Aroostook Regional Transportation System, Inc.

Volunteer Driver Manual

Aroostook Regional Transportation System, Inc
24 Houlton Rd.
P. O. Box 552
Presque Isle, Maine 04769-0552

(207) 764-5246
1-800-442-3320

Revised: May 16, 2008
Welcome to Aroostook Regional Transportation System, Inc.

The following Volunteer Driver Manual details the policies and procedures for volunteer drivers of ARTS. I hope that your experience as a volunteer is both challenging and rewarding. This manual was developed to establish a framework and help you in your role as a volunteer driver. Please review all of the material.

Our goal is to provide quality transportation for our clients in a safe and efficient way. We feel that communication and cooperation are the keys to the success of ARTS. I encourage you to ask questions, stop by the office every now and then, discuss problems, etc. We try very hard to avoid problems, but when they do happen, we are here to resolve them. Please keep the lines of communication open.

There may be times when we ask too much of you. If that happens, please feel free to say “whoa”! We understand that there will be times when you need a break or you may have other commitments, but we will never know if you don't speak out.

Again, welcome and safe driving.
Dear Volunteer,

Welcome to ARTS. You are very important to us and we want you to know that we value your contribution. The Volunteer Driver Manual has been developed to give you information about the agency and about the requirements, responsibilities and expectations that are part of being an ARTS volunteer.

ARTS provides services to people in Aroostook County, the Patten area of Penobscot County and the Danforth area of Washington County. We have found much satisfaction in doing this and take pride in our work. It is our sincere hope that you, too, will experience this satisfaction.

ARTS most valuable resource is its staff -- the people who work to provide services to clients on a daily basis. Our clients know the agency through the activities of our volunteers and employees. When a client receives excellent service, it reflects well on all of us. In a very real sense, your action as a provider of service may be what the community evaluates our programs and services on. You do make the difference so always be ready to provide your best.

In the next few weeks you'll be meeting a lot of new people and becoming familiar with your new duties and responsibilities. You will probably have questions. All employees and supervisors are ready to help you "become acquainted." Please ask them questions. The more familiar you become with the agency, the more comfortable and confident you will become with what is expected of you as a volunteer.

If anything in this manual is unclear to you, or if you have particular questions, please discuss them with your supervisor.

We hope your association with ARTS is pleasant and rewarding. We are pleased to have you as part of our "family."

Daniel Donovan
Executive Director
# Table of Contents

ACKNOWLEDGEMENT 2  
VOLUNTEER DRIVER GUIDELINES 3  
VOLUNTEER EXPECTATIONS & OUTCOMES 7  
TELEPHONE NUMBERS 9  
EMERGENCY PROCEDURES 10  
STORM DAY PROTOCOL 13  
PASSENGER SAFETY 14  
VEHICLE INSPECTION PROCEDURE 15  
VOLUNTEER DRIVER INSURANCE 18  
DAILY TRIP MANIFEST & MILEAGE REIMBURSEMENT 19  
REPORTING CHILD ABUSE 20  
CHILD SAFETY SEATS 21  
CELLULAR TELEPHONES 22  
APPENDICES 23  
  
- Volunteer Information Guide  
- Commitment To Safety  
- Eligibility Requirements for Volunteer Drivers  
- Volunteer Annual Evaluation Form  
- Volunteer Accident/Injury Report  
- Incident Report  
- Medication Transfer Form  
- Volunteer Insurance Beneficiary Form  
- Volunteer Emergency Contact Form
AROOSTOOK REGIONAL TRANSPORTATION SYSTEM, INC.

ACKNOWLEDGEMENT

I, ____________________________ understand that I am a volunteer in Aroostook Regional Transportation System, Inc. (ARTS) transportation program.

As a volunteer, I understand that I serve with the following conditions and responsibilities:

1. Mileage reimbursement is provided for the use of my vehicle and is not a wage.

2. ARTS has the right to cease requesting my services at any time.

I certify that I have read and been given a copy of the Volunteer Driver Manual and understand the responsibilities that are required. I also understand that this agreement is based on voluntary participation and does not constitute an offer of employment or eligibility for employment benefits.

