



## 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, prescription pickups or lab work for the ill child.
- Children must use a car/booster seat provided by The Davies Project. Car seats provided by the patient's family are only allowed 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 their own seat before the driver starts the vehicle.
- All passengers must wear a mask, placed properly over the mouth and nose, at all times while in the vehicle if the driver makes this request.
- Volunteer drivers and passengers are encouraged to protect themselves and others from infection by washing their hands or using an alcohol based rub frequently.
- No eating, drinking, smoking, alcohol or drug use is allowed in the vehicle while en route to and from appointments. At no time is a volunteer driver or family member permitted to carry a firearm or any other weapon along on a ride.
- Family information and conversations are CONFIDENTIAL.
- 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.

In emergency situations, less than one week's notice is allowed. However, the likelihood of finding a volunteer driver decreases as notice shortens.

- At the time of scheduling, the family will provide all names of adults and names/ages of children who will be riding on the drive to The Davies Project Family Services Coordinator. The Davies Project volunteer driver is not required to take any additional riders who were not pre-registered.

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 parent or guardian is to stay with the child (or children) at all times. The parent is solely responsible for the safety of all children on the drive and at the appointment.
- In the case of a canceled appointment, 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).
- ALL requests for rides and services MUST be made by contacting The Davies Project staff directly. Drivers are not allowed to serve as substitute contacts for scheduling.
- If a family's cancellation rate is greater than 25%, rides may be limited or suspended.
- The volunteer driver and family members will exhibit cultural sensitivity.
- Families should keep in mind that The Davies Project drivers are volunteers who are not compensated for their service and are under no obligation to provide future rides to a family that has been rude, disruptive, or threatening in any way. It is in the best interest of the family to treat the driver as a neighbor/friend rather than a hired taxi driver.
- If a family has an issue with a volunteer driver, contact is to be made by the family to The Davies Project Family Services Coordinator (517-899-2425) to look into the situation. Post-drive follow-up is provided to families to express their concerns to the Family Services Coordinator.
- The family understands that three (3) infractions of this agreement by the family is ample reason for dismissal from the program. A grievance procedure is available should the family wish to be considered for reinstatement to the program.

Signature(s): \_\_\_\_\_ Date: \_\_\_\_\_  
(PARENT)

\_\_\_\_\_ Date: \_\_\_\_\_  
(PARENT)

(Last Updated: February 9, 2023)