



One-2-One Guidelines and Policies

This following list of policies is intended to provide current and potential One-2-One clients with the guidelines followed by One-2-One with regard to our services. We may refer you to these so retain them for your records and reference.

- ▶ The ability of the One-2-One Program to provide a ride at any given time will always be subject to the availability of volunteer drivers and/or funding. One-2-One reserves the right to reject a request for a ride. The ability to provide "add on" stops will be determined by the driver.
- ▶ Essential transportation, i.e., medically related appointments, will be the priority category of rides provided. All efforts to provide rides for food shopping, personal care and other essential needs will be made keeping in mind that health related rides will receive top priority.
- ▶ One-2-One discourages "tips" to your volunteer driver. Donations to the One-2-One Program are welcomed and important in allowing us to continue to provide this FREE service as a non profit organization. In addition, we provide our volunteer drivers with mileage reimbursement, supplemental insurance, recognition, and supplies such as appointment calendars and pens, all of which involve costs to the program. Any donation towards those expenses is appreciated and is tax deductible. You may mail them to us directly at 6 Court Street, Rutland, VT or you can ask your driver to give them to us on your behalf.
- ▶ Should you elect to utilize a volunteer driver for transportation other than the rides provided explicitly through the One-2-One program you do so at your own risk and with the full understanding that One-2-One and Rutland Community Programs are held harmless and are in no way responsible for this arrangement. You are required to sign the *WAIVER AND RELEASE OF CLAIMS FORM FOR PASSENGERS INDEPENDENTLY USING SERVICES OF DRIVERS WHO VOLUNTEER FOR RUTLAND COMMUNITY PROGRAMS*.
- ▶ As demand for our transportation services continues to rise, we may have to limit rides and/or miles traveled per individual. This may mean that we ask folks to seek other arrangements for a percentage of their rides. For example, if you need to go to the hospital for services 5 days a week, we might ask you to try to arrange for other means of transportation for 2 of those days while we provide for 3 of them. This is an effort to provide services for the ever increasing demand for transportation. Everyone may be asked to adjust their requests and share in the response to this increase in need. This may not be necessary but we feel it is prudent to keep you posted on this possibility.
- ▶ Clients are asked to provide 3-5 days notice for rides to be scheduled. Our staff and volunteers need the time to make the arrangements necessary to ensure that your request is filled. If you are not able to provide 3-5 days notice your request may not be filled for that reason alone. Clients are calling sometimes weeks ahead and there are only a finite number of volunteer drivers and hours of operation available each day.
- ▶ One-2-One Volunteer Drivers utilize their own vehicles to provide service. We ask that you respect them by refraining from eating, smoking, etc. in their vehicles. Thank you.

Thank you for honoring these guidelines. One-2-One aims to provide free transportation to eligible individuals in our region. With your cooperation we will continue to do so successfully.



Important Information

One-2-One Staff:

Program Coordinator: Tammy Brown

Assistant Coordinator: Jillian Ayres

Program Director: Nan Hart (Phone # 802-775-8220, ext. 101)

Office Hours:

6 Court Street, Rutland, Vermont

Monday thru Friday 8 AM till 2 PM

Phone and Fax Numbers for Tammy and Jillian:

802-775-4318

Fax #: 802-775-8221

Feel free to leave a message on the answering machine.

Email:

one2onerutland@aol.com

Website:

www.volunteersinvt.org

We encourage our volunteers to distribute brochures for One-2-One as well as other programs such as RSVP TeleCare that may be beneficial to One-2-One clients or to share the need for volunteers so feel free to get them from our offices or call and we can send you some. Another option is referring folks to the website for more details.