Volunteer Signature ______________________ Date ________________
Aroostook Regional Transportation System, Inc.
Volunteer Driver Guidelines

1. Receive calls from the Volunteer coordinator as needed for trip manifest.

2. ARTS Drivers shall conduct pre-trip inspections of their vehicle prior to transporting clients as well as post-trip inspections. Any defects that could interfere with the safe operation of the vehicle shall be reported to the dispatcher prior to providing transportation services. Maintain cleanliness of personal vehicle, both inside and outside including washing the vehicle as needed.

3. Drivers must exhibit a positive, professional attitude with office staff, children, service providers and the community. They must be courteous, neat of appearance and exhibit good manners. Keep in mind that each driver represents an agency that is dedicated to providing safe, reliable transportation. You are required to follow all traffic and motor vehicle laws. Drivers are prohibited from bringing weapons of any kind on trip.

4. Driver will attend training sessions, workshops and meetings as requested.

5. Drivers are not required to wait more than five (5) minutes after signaling their arrival for a passenger at a pick up point. If the client does not come out, please go to the door and knock, if possible.

6. Drivers should notify the volunteer coordinator when there is a problem with a client, such as habitually being late or failure to show up at the appointed time, etc.

7. Cancellations or no-shows shall be reported to the volunteer coordinator and noted on the daily trip sheet.

8. Drivers will transport only passengers listed on the trip manifest. If you wish to bring a spouse or family member, you must obtain permission from a dispatcher each time.

9. Drivers must make a reasonable effort to ensure that passengers arrive at their destinations on schedule. Passengers going to appointments will be given priority over passengers returning from an appointment. Priority will always be given to children’s transportation over other services.

10. NEVER transport a child under the age of eight (8) without having the child secured in an approved safety seat or booster seat as indicated on your trip manifest. ARTS provides necessary child seats to the volunteers. All other passengers and drivers must wear seat belts.

11. NEVER leave a child at a doctor, counselor, dentist or other appointment without turning them over to an adult employee. Many of the children we transport are in state custody and are restricted in their movements, and with individuals that they can interact with without supervision. If you are not sure of a persons’ status, ask them if they are an employee of the office or agency that you are at.

12. From time to time, you may be asked to carry a child’s medication from home to a doctor’s appointment or other location. Drivers should fill out a medication transfer form including your name and the child’s name and have the person receiving the medication sign this form. Turn the completed form in to the Volunteer Services Coordinator.
13. When transporting a child to a supervised visit, the driver must ensure that the visit supervisor is present before leaving a child with a parent or designated party. If the visit supervisor is not present within a fifteen minute period after the scheduled start of the visit, contact a volunteer coordinator. **Do not leave the child alone with the parent for any reason.**

14. Drivers shall never leave children or passengers with disabilities in their vehicle unattended.

15. Drivers shall report any reasonable suspicion of physical or emotional abuse involving passengers to the supervisor immediately.

16. Drivers shall take precautions to ensure that the client confidentiality is maintained at all times. Drivers are not to discuss any information regarding clients with anyone. Drivers should not leave trip manifests or reports where passengers or other individuals can easily view client or trip information.

17. Do not attempt to solve problems or offer advice to clients - that should be left to trained professionals. Some clients may want to talk to you about their problems; others may not wish to communicate at all. A friendly, courteous manner is important, but it would be best not to let yourself become involved in the client’s problems. Comments or actions of a sexual nature are unacceptable. Use of profanity is not allowed.

18. Drivers must assist passengers entering and exiting the vehicle, if necessary. Some of our “senior” clients may need an arm to hold onto when getting in or out of the vehicle and when walking into appointments.

19. Drivers should contact the volunteer coordinator as soon as possible in the event of any problem that may delay or change their assigned schedule, such as hazardous road conditions, adverse weather conditions, personal emergency, etc. This is especially important when transporting children. This will allow the dispatcher the opportunity to contact parents and/or service providers to let them know there may be a delay. This could prevent unnecessary concern about the safety of the child.

