



**LakeCounty**

**Council on Aging**

2020

# Volunteer Manual

**“Meeting the needs of older people in our community so that they can lead independent, meaningful, and dignified lives in their homes and communities”**

Lake County Council on Aging  
Adopted  
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# Important Contacts

- Martha Allen..... (406)676-2367 Ext. 1
- Bev Dalke..... (406)676-2367 Ext. 2
- Zayna Irish..... (406)676-2367 Ext. 3
- Dara Rodda..... (406)676-2367 Ext. 4 OR (406)546-7217

## Introduction

Security and Independence mean a lot to the elderly. But due to failing health or lack of financial resources, senior citizens are often unable to secure those basic needs (American Psychological Association, 2016). It is the mission of the Lake County Council on Aging to support the aging residents of Lake County, Montana in living independent, meaningful, and dignified lives in their homes and communities.

Established as a non-profit organization in 1979 as part of the Aging Services network under the Older Americans Act, The Lake County Council on Aging provides direct In-Home Services that include Homemaking and Respite Care for caregivers. These services are offered to clients over the age of 60, on a sliding scale based on client income. Over 90% of the clients served are in between 130% and 185% of the Federal Poverty level and are over the age of 75.

Indirect programs provided include low income Senior Supplemental Commodities, Farmer's Market Coupons, and our trained staff provides Information and Assistance, Information and Referrals, Senior Health Insurance Program counseling for Medicare recipients, Medicaid recipients and any others needing information with no fee charged for most of these indirect services. Our Senior Supplemental Commodities program distributes 15,000 pounds of shelf-stable food every other month to roughly 215 low income seniors thanks to an army of wonderful volunteers. Fifty dollars' worth of Farmer's Market Coupons are distributed to one hundred eligible seniors each summer to buy fresh produce. Our Information and Assistance program is operated by an employee who can help seniors over the phone, computer, or at a home or office visit.

The Lake County Council on Aging's transportation program provides rides to medical appointments, shopping and social activities. Our drivers are qualified volunteers and are available for trips to towns within Lake County and, with 48 hours' notice, to Missoula and Kalispell. 85% of our clients are Medicaid Eligible and 95% of the Transportation program is used solely to take clients to medical appointments. We give an average of 6,000 rides per year.

The Lake County Council on Aging is funded in part by Federal, State and County Funds. The remaining operation capital comes from cost sharing, contributions, and fundraising activities. Volunteer hours can be counted as "in kind" on many of our grants and is one of the strongest reasons we are able to provide services to meet seniors direct and indirect needs.

The Lake County Council on Aging has three full time staff and one part time. Martha Allen is the Transportation Coordinator and Commodities Manager. She is the main point of contact for volunteers. Bev Dalke is the Home Services and Farmer's Market Coupon Manager and is a secondary contact for volunteers. Zayna Irish is the SHIP Counselor and occasionally helps with volunteers. Dara Rodda is the Executive Director and is a volunteer contact when there is an emergency, a complaint, or after-hours situation.

Since the Lake County Council on Aging has such a small staff they rely heavily on the assistance of volunteers in our transportation and commodities program to help transport senior citizens to medical appointments and to make sure senior citizens are not hungry.

# Volunteer Job Descriptions

## Commodity Distribution Volunteer

**Responsibilities:** The purpose of the Commodity Distribution Volunteer is to provide assistance organizing and distributing 10,000 pounds of commodities to 215 low-income senior citizens throughout Lake County for one day, six times per year.

**Expectations:** Once every other month volunteers are needed to meet at the Pablo Christian Church. Food is unloaded and organized into numbered bags as well as location sites. Food is then transported to the location sites across Lake County and distributed to senior citizens from there. It is expected that volunteers help with one or all of the following tasks; handing out empty bags, unloading and organizing, transportation of food to site locations, and/or distribution of food to seniors.

**Qualifications:**

- The ability to count
- If you are transporting commodities you must be able to lift 20 lbs

It doesn't matter how old you are or how physically fit you are. We need people that can sit down and hand out empty bags to be filled and we need people that can lift 20-pound boxes.

Every volunteer is welcome and appreciated!

**Evaluation:**

After commodities are distributed an employee from the council on aging will follow up with you before the next distribution to let you know when the next distribution date is and to see if

you liked the tasks you were given. If we feel you would be suited better to a different task at distribution, we will assign it then.

## Volunteer Driver

**Responsibilities:** The purpose of the volunteer driver is to provide safe and reliable transportation to and from medical appointments for senior citizens, the disabled and the general public living in Lake County.

