



VOLUNTEER DRIVER AGREEMENT

Effective December 2023

Main Office:

527 Hancock Street
Hancock, MI 49930
(906) 482-6944

Marquette Branch Office:

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Marquette, MI 49855
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Office Hours:

Monday through Friday
9:00am to 5:00pm

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Fax Number:

(906) 482-6106

Organization Email Address:

michigan@littlebrothers.org

Website:

lbfemichigan.org

Tax Exempt Status:

LBFE is a tax-exempt non-profit organization IRS 501 (c)(3)

IRS Employer Identification Number (EIN):

38-2411631

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MISSION STATEMENT:

Little Brothers – Friends of the Elderly (LBFE) is a national network of non-profit, volunteer-based organizations committed to relieving isolation and loneliness among the elderly. We offer to people of good will the opportunity to join the elderly in friendship and celebration of life.

TRANSPORTATION SERVICES:

Little Brothers - Friends of the Elderly Upper Michigan Chapter (LBFE) drives people 60 years of age and older who have limited or no means of transportation. This service enables our elderly friends to live independently delaying their transition to living in a nursing home or assisted-living facility.

Elderly people lose their independence for a variety of reasons: a life-changing event such as the loss of their driver's license, the lack of financial resources to hire a taxi, and limited public transportation.

The primary transportation services LBFE provides are to and from medical appointments and LBFE events including social activities and our Thanksgiving, Christmas, and Easter meals. Visiting Volunteers may also drive the Forever Friend they have been paired with.

All programs and services provided by LBFE are free of charge to the elderly person, including medical transportation.

There are limitations to the transportation LBFE provides:

- We do not provide transportation in unsafe conditions.
- We do not provide transportation to an unsafe environment.
- We do not provide transportation against medical advice.
- We cannot be the "responsible person" and sign out the patient when they leave outpatient surgery.

Door-Through-Door Transportation:

Door-through-door transportation involves the driver greeting and entering the passenger's home, providing stand-by assistance from the home to the vehicle, into their scheduled appointment or social event, then back to the car and into their home. This differs from curb-to-curb transportation where the driver waits in the car at the curb. A taxi service is an example of curb-to-curb.

LBFE prides itself on offering the more personalized door-through-door service as it fits our core motto of "where service to the elderly begins by being a friend." Door-through-door transportation has multiple benefits including personalized attention, safety to prevent fall or injury by providing stand-by assistance, and friendship.

Stand-by Assistance:

Stand-by assistance is staying within arm's reach of the passenger and providing verbal cues and encouragement with limited physical contact. Occasionally, a non-supportive hand may be needed for guidance.

Ambulatory Transportation:

Most passengers are ambulatory and require only stand-by assistance. Some passengers use walkers, rollators, and canes. The driver will need the physical strength to collapse, lift, and store the walker or rollator in the trunk of the vehicle.

Wheelchair Transportation:

LBFE does provide wheelchair accessible transportation. We will train drivers on how to transport a passenger using a wheelchair van safely and properly. We will also accompany you on the first few transports or until you feel comfortable driving alone.

There are times a passenger uses a wheelchair but is ambulatory and can transfer in and out of the wheelchair. In this circumstance, the driver may be required to align and ensure the wheelchair is locked before the passenger transfers. These passengers must be able to transfer independently without assistance from the volunteer driver.

VOLUNTEERING

Volunteer Requirements:

LBFE volunteers who transport the elderly must be experienced drivers 19 years of age or older. Volunteer drivers must have a valid, non-probationary driver's license and no physical disability that may impair the ability to drive safely.

Vehicles:

Due to the heavy demand of transportation needs and limited vehicles in the LBFE fleet, we request volunteers use their own vehicles unless you are trained and willing to transport elders in one of our wheelchair accessible vans.

The volunteer using his or her personal vehicle for LBFE purposes assumes responsibility for his or her vehicle. All volunteers who use their personal vehicles for LBFE business must have a current driver's license, vehicle registration, and vehicle liability insurance in at least the minimum amounts required by state law.

Volunteers must notify the program coordinator or Executive Director if their driver's license, vehicle registration, or insurance has been restricted, revoked, suspended, or is invalid.

Vehicles are required to be in good working order, have operational temperature controls, and be in safe mechanical condition. Interiors of cars need to be clean and tidy.

When driving a LBFE vehicle:

A LBFE vehicle will be reserved for the driver.