20. Smoking is prohibited in your vehicle at least one (1) hour prior to pick up of a child. If you do not wish to accommodate this request, please inform dispatch that you do not want to transport children.

**DO NOT SMOKE IN YOUR VEHICLE WHILE CLIENTS ARE PRESENT AND CLIENTS ARE NOT PERMITTED TO SMOKE IN YOUR CAR.**

21. Drivers are prohibited from giving food, drink, or treats to clients. Some children are allergic to certain foods, or the parent may feel it would disrupt their regular meals. We also ask drivers not to buy gifts for children. As close as you may feel to a child that you have transported regularly, it is best to keep a certain distance between you and the child.

22. Drivers should not eat or drink while passengers are on board or while the vehicle is in motion. You could easily be distracted and cause an accident.

23. Drivers shall not transport clients with oxygen unless it is in a specifically designed portable unit.
24. Drivers who operate vans, should not attempt to transport clients in wheelchairs unless your van is equipped with approved safety locks or tie downs.

25. If a client shows signs of extreme physical distress or is injured, find help immediately. If you are not properly trained in emergency medical techniques, your attempt to help could worsen the condition.

26. Drivers do not have to transport clients who are in any way abusive or under the influence of alcohol. If a client is acting in a manner that is offensive to you, politely ask them to stop. If they do not respond to your request, tell them you are not going to provide the transportation and return them to their point of origin or home (whichever is appropriate). Drivers shall notify the volunteer coordinator of the situation. Do NOT attempt to discipline disruptive children. Slapping, spanking or yelling is not acceptable. Disruptive behavior should be reported immediately.

27. All transportation must have approval from ARTS. Drivers are not to take clients anywhere, which has not been authorized by the volunteer coordinator.

28. In case of an accident, drivers should follow all laws pertaining to the reporting of a motor vehicle accident. ARTS shall be notified as soon as possible.

29. Transporting passengers while under the influence of alcohol, illegal drugs or controlled substances is strictly prohibited. Drivers shall not transport passengers while under the influence of prescription medication if such medication in any way impairs the driver’s ability to safely operate a motor vehicle. Drivers shall notify dispatch if they are required to take prescription medication that carries a warning label regarding the safe operation of motor vehicles.

30. Drivers shall not schedule future rides for clients. All requests for future transportation or information must come through ARTS staff.

31. Drivers shall not accept tips, gifts, money, fares or other gratuities (unless instructed by the volunteer coordinator). This service is provided free to all clients who are eligible. Passengers wishing to show their appreciation for services should be encouraged to send a positive letter to the agency. ARTS, P. O. Box 552, Presque Isle, ME 04769-0552.

32. Client transportation reports/trip manifests contain questions pertinent to the operation of this program. Please be sure to complete the forms with all necessary information as it will help in compiling information and in processing your mileage reimbursement in a timely manner. Forms must be signed and dated.

33. Drivers shall not bring a child that they are transporting to the driver’s home under any circumstances. Even with the best intentions, this could easily be misunderstood and could result in problems for the driver and the agency.
34. Bathroom Breaks - It is totally INAPPROPRIATE to stop the vehicle next to the road for the purpose of the driver or client to take a bathroom break.

Suggestions on how these situations might be handled are as follows:

A. Drivers should plan ahead - look at their trip manifests - judge the time they will be on the road and think about the availability of public rest rooms before starting out - avoid taking in excess fluids just prior to a long trip - make a bathroom stop before starting out. It is important to remember that drivers are not to leave children unattended in a vehicle at any time.

B. If possible, check with caretaker or parent before leaving on a long trip with a child to make sure the child has had an opportunity to use the bathroom before embarking on the trip.

We hope this provides drivers with some guidance and an understanding of what is NOT ACCEPTABLE. With some planning, hopefully we will not have many of these situations occurring.

