

RSVP

Respond with Service ---
Volunteer with Purpose



Retired & Senior Volunteer Program

RSVP

Volunteer Driver Medical Transportation Policies & Procedures

Carroll County RSVP

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**RSVP is a program of the National Senior Service Corps,
A division of the Corporation for National and Community Service**

**Locally Sponsored by North Conway Community Center
North Conway, NH**

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Medical Transportation Volunteer

Did you know that one-half of Americans 65 and older do not have access to public transportation? And that more than half of all non-drivers 65 and older stay at home in a given day because they don't have transportation options. Those in rural areas and small towns are particularly affected because the transportation options are limited.

But it's important for seniors to remain mobile to keep their social independence with friends and family; to reduce feelings of isolation and loneliness, and many other life-prolonging benefits.

As an RSVP driver, you'll provide rides to medical appointments for older adults and individuals with disabilities in Carroll County who don't have access to car, bus, family or friends to transport them. Volunteer drivers use their own vehicles and are reimbursed for mileage. The driving schedule is very flexible. You can choose to drive as often as you like and select the days that work best for you. You'll receive a call when we have a ride request and can accept or decline based on your schedule.

If you are a veteran, you may especially enjoy the satisfaction and camaraderie of driving a fellow veteran to appointments.

Volunteer Vetting

Volunteer drivers are vetted through NH Department of Motor Vehicle and NH Criminal Justice System.

Criminal History Check

RSVP must conduct criminal history checks on all volunteer drivers who have the ability on more than one occasion to approach, observe, or communicate with a member of a vulnerable population through physical proximity or other means. To be considered part of a "vulnerable population," a person must be either:

1. A child aged 17 or younger,
2. An elder aged 60 or older, or
3. A person with a disability.

RSVP is responsible for following these procedures:

- Verify the individual's identity by examining the individual's government-issued photo identification card, such as a driver's license.
- Obtain prior, written authorization from the individual for the State registry check and for the appropriate sharing of the results of the check within the program.
- Provide a reasonable opportunity for the individual to review and challenge the factual accuracy of a result before action is taken to exclude the individual from the volunteer position;
- Provide safeguards to ensure the confidentiality of any information relating to the criminal history check, consistent with authorization provided by the applicant; and
- Ensure that an individual, for whom the results of a required state criminal history registry check are pending, is not permitted to have access to children age 17 years or younger, to individuals age 60 years or older, or to individuals with disabilities without being in the physical presence of:

1. Your authorization representative who has previously been cleared for such access;
2. A family member or legal guardian of the vulnerable individual; or an individual authorized, because of his or her profession, to have recurring access to the vulnerable individual, such as an education or medical professional.
3. RSVP may not charge an individual for the cost of any component of a National Service Criminal History Check.

RSVP will maintain the following regarding a Criminal History Check:

- Copy of individual's government-issued photo identification card
- Maintain the results, or a results summary issued by a State government body, unless precluded from doing so by State or Federal law or regulation.

Prospective volunteers will sign acknowledgement of the screening process and that the statements in their registrations are true and accurate, to the best of their knowledge and belief. In the event RSVP determines that results are not appropriate for service in these programs, RSVP reserves the right to terminate participation in the program and will share the reason(s).

Criminal Records

State of New Hampshire
Department of Safety
Central Repository for Criminal Records
33 Hazen Drive
Concord, NH 03305
Hours: Monday – Friday 8:15 a.m. – 4:15 p.m.
Phone: (603) 223-3867

New Hampshire State Police Criminal Records Unit obtains, stores, and disseminates Criminal History Record Information (CHRI) on all criminal arrests and dispositions of individuals charged with a criminal offense in New Hampshire. The Criminal Records Unit maintains the Automated Fingerprint Identification System (AFIS), which receives and processes criminal and applicant fingerprint information for the Central Repository and the FBI criminal record database. CHRI is stored in the Unit's Central Repository and is the only source for an individual's complete criminal history for all of New Hampshire. For non-criminal justice purposes, such as employment, housing, licensing, etc., only conviction CHRI is provided.

All CHRI in New Hampshire is confidential, and is disseminated under the authority of Revised Statute Annotated (RSA) 106-B: 14, and Administrative Rule Saf-C 5700. For non-criminal justice purposes, no CHRI is released without the permission and knowledge of the individual of whom the request is being made. Anyone can request their own New Hampshire CHRI, or with permission of the record holder, can request the New Hampshire CHRI of another. There are a few circumstances where either a New

Hampshire, or both a New Hampshire and FBI CHRI are statutorily required. Examples would be for employment, licensing, housing, and healthcare.