If by the end of your transport the vehicle is below one-quarter of fuel, please fuel it up before returning the vehicle. You will be assigned a pin to use the fuel credit card.

When you return the vehicle to the LBFE parking lot, log your mileage and purpose, roll up all windows, collect your belongings and trash, lock the doors, and return the keys to the key box in the office. You are responsible for the cost to replace lost keys.

Report vehicle maintenance concerns to the program coordinator or the Executive Director.

Report all minor scratches, dents, etc. to the program coordinator or the Executive Director upon return to the office or after the transport.

Safety:

You are not expected to transfer a passenger from their wheelchair into the vehicle. If at any time you feel unsafe assisting a passenger, please call the program coordinator immediately. If you think a passenger can no longer be safely transported by car, call the program coordinator so we can arrange wheelchair accessible transportation.

Do not allow another individual to drive your vehicle or a LBFE vehicle while transporting the elderly passenger.

Before departing, ensure the vehicle is safe for driving. Brush all snow off the car and scrape ice from the windows.

Obey all traffic laws. Do not speed. You are responsible for paying any parking or traffic violation tickets. If you are able-bodied, do not park in handicapped parking spaces unless you have handicapped passengers who have a handicapped placard to display.

Always wear your seatbelt and require your elderly friends to wear theirs.

Do not use your cell phone while driving. Obey the Michigan Distracted Driving Law. You are responsible for paying any fines.

If the passenger expresses concern about your driving, adapt your driving to make their ride more comfortable, even if you were already driving safely within posted speed limits.

LBFE does not tolerate verbal or physical abuse of the driver or passenger. We reserve the right to deny transportation to any individual who threatens the safety of the driver. If you ever feel unsafe with your passenger, call the office immediately and speak to the program coordinator, the program manager, or the Executive Director.

Verbal or physical abuse of a passenger is grounds for immediate termination.

Report all vehicle accidents to the Executive Director immediately after you have ensured your safety, called for medical support, and reported the accident to authorities.

In case of an accident, please:

- Call 911.
- Seek medical attention.
- Provide first aid.
- File a report with the police when they arrive on scene.
- Do not admit fault for the accident.
- Collect the following information from the other driver involved in the accident:
 - Name, Address, Phone Number, Insurance Information, and License Plate Number.
- Collect contact information from any witnesses.
- Take pictures of the accident scene and surrounding area, both cars, and any injuries if possible.
- Call LBFE at 906-482-6944 to report it to the Executive Director.

Before the Transport:

Call your passenger to introduce yourself, confirm transportation details and pick-up time at least 24 hours before the transport.

Transportation Etiquette and Expectations:

In addition to providing door-through-door transportation and stand-by assistance, there are some important tasks that create a comfortable ride for the passenger. Assist with opening doors, assist with seatbelts, and be patient.

The driver will need physical strength to collapse, lift, and store walkers, rollators, or wheelchairs in the trunk of the vehicle.

Drivers will be provided with sanitary supplies upon request. These supplies include a seat protector, disposable wipes, disposable gloves, sickness bags, etc.

It is very important to call the program coordinator in the following circumstances:

- If you need to cancel, please do not call your passenger. The program coordinator will find them a different driver.
- If your passenger wants to arrange future transportation with you.
- If you need assistance during the transport.
- If you notice a change in the passenger's mobility.
- If you perform an incomplete transport – a transport where the elder is not home for pickup.
- If you are uncomfortable or feel unsafe transporting your passenger.

Future Transportations:

Do not arrange or provide future transportation with the elderly passenger. All transports must go through the LBFE office and program coordinator. If the volunteer and/or elderly passenger make their own arrangements without informing the program coordinator, LBFE does not assume responsibility.

Visiting Volunteers who have been paired with an elderly Forever Friend may drive their Forever Friend without scheduling it through the LBFE office for the duration of their official visiting match. Once a Visiting

Volunteer resigns and no longer visits their Forever Friend on behalf of LBFE, they may no longer provide future transportation without consulting the program coordinator or Executive Director.

Confidentiality:

Information regarding your passenger is confidential and must be safeguarded. Only discuss their personal information with LBFE staff who are directly involved. Casual discussion of an elder's private business is not friendly and puts the elder at risk if you are overheard by someone who does not have the elder's best interest in mind. Please dispose of all passenger information by shredding or returning the paperwork to the program coordinator.

