

MEDICAL TRANSPORTATION VOLUNTEER DRIVER MANUAL



**LITTLE
BROTHERS**

**FRIENDS
OF THE
ELDERLY®**
Upper Michigan
Chapter



*Where service to the elderly
begins by being a friend*

Heartfelt 
THANKS
TO OUR VOLUNTEERS!

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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.

WHO WE SERVE

Little Brothers - Friends of the Elderly drives people 60 years of age and older in Houghton and Keweenaw counties who have no other means of transport to their local medical appointments or regional medical appointments in Marquette.

This service enables our elderly friends to live independently in their own homes delaying their transition to living in a nursing 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.

We provide transportation for our elderly friends once per week. For our Forever Friends (isolated and lonely elderly friends who receive regular in-home visits from Little Brothers) we will provide transportation multiple times per week.

MEDICAL TRANSPORTATION PROGRAM

Our Medical Transportation Program provides **“door-through-door” transportation**, offering personal, stand-by assistance for elderly people who have difficulty getting in and out of vehicles and buildings.

We ask volunteers to provide transportation using your own vehicle at your own expense. We will also train volunteers to drive our handicap accessible wheelchair vans.

YOUR ROLE AS A VOLUNTEER DRIVER

With every service we provide to the elderly, we do it as a friend. Therefore we ask that when you drive, to not only be their driver, but to also be their friend.

What does it mean to be a friend while driving for Little Brothers? Provide door-through-door transportation. Follow Little Brothers' etiquette standards including: greeting them at the door, walking with them to the car and building, opening doors for the elder (both vehicle and building), assist with seatbelts, and be patient. Remember—a good rule of thumb is to DON'T ASK, JUST DO! But, you must also respect their wishes so if they reject your assistance, please allow them to be independent.



All programs and services provided by Little Brothers - Friends of the Elderly are FREE OF CHARGE. Because many of our elderly friends enjoy the benefits of the programs and services they receive, they may insist on giving payment. While it may seem harmless to accept five dollars from an elder who really wants to pay for your gas when you drive them, you must refuse. We can never give the impression that our friendship has a price attached.

YOUR ROLE AS A VOLUNTEER DRIVER

We also discourage donations to the organization from the elderly who receive our services. If an elderly friend wants you to deliver a check or cash to our office, please decline. Inform them you cannot hand-deliver donations and they must send it through the mail.

Our elderly friends don't get to leave their house very often. Once they have a medical transport scheduled, they may ask to combine it with other errands. That is up to you and your schedule!

If you don't have time to drive them to other errands (bank, grocery), feel free to let them know you don't have time in your schedule. If you do have the time, please explain to them that it's not a normal service of the medical transportation program, and you're making an exception. This will help reduce their expectations of having the additional service on each medical transport provided by other drivers.

If the elder is a Forever Friend (isolated and lonely elderly friends who receive regular in-home visits from Little Brothers), the shopping and errand trips can be arranged through the Elder Services Coordinator and their visitor.

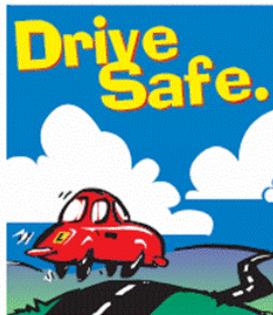
CONFIDENTIALITY

Information regarding our elderly friends is confidential and must be safeguarded. Only discuss their personal information with Little Brothers 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 Medical Transportation Coordinator.

SAFETY FIRST!

All passengers transported by car should be ambulatory. You are not expected to transfer a passenger from their wheelchair to the vehicle. If at anytime you feel uncomfortable providing a transport and feel unsafe, please call the office for assistance. If you think a passenger can no longer be safely transported by car, inform the Medical Transportation Coordinator and we will transport them using a handicap accessible wheelchair van henceforth.

Keeping safety in mind, we ask that you do not use your cell phone while driving and to stay within the posted speed limits. If the passenger expresses concern about your driving, it's best to adapt your driving to make their ride more comfortable even if you were already driving within posted speed limits.



DRIVER CHECKLIST

- [] Collect and confirm transportation details from the Medical Transportation Coordinator.

- [] Call the elderly friend immediately to:
 - Introduce yourself
 - Confirm the transportation details
 - Arrange a pick-up time (for local transports, we recommend you pick up your passenger at least 1/2 hour before the appointment.)

- [] Call the elderly friend 24 hours before the transport with a reminder.

- [] Call the Medical Transportation Coordinator with any updates:
 - If you need to cancel
 - If the elder cancels
 - If you agree to drive the elder to their next appointment
 - Change in the elder's mobility



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