To obtain criminal history record information:

1. Potential Volunteer will fill out the Criminal Record Release Authorization Form DSSP256.
2. Potential Volunteer Drive with provide RSVP with the notarized form and an authorized RSVP staff member will sign it and send it to Concord with the reduced fee form for non-profits and the \$25.00 fee. Please note - RSVP does have NH Notary Publics on staff.

Release of Motor Vehicle Records

Motor Vehicle Records:

New Hampshire Department of Safety

Division of Motor Vehicles

23 Hazen Drive

Concord, NH 03305

Hours: Monday-Friday, 8:30 a.m. – 4:30 p.m.

Telephone: (603) 227-4000

To obtain a Driving Record, also known as Driver History Record/Report, the potential RSVP Non-Emergency Medical Transportation Drive will provide RSVP with a notarized NH Motor Vehicle Record Release Form (DSMV 505). An authorized RSVP staff member will sign it and send it to Concord with the \$15.00 fee. (Please note that RSVP has NH Notary Publics on staff.)

Motor Vehicle Records fees will be paid by RSVP for volunteers driving for our program (this does not include driving for other agencies). We will request a Non-Certified Driver Record Report: This report has detailed information regarding past history including present and /or past suspensions/revocations, restorations, convictions and crash involvement. The report covers seven (7) years for court convictions, ten (10) years for DWI convictions, and five (5) years on crash involvement. Note: The retention periods are increased for Commercial Drivers.

Basic Requirements

- *Driver's license...*A valid driver's license is required of all volunteers transporting RSVP Clients. Any change in the status of one's license must be reported to RSVP immediately.
- *Auto insurance...*All RSVP drivers must have personal automobile insurance coverage. RSVP drivers are required to carry auto insurance in the minimum amount of \$25,000 each person/\$50,000 each occurrence for bodily injury and \$25,000 each occurrence on property damage liability. The combined single minimum amount of liability coverage is \$75,000. A copy of your insurance policy must be provided to the RSVP office. Any change in insurance coverage must be reported and a copy of the new policy sent to the office. RSVP carries an umbrella policy for volunteers that covers liability **above** your insurance coverage. This policy will be applied **after** the volunteer's insurance is applied.

Trip Scheduling

Free Non-Emergency medical transportation is provided for seniors (age 60 and over), individual with disabilities, and veterans in Carroll County. Rides are subject to driver availability and funding. Ride requests must be made at least three business days in advance.

Example of a Trip Unit

Volunteer driver leaves his/her place of residence and travels to the client's home for pickup (1 Unit); volunteer driver transports client to medical appointment destination where client completes medical appointment (1 Unit); volunteer driver returns client to his/her residence (1 Unit); volunteer driver returns to his/her residence (1 Unit). Total units for transporting the client = 4 Units.

Mileage Reimbursement

Mileage reimbursement will be paid to a volunteer driver for total units completed transporting a client. An RSVP employee must schedule the non-emergency medical transportation trips in order for the volunteer driver to be reimbursed for mileage. If a volunteer receives a referral from another driver or client, the volunteer must direct the client to contact RSVP directly. RSVP must confirm that the client meets all the criteria to qualify for medical transportation through the RSVP Non-Emergency Medical Transportation Program.

Mileage reimbursement sheets must be turned in to RSVP, PO Box 1182, North Conway, NH 03860 on a monthly basis by the 10th of the month for the preceding month. Mileage reimbursement is paid on a quarterly basis.

No mileage reimbursement will be given in advance of scheduled trips.

Safety

- *Rules...*All drivers must adhere to the rules of the road.
- *Seatbelts...*All RSVP clients and volunteers must wear a seat belt at all times. If for some reason a client cannot wear a seat belt (chest surgery, size, etc.) and an air bag is present, they must sit in the back seat. Anyone accompanying a client must also wear a seat belt.
- *Inclement weather...*During inclement weather, volunteers should cancel and reschedule any volunteer activity. Volunteers can either contact the client directly or notify the Volunteer Coordinator to inform the client.
- *Traffic Violation...*Any volunteer receiving a traffic violation and/or fine while performing volunteer service for RSVP is personally and financially responsible for his / her own actions.
- *Cell Phones...* Using a cell phone while driving creates a dangerous situation for you, the client, and other drivers on the road. If you must make or receive a call while on assignment, drivers must safely pull off the road, stop the vehicle, then make or take the call.