If you suffer from incontinence or have another physical condition that results in your need for frequent bathroom breaks, you should think about the request for transportation that you have been given, the time and distance you will need to travel, and make a decision as to whether or not you should accept the request. There may be occasions when it would be better for you to not attempt a long trip in a rural area. If that is the case, it is not necessary to inform the dispatcher as to why you cannot accept the trip - simply tell them you are unavailable. This will help you avoid the discomfort of trying to explain a very personal problem to someone else.

** If you end up going off-route more than a couple of miles to find a bathroom, please note on your mileage reimbursement sheets the number of off-route miles (and store or facility stopped at) - note reason for varied route. We have to be able to explain anything that appears to be excessive mileage.

** In the event of an absolute emergency, you as the driver must consider all factors and use your best judgment for the circumstances.

If you need clarification on this matter, please contact the volunteer coordinator for further guidance.
Aroostook Regional Transportation System, Inc.
EXPECTATIONS AND OUTCOMES

Expectations
• ARTS expects to promptly reimburse volunteers for mileage for safe and timely transportation of clients to appointments.
• We expect you to follow the Volunteer Driver Guidelines.
• We respect your need for time away and will make arrangements to schedule your volunteer time as you request.
• We will make ourselves available to listen to comments and suggestions for improvement.
• We will provide additional beneficial training to you from time to time, which we expect you to attend.

Outcomes
EVERY -- child must be in an approved safety seat which has been properly installed (up to age 4) and booster seats (up to age 8) when vehicle is in motion. All other children and adults including the driver must be in a working seat belt when vehicle is in motion.

   Verified confirmation of violation -- dismissal

THREATENING - or causing physical or emotional harm.

   Verified confirmation of violation -- dismissal

MAKING -- sexually suggestive comments or exhibiting these actions.

   Verified confirmation of violation -- dismissal

USING -- alcohol or drugs. Transporting passengers while under the influence of alcohol, illegal drugs or controlled substances is strictly prohibited. Drivers shall not transport passengers while under the influence of prescription medication if such medication in any way impairs the driver's ability to safely operate a motor vehicle. Drivers shall notify dispatch if they are required to take prescription medication that carries a warning label regarding the safe operation of motor vehicles. (When in doubt about prescriptive or over the counter medications, ask your doctor or pharmacist before driving.)

   Verified confirmation of violation -- dismissal

FALSIFYING -- mileage reimbursement sheets in an attempt to capture additional mileage.

   Verified confirmation of violation -- dismissal

BREAKING -- of confidentiality (includes discussing your clients with non-ARTS staff and sharing your trip manifests with other drivers or leaving out for clients to see).

   Verified confirmation of violation -- warning
FAILURE -- to deliver children to their appointments (turning them over to an authorized adult, and reversing the procedure when delivering them to their homes) unless otherwise noted on trip manifest.

Verified confirmation of violation -- warning

TRANSPORTING -- unauthorized passengers (friends, family, anyone not listed on your trip manifest) without prior permission from a volunteer coordinator.

Verified confirmation of violation -- warning

VIOLATING -- smoking in vehicle procedure.

Verified confirmation of violation -- warning

DO NOT -- give food or drinks to children......water is acceptable on long trips. This means no candy, snacks, fast foods, soda, etc. The child may have allergies that they are too young to explain or may simply ignore the allergy to have what they want.

Verified confirmation of violation -- warning

ASKING -- questions of clients regarding their medical, emotional or physical conditions or ailments.

Verified confirmation of violation -- warning

IMPOSING -- or discussing your personal religious or political beliefs on or with a client.

Verified confirmation of violation -- warning

OBEY -- all State of Maine motor vehicle laws.

Verified confirmation of violation -- see Eligibility Standards

Dismissal means you will be immediately removed from our volunteer roster.

Warning means you will receive notification of the violation with suggested necessary corrections.....a memo will be placed in your volunteer file.

Three warnings may result in dismissal.