While LBFE is not bound by HIPAA, we regard their privacy the same and bind you to our confidentiality standards as well.

Pets and Emotional Support Animals:

Pets and emotional support animals belonging to the volunteer or passenger are not allowed on any transport. Only service animals are allowed.

Boundaries:

Your passenger(s) may not have the opportunity to leave their house very often. Therefore, they may ask to combine their trip with other errands. This is up to you and your schedule. It is easier to say 'no' the first time. Feel free to inform them you do not have time in your schedule for additional stops.

If you do have the time and want to assist them with other errands, you must explain that it is not a service of the transportation program, and you are making an exception. This will reduce their expectations of having the additional service on each transport provided by other drivers.

One exception to this though is we encourage you to stop at the pharmacy on the way home from a medical transport.

Attendance and Punctuality:

Attendance and punctuality are expected of all volunteers. Pick up your passenger at least one-half hour before the elder's appointment time or event start time. Adjust accordingly based on their destination and/or weather conditions.

Office Hours and Volunteer Hours:

The office is open Monday through Friday, 9am to 5pm. Transportation may occur outside of these posted hours.

Dress Code:

Our dress code is business casual unless your specific task for your job or the day requires less formal or more formal attire, but close-toed, well-fitting shoes are required for the safe operation of vehicles.

Some examples of inappropriate clothing include dirty clothing, pajamas, and open-toed sandals.

Smoking/Vaping:

Smoking and Vaping in LBFE property (including vehicles) is prohibited. Smoking and Vaping within 30 feet of any doorway, entrance to a building owned or rented by LBFE, or at parking lot entrances/exits is prohibited. Smoking or vaping is not permitted inside the vehicle during the transport by anyone, including elderly passengers.

Volunteers using their own vehicles shall refrain from smoking and vaping during a LBFE transport.

Substance Abuse

Driving under the influence of alcohol, prescription drugs, illicit or controlled substances is prohibited and grounds for immediate termination.

Fuel Card Use:

LBFE uses a fuel credit card for our fleet. Each LBFE vehicle is assigned a fuel card. The program coordinator will issue a pin to approved drivers to use the card. The fuel card can only be used by the volunteer who has been assigned the pin. The card holder may not share the pin with another employee, volunteer, intern, or external party without permission of the Executive Director. The card may be used only for the purchase of fuel for the assigned LBFE vehicle and official LBFE business. All pin holders need to use the fuel card to pay and are not to use other means of payment.

All fuel purchases over \$100 require pre-approval from the program coordinator or Executive Director.

The volunteer is responsible for collecting receipts for all fuel purchases and turning them in to the program coordinator. Any expenses without proof as official LBFE business will be considered personal and need to be reimbursed by the volunteer to LBFE within 48 hours.

The pin holder is responsible for the pin, the cards protection and custody and shall immediately notify the program coordinator or the Executive Director if it is lost or stolen.

Inclement Weather or Other Emergencies:

The Executive Director will make an official decision to close the office due to inclement weather or other emergencies. When the office is closed due to inclement weather, all transportation is canceled for the safety of all parties involved. Failure to abide by the closing may result in the termination of your volunteer assignment.

MEDICAL TRANSPORTATION MILEAGE REIMBURSEMENT

Mileage Reimbursement is available for expenses incurred by the volunteer who use their own personal vehicle to provide scheduled medical transportation on behalf of LBFE.

Individuals who volunteer to drive for the medical transportation program and who receive a Mileage Reimbursement, do so as a volunteer, not as a paid employee or independent contractor. Mileage Reimbursement rates have been set to reduce the financial barrier to volunteering by covering vehicle maintenance and fuel costs.

Volunteers are advised to consult with their financial advisor and insurance agent before accepting a monetary Mileage Reimbursement.

Mileage Reimbursements are not available to volunteers who drive a LBFE vehicle for the scheduled transport.

To ensure Mileage Reimbursements are paid promptly, the following procedures have been established:

- The Mileage Reimbursement Request Form is due monthly.
- The Mileage Reimbursement Request Form is due the first week of the following month. For example, your April form is due the first week of May.
- Submit the Mileage Reimbursement Request Form to the Medical Transportation Coordinator.

LBFE Mileage Reimbursement rates are based on the current year Internal Revenue Service standard mileage rate and subject to change depending on funding. LBFE reserves the right to change our rates at any time without notice to volunteer drivers.

Mileage is calculated from the drivers address to the passenger address to the appointment address round-trip.