Accident / Incident Reporting Procedure

All accidents, regardless of how minor, must be reported to The RSVP Executive Director with 24 hours

following the incident/accident that occurred while the volunteer was driving to or from an assignment, or while transporting a client. Insurance claims must be completed by the Executive Director.

If you are involved in an accident / incident, please adhere to the follow:

1. Stay calm – turn off ignitions – reassure client(s)
2. In case of Emergency **Call 911** immediately to notify police, fire, ambulance as appropriate
3. In a non-emergency, minor incident/accident (“fender bender” with no injuries) call and report the incident/accident to the local police.
4. Attend to any injuries, yours and/or client(s), if possible.
5. Keep client(s) and yourself as comfortable as possible.
6. Perform first aid as indicated if you are comfortable and confident administering.
7. Ask authorities to contact your destination medical facility and inform them of the client(s) estimated time of arrival or inability to keep the appointment(s).
8. Notify or have a responsible party notify the client(s) contact person.
9. Obtain copies of any reports or information from the other driver, if applicable.
10. Report the incident/accident to your personal automobile insurance company.

Review of Driver Guidelines and Tips

- *Call...*Please call the client you are driving the day before their appointment. Identify yourself; verify the address, the time of the appointment, and the destination. This serves to double-check the information and lets the client know that they have a ride.
- *Cancellation...*If you are unable to keep an appointment, please call the office as soon as possible or leave a message.
- *Treatment Facility...*Know the location of the treatment facility’s entrance.
- *Return...*Return the client as agreed. If they request an additional stop, feel free to let them know that they may call the office back and the Coordinator will arrange another trip for them.

- *Notify*...If you agree to drive a person for their next appointment, please notify the office so that the Coordinator can mark that visit on the records.
- *Never share personal information*: your last name, address or phone number. In the past, volunteers have given out this information and later regretted it when they received daily calls from clients.

TITLE LII
ACTIONS, PROCESS, AND SERVICE OF PROCESS
CHAPTER 508
LIMITATION OF ACTIONS
Section 508:17

508:17 Volunteers; Nonprofit Organizations; Liability Limited.

I. Any person who is a volunteer of a nonprofit organization or government entity shall be immune from civil liability in any action brought on the basis of any act or omission resulting in damage or injury to any person if:

- (a) The nonprofit organization or government entity has a record indicating that the person claiming to be a volunteer is a volunteer for such organization or entity; and
- (b) The volunteer was acting in good faith and within the scope of his official functions and duties with the organization; and
- (c) The damage or injury was not caused by willful, wanton, or grossly negligent misconduct by the volunteer.

I-a. [Repealed.]

II. Liability of a nonprofit organization for damage or injury sustained by any one person in actions brought against the organization alleging negligence on the part of an organization volunteer is limited to \$250,000. Such limit applies in the aggregate to any and all actions to recover for damage or injury sustained by one person in a single incident or occurrence. Liability of a nonprofit organization for damage or injury sustained by any number of persons in a single incident or occurrence involving negligence on the part of an organization volunteer is limited to \$1,000,000.

III. Nothing in this section shall be construed to affect any civil action brought by any nonprofit organization against any volunteer of such organization.

IV. Volunteer activity related to transportation or to care of the organization's premises shall be excepted from the provisions of paragraph I of this section.

V. In this section:

- (a) "Damage or injury" includes physical, nonphysical, economic and noneconomic damage and property damage.
- (b) "Nonprofit organization" shall include, but not be limited to, a not for profit organization, corporation, community chest, fund or foundation organized and operated exclusively for religious, cultural, charitable, scientific, recreational, literary, agricultural, or educational purposes, or to foster amateur competition in a sport formally recognized by the National Collegiate Athletic Association, and an organization exempt from taxation under section 501(c) of the Internal Revenue Code of 1986 organized or incorporated in this state or having a principal place of business in this state.

(c) "Volunteer" means an individual performing services for a nonprofit organization or government entity who does not receive compensation, other than reimbursement for expenses actually incurred for such services. In the case of volunteer athletic coaches or sports officials, such volunteers shall possess proper certification or validation of competence in the rules, procedures, practices, and programs of the athletic activity.

Source. 1988, 280:1. 1990, 116:1-3. 1998, 255:1, 2, eff. Jan. 1, 1999.