See eligibility standards means refer to your MANUAL.

Warnings may be given or immediate dismissal dependent upon the violation (OUI convictions mean immediate dismissal). We are to be notified immediately by you upon conviction of “operating under the influence/driving while intoxicated” or conviction for possession or use of illegal substances.
Aroostook Regional Transportation System, Inc.
Telephone Numbers

Volunteer Drivers may call:

764-5246 or 1-800-621-1011 between 8 am and 5 pm Monday through Friday to check on assignments and cancellations.

In case of an emergency, contact the appropriate officials and/or ARTS office as soon as possible.

If you have any questions about these procedures, please speak to a volunteer coordinator.

If you cannot reach a volunteer coordinator for help and it involves a Department of Health and Human Services Child, call the DHHS Hot Line: 1-800-452-1999 (evenings and weekends).

If you can’t locate a parent at home, and can’t reach a volunteer coordinator, call the agency where you picked up the child.

If you can’t locate a parent at home, can’t reach a volunteer coordinator or agency, call DHHS hot line, identify yourself, explain your problem and ask for assistance.
Aroostook Regional Transportation System, Inc.
EMERGENCY PROCEDURES

1. ILLNESS

IF A CLIENT BECOMES ILL DURING TRANSPORT, THE DRIVER WILL:

a. Park the vehicle in a safe area.

b. Try to determine the nature of the illness.

c. If the nature of the illness appears serious, request assistance. If the nature of the illness is minor, make your passenger as comfortable as possible and continue on to your scheduled destination.

d. If necessary, render first aid to the level of your training.

e. Transport seriously ill passengers to the hospital if emergency assistance cannot be immediately obtained.

f. Inform the dispatch office of the situation as soon as possible.

IF THE DRIVER BECOMES ILL DURING TRANSPORT, THE DRIVER WILL:

a. Contact the volunteer coordinator and request a replacement driver.

b. Stay with the vehicle and passengers until assistance or a replacement can be provided.

2. INAPPROPRIATE PASSENGER CONDUCT

If a passenger is causing a disturbance, the driver will:

a. Pull the vehicle to the side of the road when it is safe to do so.

b. Try to determine the cause of the disturbance.

c. Explain to the passenger(s) that the action is not appropriate and request that the behavior cease immediately. Explain that failure to comply may result in an immediate and/or future loss of ridership privileges.

d. **NOT** engage in physical or verbal argument with the passenger.

e. If the passenger is not under DHHS protective custody, is an adult, and is posing a physical threat to you or other passengers, tell the passenger to leave the vehicle immediately. Otherwise, take steps to minimize the disturbance and complete the assigned trip.
3. VEHICLE BREAKDOWN PROCEDURES

If the driver's vehicle breaks down, the driver will:

a. Pull the vehicle as far off the roadway as possible
b. Put the transmission in the park position and set the emergency brake.
c. Activate the vehicle's four way emergency flashers.
d. If no immediate danger exists, keep your passenger(s) in the vehicle. Calmly explain to your passenger(s) that a breakdown has occurred and that another driver will be dispatched.
e. If a fire hazard or imminent danger exists, immediately evacuate the vehicle.
f. Contact a volunteer coordinator for assistance.
g. NEVER leave children or passengers with disabilities in the vehicle unattended!

4. VEHICLE ACCIDENT PROCEDURES

If a driver is involved in an accident, the driver will:

a. Determine if there are any injuries to passenger(s).
b. Administer first aid, if required, to the level of your training.
c. NOT move critically injured passengers unless absolutely necessary until an ambulance arrives. Persons in shock should be kept warm and discouraged from moving.
d. Report the incident to the volunteer coordinator and police as soon as possible. Send any able-bodied adult passenger or witnesses (preferably two) to call for police/medical assistance.
e. Give the dispatcher and police information about:
   1) Current location
   2) Number and extent of any injuries
   3) Extent of damage to vehicles
f. Request that a police officer and ambulance assistance, if necessary, be dispatched to the scene.
g. Secure the vehicle following the procedures for emergency safety precautions detailed in this manual.
h. Obtain the name, address, telephone number, driver's license number, vehicle registration information and vehicle insurance information of the other party(s) involved.

