



Family Transport Expectations

The Davies Project encourages the best possible experience during the transport process for the families assisted through the program. Therefore, a clear understanding of the expectations of both driver and family members is necessary.

- The Transportation program is for medical appointments **only**. Volunteer drivers will decline any requests for stops other than the appointment or prescription pickups for the ill child.
- Children must use a car/booster seat provided by The Davies Project. Car/booster seats provided by the patient's family are not allowed, except in situations where the child is a newborn preemie and the family's safety approved car seat is more adequate for the child's needs and comfort.
- Family members must assist children into the car/booster seats. Volunteer drivers are not allowed to place children in their seats.
- All volunteer drivers and passengers must be properly secured in her/his own seat in an approved car/booster seat or with a vehicle seat belt no matter what age or size of the passenger before the driver starts the vehicle.
- Volunteer drivers are not allowed to give medical advice, professional recommendations or provide health assistance (i.e., administering medications).
- At no time is a volunteer driver or family member being driven to and from an appointment permitted to carry a firearm along on a ride.
- No eating, drinking, smoking, alcohol or drug use is allowed in the vehicle while en route to and from appointments.

- Family information and conversations are CONFIDENTIAL.
- The volunteer driver will drive safely, obeying all traffic laws.
- In case of an accident or emergency during transit, the volunteer driver will pull over to a safe spot on the side of the road as soon as possible, call 911, and wait for emergency services. The volunteer driver is not allowed to administer CPR unless certifiably trained.
- The family will give The Davies Project as much notice as possible regarding an upcoming appointment. The family understands that a minimum of one week's notice is preferred to allow The Davies Project ample time to schedule a driver. The family also understands this is NOT a taxi service. Since volunteer drivers take time out of their own daily schedules to make these drives possible, they must be treated with kindness and gratitude.

In emergency situations, less than one week's notice is allowed. However, the family must understand that the likelihood of finding a volunteer driver decreases as the time between notification and the appointment day/time shortens.

- The family will provide to The Davies Project family services coordinator at the time of scheduling a ride all names of adults and names and ages of children who will be riding on the drive. The Davies Project volunteer driver is not required to take any additional riders who were not pre-registered with The Davies Project prior to the date of the drive. Last minute additions are not permitted.
- The family understands that drives can only be scheduled for a period of six weeks out from the date of the first drive. After the six week period, it is at the discretion of The Davies Project to extend the driving period and if additional physician authorization is needed for continued rides.
- The family will be on time and ready to leave at the mutually agreed upon pick up time between the The Davies Project family services coordinator (and/or the assigned driver) and the family to ensure timely arrival at the scheduled appointment. In turn, the volunteer driver will arrive on time to pick up the family. If the volunteer driver should run into unforeseen

circumstances on the way to pick up the family, the volunteer driver will notify the family of such.

- The parent or guardian is to stay with the child (or children) at all times, especially in parking lots and parking ramps/structures. The parent is solely responsible for the safety of all children on the drive. If a parent gets out of the car to help one child, and any additional children are left unattended, the parent or guardian understands it is not the responsibility of the volunteer driver to watch after, and ensure the safety of, the other children. Likewise, children are never to be left unattended by the parent.
- The family being transported understands that cell phone usage by them during the ride to and from the appointment is to be kept to a minimum so as not to interrupt the volunteer driver's concentration.
- In the case of a canceled appointment (FOR ANY REASON), the family will contact The Davies Project driver AND the family services coordinator IMMEDIATELY. Likewise, the family must be AT HOME for pick-up at the APPOINTED TIME (unless a prior arrangement has been made with the driver). It is at the volunteer driver's discretion to decide on the day of the drive if the drive will take place under inclement weather conditions (example, snow) and notify the family and The Davies Project family services coordinator of her/his decision for the safety of all involved.
- The volunteer driver and family members will be friendly, patient, and respectful at all times.
- Neither the volunteer driver or the family receiving the ride will have in the car, or consume, alcohol or drugs during the ride to and from the appointment.
- If a child is at school prior to the appointment time and the family requests the child to be picked up at the school by the volunteer driver, it is at the volunteer driver's discretion to do so and for the volunteer driver to decide, based on her/his time and availability, if the parent will need to be at the school awaiting the volunteer driver also, or if the volunteer driver will pick up the parent at her/his home first and then drive to the school to pick up the child. The same applies to the return trip after the appointment based on the volunteer driver's decision and time availability.

