that all passengers are properly secured in their seat belts. If the passenger is accompanied by children, required infant or booster seats must be provided by the passenger and the passenger is responsible for the proper installation. No children under age 8 may be transported without use of appropriate restraint equipment.
- I will adhere to traffic laws.
- I will never transport a minor (anyone under 18 years of age) without accompaniment of parent.
- I will refrain from using strong perfumes to ensure an allergen-free Passenger ride.
- I will NOT:
  - A. Make sexually explicit comments, or solicit sexual favors, or engage in sexual activity during my volunteer service.
  - B. Solicit or accept controlled substances, alcohol, or medications from/to riders.
  - C. Solicit or accept money from riders.
  - D. Use alcohol, narcotics, or controlled substances, or be under their influence, while on duty.
  - E. Use any prescribed or over-the-counter medication while on duty that may affect my ability to drive safely.
  - F. Text, use phone, or use any type of headphones while driving.
  - G. Smoke in the vehicle while Passengers are present, or allow passengers or escorts/children to smoke in the vehicle.
  - H. Be responsible for passenger's personal belongings.

Reports of Volunteer Driver misconduct will be the cause for immediate suspension from client service while being investigated. Confirmation of misconduct shall be cause for removal of the Volunteer Driver from ZOOM. If ZOOM receives complaints regarding any Volunteer Driver transporting passengers, and/or it is determined that the Volunteer Driver is not performing the service in a safe, reliable, or responsible manner and corrective action has not resulted in improved performance, the Program Director will remove the volunteer driver from service to riders

## DRIVER INSURANCE NOTIFICATION AND AGREEMENT

Family Service of Chester County welcomes your participation as a ZOOM Volunteer Driver. It is our goal to ensure a safe and enjoyable experience for you and our passengers.

It is important that every Volunteer Driver understand the risks that may be involved as a driver and how insurance coverage works in the event of an accident. The good news is that volunteer driver programs around the country have very low insurance claim rates, however occasionally accidents do occur.

***The most important point to understand is that the Volunteer Driver's auto insurance policy provides the primary coverage to the Volunteer Driver and their vehicle in case of an accident.***

This means that accidents must be reported to your insurance company and your insurance company will handle any resulting claims. Only in the event that the limits of your policy are exceeded for a particular claim will insurance provided by Family Service of Chester County come into play.

For the ZOOM program, there are four layers of insurance coverage:

**Layer One - Volunteer's Personal Auto Policy.** This is the first policy that will come into play in the event of an accident. The liability limits will vary according to the coverage chosen by the volunteer. This is the only policy that will provide physical damage coverage for the volunteer's auto. If the volunteer does not carry comprehensive and collision coverage on their auto then the vehicle is covered for liability only.

***Only the volunteer's personal auto policy will provide physical damage coverage for their vehicle.***

The minimum coverage that is required by your personal auto insurance policy is either a combined single limit of \$300,000, or a split limit of liability of \$100,000 per person, \$300,000 per accident, and \$50,000 of property damage.

**Layer Two - Family Service of Chester County's Non-Owned Auto Liability Policy.** Limit is \$1,000,000. This coverage would come into play only if Layer One coverage is exhausted.

**Layer Three - Family Service of Chester County's Commercial Umbrella Policy.** Limit is \$1,000,000. This policy adds an additional \$1,000,000 of coverage in the event that Layer Two coverage is exhausted.

**Layer Four - Volunteers Insurance Service Excess Auto Liability Policy.** This is part of a General Liability Policy for volunteers working on behalf of Family Service of Chester County. The excess auto liability coverage, up to \$500,000, would provide coverage if Level Three coverage were exhausted.

In summary, the Volunteer Driver is responsible for maintaining a minimum level of insurance coverage on their vehicle while participating as a driver in the ZOOM program. The Volunteer Driver's insurance will

be the primary insurance coverage in the event of an accident. Family Service of Chester County provides significant coverage, but that coverage comes into effect only when the limits of the Volunteer Driver's personal insurance are exceeded. Potential drivers may wish to discuss this with their auto insurance provider. Potential drivers who are uncomfortable with the risk involved may wish to decline participation in the ZOOM program.

**Volunteer Driver Acknowledgement:** I have read and I understand the ZOOM program Driver Insurance Notification and Agreement. I agree to maintain an auto insurance policy on my vehicle at or above the minimum limits described in this agreement and to notify the Zoom program of any changes in my policy, including termination of the policy. I understand that my auto insurance policy will provide the primary coverage in the event of an accident while I am participating in the ZOOM program. I have received a copy of this agreement.

## **FAMILY SERVICE OF CHESTER COUNTY CLIENT CONFIDENTIALITY POLICY**

Information provided by a client to any Family Service of Chester County employee, volunteer or student intern is covered by the agency policy on confidentiality. Confidentiality is upheld in all forms of written, electronic, oral and signed communications relating to the client. This extends to employees and contractors who have direct contact with clients, and employees and contractors who do not have direct client contact, but may have access to client information in the course of performing their duties. Medical, personal and all other information about clients are to remain in the strictest confidence.

This means not discussing with family members, acquaintances or any third parties any information pertaining to clients. This is especially important in reference to clients who are Persons Living With AIDS. Confidentiality laws prohibit the discussion of information about Persons Living With AIDS without their permission. Family Service of Chester County has determined that this degree of confidentiality must be extended to all clients in all programs. It is recognized that employees of the agency may, in the course of performing their duties, have access to confidential information about other employees of the agency, including salary information, medical history, or other sensitive personal information. Therefore, employees shall also respect the confidentiality of information regarding employees.

Any unauthorized disclosure of information about agency employees is good cause for termination of the disclosing employee(s). I have read and understand the above summary of the Family Service of Chester County Personnel Policies and Practices. I agree to conform to this policy. I understand that any violation of this policy may result in disciplinary action up to and including immediate termination.

**DON'T FORGET**

***Always keep the Ride Coordinators information available when going on assigned Volunteer trips for ZOOM.***

**Ride Coordinator Contact Information:**

***Organization Name:*** \_\_\_\_\_

**Contact Name:** \_\_\_\_\_

**Contact Number:** \_\_\_\_\_

***Family Service of Chester County***

**Lauren Piotrowski**  
610-696-4900 ext. 114

**Mark Butler**  
610-696-4900 ext. 117

- ✓ **Always have ZOOM magnets on your vehicle during transportation.**
- ✓ **Have your name badge visible to the passenger.**
- ✓ **Never go into any client home!**
- ✓ **CURB to CURB only, always stay in your vehicle during volunteer transport.**
- ✓ **Do not make additional trips for clients unless notes in assistedrides software.**

**IN CASE OF AN EMERGENCY PLEASE CALL 911 IMMEDIATELY!**

**ACKNOWLEDGEMENT STATEMENT OF RECEIPT AND UNDERSTANDING OF ZOOM POLICIES AND PROCEDURES HANDBOOK.**

I acknowledge that I have received a copy of the ZOOM Policies and Procedures Handbook. I understand that if I have questions or concerns at any time about the information contained in this handbook, I will contact the ZOOM Program Coordinator for clarification. By signing below I agree to follow the policies and procedures within the handbook.

I acknowledge and understand that I am to read and agree to this handbook before assigning myself a ride requested on [assistedrides.com](http://assistedrides.com).

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Volunteer's Signature

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Volunteer's Name (Please Print)

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Date