i. Supply the same to other party(s).

j. Obtain the name, address and telephone numbers of any witnesses.

k. **NOT** admit blame or discuss the accident with anyone other than the responding police officer and your supervisor.

l. Complete and submit accident reports to your supervisor and State Police (if required) within 48 hours.

m. Report the accident to your insurance company.
Aroostook Regional Transportation System, Inc.
Storm Day Protocol

ARTS is concerned about the safety of you and our clients. We ask that all volunteer drivers do the following:

1. If schools in your area are closed -- Do not Drive, call the office and cancel your runs.

2. If schools are open, use your own judgment based on your own abilities and the road conditions in your area.

Most radio and television stations carry school closings for our service area. When stormy weather has been predicted, it might be best to tune-in early in the morning before making your decisions.

Sometimes we cancel all transportation, which will be noted on local radio and television stations. Drivers scheduled to transport dialysis riders WILL provide transportation even if we cancel everything else, unless they notify the volunteer coordinator of their unwillingness to drive on that day. Check your local television and radio stations.

We appreciate your dedication and commitment to transporting clients, but we want your decisions to drive based on good judgment. An informed decision may require your listening to what is happening in the areas in which you plan to drive as well as your home area.
Aroostook Regional Transportation System, Inc.

PASSENGER SAFETY

1. The vehicle shall be properly heated, when necessary, and well ventilated at all times, thus aiding the defrosting process to give a clear and unobstructed view in all directions.

2. No vehicle shall be loaded beyond its capacity.

3. Drivers should not refuel vehicles while passengers are on board.

4. Drivers should ensure that the direction of travel behind the vehicle is clear before backing.

5. Drivers must be in control of their vehicle at all times. Any passenger causing a disturbance that interferes with the safe operation of their vehicle should be reported to the volunteer coordinator.

6. Drivers shall turn on headlights one-half hour before sunset and may turn them off one-half hour after sunrise. Headlights shall be turned on during inclement weather and any time there is insufficient light to clearly see.

7. Drivers shall always practice defensive driving habits.
Aroostook Regional Transportation System, Inc.

VEHICLE INSPECTION PROCEDURE

In order to ensure the safe and reliable transportation of your passengers, drivers shall conduct a vehicle PRE-trip inspection each day prior to beginning operation. This inspection will take about 10-15 minutes. If any of the following equipment is not fully operable on your vehicle, you should not be transporting our clients until it is repaired.

1. Open the hood and check the following:
   a. Oil level - replenish if more than one quart low
   b. Belts and hoses - check for tension and wear
   c. Windshield washer fluid - replenish as needed
   d. Coolant level - replenish as needed

2. Enter the vehicle:
   a. Adjust driver’s seat if not properly adjusted
   b. Set parking brake
   c. Start the engine

3. Check the following:
   a. Fuel gauge
   b. Oil Pressure light or gauge
   c. Temperature light or gauge
   d. Horn
   e. Windshield wipers and washers
   f. Windshield and window glass
   g. Mirrors
   h. Engine for unusual noises
   i. State inspection sticker (current and valid)

4. Turn on the headlights (low beam) and left turn signal.
   Exit the vehicle and check the following:
   a. Front license plate (in place, current registration)
   b. Check under vehicle for fuel or fluid leaks
   c. Left front wheel and tire
   d. Headlights (low beam) and left directional signal
   e. Exhaust system (look and listen for leaks, broken hangers)
   f. Left rear wheel and tire
   g. Tail lights and left turn signal
   h. Rear license plate and light
   i. Right rear wheel and tire
   j. Right front wheel and tire

5. Reenter the vehicle-press headlight dimmer switch and activate right turn signal.
   Exit the vehicle and check:
6. Reenter the vehicle and check the following:
   a. Emergency brake (proper operation)
   b. Service brake
   c. Steering wheel for excessive play

**If you have encountered anything during the PRE-trip inspection that would prevent you from safely operating the vehicle, such as a defective brake, signal or head light, soft or “spongy” brakes, crack in your windshield, tires are worn, seat belts are broken, windshield wipers are defective, etc., contact your volunteer coordinator before transporting passengers, and inform them that you are unable to transport due to a safety problem with your vehicle.