One-way transports will begin and end at the driver address regardless of if the one-way transport is from the passenger home to the appointment or the appointment to the passenger home.

Incomplete Transport – Incomplete transports mileage reimbursement will be from the drivers address to the passenger address round trip. An incomplete transport occurs under the following conditions: 1) the passenger was not home for pickup and did not notify the driver or LBFE in advance, 2) the driver tried but could not confirm the pickup the day before.

Individuals with a vested interest in the passenger are not eligible for Mileage Reimbursements. A vested interest is considered oneself, a household member, a relative, or close friend of the passenger who has a vested interest in the passenger's livelihood.

Because many of our elderly friends enjoy the benefits of the programs and services they receive, they may wish to pay the driver. As a driver, you must refuse payment from the passenger. Our services are free of charge, and we can never give the impression that our friendship has a price attached. If a passenger wants you to deliver a donation to the office, you must refuse. Inform them that you cannot hand-deliver donations.

All final decisions regarding Mileage Reimbursements will be made by the Executive Director.

ACKNOWLEDGEMENT OF VOLUNTEER DRIVER AGREEMENT (volunteer copy)

I acknowledge that I received a copy, read, and understand the contents of the Little Brothers – Friends of the Elderly Upper Michigan Volunteer Driver Agreement, effective (month/year)

_____.

I understand and agree that my service as a volunteer with Little Brothers – Friends of the Elderly is contingent upon my compliance with the Volunteer Driver Agreement including the expectations, philosophy, standards, and safety of being a volunteer driver.

PRINTED name of volunteer

SIGNATURE of volunteer

Date (mm/dd/year)

WAIVER OF LIABILITY AND HOLD HARMLESS VOLUNTEER DRIVER AGREEMENT (volunteer copy)

In consideration for Little Brothers - Friends of the Elderly (LBFE) granting me permission to serve as a Volunteer Driver and provide transportation services on behalf of LBFE in a vehicle or vehicles, regardless of whether the same are owned by LBFE:

1. I hereby release, waive, discharge and covenant not to sue LBFE and its officers, agents, servants, or employees (hereinafter referred to as releasees) from any and all liability, claims, demands, actions, and causes of action whatsoever arising out of or related to any loss, damage, or injury, including death, that may be sustained by me, or any of the property belonging to me, as result of, or in any way arising out of my service as a Volunteer Driver providing transportation services on behalf of LBFE in a vehicle or vehicles, regardless of whether the same are owned by LBFE.
2. I voluntarily assume full responsibility for any risks of loss.
3. I further hereby agree to indemnify and hold harmless the releasees from any loss, liability, damage or costs due to my service as a Volunteer Driver providing transportation services on behalf of LBFE in a vehicle or vehicles, regardless of whether the same are owned by LBFE.
4. I hereby further agree that this Waiver of Liability and Hold Harmless Agreement shall be construed and enforced in accordance with the laws of the state of Michigan.
5. In signing this release, I acknowledge and represent that I have read the foregoing Waiver of Liability and Hold Harmless Agreement, understand it and sign it voluntarily as my own free act and deed.

PRINTED name of volunteer

SIGNATURE of volunteer

Date (mm/dd/year)

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1. I hereby release, waive, discharge and covenant not to sue LBFE and its officers, agents, servants, or employees (hereinafter referred to as releasees) from any and all liability, claims, demands, actions, and causes of action whatsoever arising out of or related to any loss, damage, or injury, including death, that may be sustained by me, or any of the property belonging to me, as result of, or in any way arising out of my service as a Volunteer Driver providing transportation services on behalf of LBFE in a vehicle or vehicles, regardless of whether the same are owned by LBFE.
2. I voluntarily assume full responsibility for any risks of loss.
3. I further hereby agree to indemnify and hold harmless the releasees from any loss, liability, damage or costs due to my service as a Volunteer Driver providing transportation services on behalf of LBFE in a vehicle or vehicles, regardless of whether the same are owned by LBFE.
4. I hereby further agree that this Waiver of Liability and Hold Harmless Agreement shall be construed and enforced in accordance with the laws of the state of Michigan.
5. In signing this release, I acknowledge and represent that I have read the foregoing Waiver of Liability and Hold Harmless Agreement, understand it and sign it voluntarily as my own free act and deed.

PRINTED name of volunteer

SIGNATURE of volunteer

Date (mm/dd/year)