Pre-trip inspection checklists (sample form on next page) should be turned in to the office along with mileage reimbursement forms weekly.

Post Trip Vehicle Inspection

1. Check your vehicle for sleeping passengers. Check for any belongings that clients may have left behind. Make notes so that property can be returned to the proper owner.

2. Complete required post trip mileage entries on trip manifests and/or mileage reimbursement sheets.
**AROOSTOOK REGIONAL TRANSPORTATION SYSTEM, INC.**

**VOLUNTEER VEHICLE SAFETY PRE-TRIP CHECKLIST**

Driver _______________________________  Week Beginning ________________________

**Code:**  OK ✓ Needs Service NS Immediate Attention -

<table>
<thead>
<tr>
<th>Check the following:</th>
<th>MON</th>
<th>TUE</th>
<th>WED</th>
<th>THU</th>
<th>FRI</th>
<th>SAT</th>
<th>SUN</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Headlights/Directionals</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>B. Windshield/Glass</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>C. Windshield Wipers</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>D. Horn</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>E. Mirrors</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>F. Tires</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>G. Brakes</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>H. Emergency Brake</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I. Exhaust System</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>J. Engine for unusual noises</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>K. Oil and Coolant levels</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>L. Belts and hoses</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>M. Oil Gauge/Light</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>N. Voltage Gauge/Light</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>O. Temperature Gauge/Light</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>P. Fuel Gauge</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Q. Registration</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>R. State Inspection Sticker</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**The above areas are to be checked each day prior to transporting passengers.**

**If you have encountered anything during the PRE-trip inspection that would prevent you from safely operating the vehicle, contact your dispatcher before transporting passengers, and inform them that you are unable to transport due to a safety problem with your vehicle.**

I have checked the above listed items as required.

Driver’s Signature _______________________________  Date ________________________
Aroostook Regional Transportation System, Inc.
VOLUNTEER DRIVER INSURANCE

Aroostook Regional Transportation System, Inc. has purchased volunteer insurance for all registered volunteers.

This coverage is in effect whenever you are in the official act of carrying out requested volunteer duties. It does not provide coverage for you at any other time.

PLEASE NOTE THIS IS NOT INTENDED TO REPLACE ANY EXISTING AUTO/ACCIDENT/PERSOAL LIABILITY INSURANCE YOU CURRENTLY HAVE. This policy is considered EXCESS coverage only and provides minimum coverage in excess of your existing policies.

IT WILL BE YOUR RESPONSIBILITY TO NOTIFY THE VOLUNTEER COORDINATOR OF ANY CHANGES IN BENEFICIARY ONCE THE FORM IS ON FILE IN OUR OFFICE.

As usual practice, you should immediately notify a supervisor of any auto accident. An accident/injury form will be completed by the supervisor and requires your signature. In addition to auto accident reporting, you should also immediately notify a supervisor of any non-vehicular injury you receive while carrying out requested volunteer duties. An accident/injury form will be completed by the supervisor and requires your signature. Immediate notification is required in order for you to file with the insurance company in a timely manner. Proof of injury or loss may be required by the insurance carrier (CIMA). Please be sure to obtain names and addresses of any witnesses to the injury or event. Claim forms may be obtained from the supervisor.

Please see the Volunteer Coordinator, if you have any questions regarding this policy.
Aroostook Regional Transportation System, Inc.

DAILY TRIP MANIFEST

Determine the shortest route, factoring in meeting appointment deadlines and possible piggybacks. If you do not believe there is enough time allowed to complete a trip - discuss this with the volunteer coordinator.

The volunteer coordinator is available to help with directions, questions regarding clients, problems on the road, scheduling days off, notification of cancellations, etc.

Mileage Reimbursement

Completed Mileage Reimbursement Sheets should be left at the front desk or mailed in weekly - deadline for mileage reimbursement is Friday every week. A mileage reimbursement check will be mailed to you one week later. Be sure to notify the office of any change of address.

Each trip should be listed on a separate mileage reimbursement form. Make sure to include the miles from your house to your first client pick up and from your last drop off to home for reimbursement.
Aroostook Regional Transportation System, Inc.
REPORTING OF CHILD ABUSE

1. Maine law requires ARTS to report to the Department of Health and Human Services whenever there is a reasonable cause to suspect a child has, or is likely to be abused or neglected. A volunteer driver must submit a written report to their supervisor if there is knowledge of, or reasonable cause to suspect, that a child has been, or is likely to be, abused or neglected. Abuse or neglect is defined as "a threat to a child’s health or welfare by a physical, mental or emotional injury or impairment, sexual abuse or exploitation, deprivation of essential needs or lack of protection from these, by a person responsible for the child".

2. ARTS will respect the reporter’s request for confidentiality. The identity of reporters will not be revealed unless required by a court of law which calls the reporter as a witness in a legal hearing for the purpose of protecting the child from future abuse or neglect.

3. Any driver acting on behalf of ARTS must report directly to their supervisor and/or directly to DHHS if they know or have reasonable cause to suspect that a child has been or is likely to be abused or neglected. If the abuse or neglect is by a person who is not responsible for the child’s health or welfare, the driver must report to their supervisor or directly to the district attorney's office.

4. Drivers will be provided with additional training specific to reporting abuse and neglect.
Aroostook Regional Transportation System, Inc.

CHILD SAFETY SEATS

The following guidelines will be used in all cases. Child safety restraint systems will be used for all passengers under eight years of age. The agency has child safety seats available in our Presque Isle office. Parents/guardians may provide a child safety seat for the trip. Arrangements to get a child safety seat must be made by the driver immediately. In no instance should a child and adult be seat-belted in one belt.

- Children under the age of eight and weighing less than 80 lbs. are to be transported in a child safety seat that meets Federal Motor Vehicle Safety Standards and is appropriate for the age, weight and height of the child.

- Children less than twelve years of age and weighing less than 100 lbs. are to be transported in the rear seat of the vehicle.

- Child safety seats are not to be placed next to emergency exits on buses. Child safety seats are not to be placed on the inside aisle position if an unrestrained passenger is seated next to the window.

- Drivers will be trained in child safety restraint systems.

- Booster seats must be used only with a lap and shoulder belt system.

It is intended that ARTS staff follow this format so that they will not directly handle these young passengers. However, it may become necessary to assist them at some point. You should document this with the dispatcher and your immediate supervisor.

- A parent, guardian or other adult must bring the child into the vehicle and properly secure them in the appropriate built-in seat, child safety seat or seat belt. (It is the driver’s responsibility to make sure the child safety seat is fastened securely.)

- If the parent is not going on the trip, the day care, school staff or sitter will be responsible for taking the child off the vehicle.

- The procedure would be reversed if necessary for children going to day care or sitter services in the afternoon.
Aroostook Regional Transportation System, Inc.
USE OF CELLULAR TELEPHONES

Do not use a cellular telephone while operating your vehicle. Find a safe place to pull off the roadway and make your call. If you receive a call, find a safe place to pull off the roadway and answer the call. Calls should be brief and business related. Operating a vehicle while talking on a cellular telephone can be distracting and dangerous.

Contact ARTS Dispatchers by telephone immediately:

? If you are lost and need directions

? If you encounter a problem that will delay the arrival or departure time of a client

? If a client is not at home when you arrive or refuses transportation

? If you are involved in an accident

? If a client becomes ill or injured during transport

? To find out if an unknown adult who is requesting custody of a child is authorized to accept the child