**Expectations:** The volunteer drivers in this program will drive Lake County Council on Aging (LCCOA) vehicles which are insured by the Lake County Council on Aging. Our vehicles are well maintained. A pre-trip inspection is done by the volunteer driver before leaving our facility to ensure the vehicle is in perfect working order. If any issues are found during the ride the driver will note them on the trip slip so the vehicle can be repaired before it goes back out. If an incident or accident occurs the driver will call the dispatcher to report right away and fill out a reporting form upon returning to our facility. Volunteer drivers may not accept any personal compensation from riders but will encourage riders to donate directly to LCCOA. Any fares the riders give to you as a driver will be turned in to the dispatcher at LCCOA. Volunteers are expected to not partake in drugs or alcohol before or during driving LCCOA vehicles. Volunteers are expected to be in good health before driving LCCOA vehicles and let the dispatcher know if they have any new medication they are taking that might affect their ability to drive. It is expected that LCCOA driver's keep rider's information confidential and respect their right to self-determination. All vehicles are equipped with seat belts and the wheelchair accessible vehicles are equipped with wheelchair restraints. It is required that all drivers and passengers always wear a safety belt when the vehicle is in motion.



**Qualifications:**

- A valid Driver's License
- A high school diploma
- No "At-Fault" vehicle accidents in the last three years
- No moving traffic violations in the last two years
- Being physically capable of driving safely
- Strong communication skills
- The ability to read and write in English
- The ability to use a map and GPS (training provided if needed)

Volunteer drivers will watch a wheelchair restraint training video (Q'Straint, 2017) and shadow an experienced LCCOA Volunteer Driver on one ride in one of our vans and another ride in our wheelchair accessible vehicle. The new volunteer will complete training by being a rider to the pickup location of a client rider and then to the destination. Then the new volunteer will be the driver from the destination, to drop off the rider, and back to LCCOA's facilities.

**Evaluation:**

A board member will ride with you at least once per year to ensure you are following all policies and procedures.

## Confidentiality

The protection of confidential business information and trade secrets is vital to the interests and the success of The Lake County Council on Aging. It is the policy of the corporation that the internal business affairs of this organization and its employees, volunteers, and clients represent proprietary assets that each employee has a continuing obligation to protect. Such

confidential information includes, but is not limited to, the following examples:

- ∅ computer processes, programs and codes
- ∅ client, volunteer, employee lists
- ∅ client, volunteer, employee preferences & information
- ∅ financial information

Information designated as confidential is to be discussed with no one outside the organization and only discussed within the organization on a “need to know” basis. In addition, employees have a responsibility to avoid unnecessary disclosure of non-confidential internal information about the corporation, its employees, clients, and providers. This responsibility is not intended to impede normal business relationships but is intended to alert employees to their obligation to use discretion to safeguard internal corporation affairs.

All volunteers will be required to sign the Confidentiality Acknowledgement Statement. Volunteers who improperly use or disclose confidential business information will be subject to disciplinary action, up to and including termination, even if they do not actually benefit from the disclosed information.

## Social Media Use

### Your Identity Online

- “You are personally liable for all communications and information you publish online. The Organization may be liable for online activity that uses organization assets, a organization e-mail address or any e-mail address that can be traced back to the Organization’s domain, which generally is any internet address affiliated with the Organization. Using your name and a Organization e-mail address may imply that you are acting on the Organization’s behalf. Because social media and networking activities are public, your Organization e-mail address and Organization assets should be used only to perform job-related activities, which may include professional networking but do not include personal social networking.
- Outside the workplace, you have a right to participate in social media and networks using your personal e-mail address. However, information and communications that you publish on personal online sites should never be attributed to the Organization or appear to be endorsed by, or to have originated from, the Organization.
- If you choose to disclose your affiliation with the Organization in an online communication, then you must treat all communications associated with the disclosure as professional communications governed by this and other Organization policies.
- Feel free to post positive pictures of your volunteer experience on social media and tag our organization. Please do not post any pictures of clients without their written consent. Consent forms are available in the office and must be turned into the office.

- We may post a picture of you volunteering in a group but we will not post an individual picture of you volunteering unless you have signed the photo/video waiver that is available when you sign up to volunteer.

#### Limitations on Online Publications

- “Never identify a customer or co-worker in an online posting without his or her prior written permission. We have release forms that must be signed and kept on file.
- Obey the law and ethics rules. Do not post any information or engage in any online activity that violates applicable local, state or federal laws, or professional rules of conduct.
- Identify all copyrighted or borrowed material with citations and links. When publishing direct or paraphrased quotes, thoughts, ideas, photos or videos, give credit to the original publisher or author.

#### Creating and Managing Content

- “The Executive Director must approve any website, blog, chat room, video-sharing site, bulletin board or other social media that promotes the Organization. No volunteer may incorporate the Organization’s logo or other intellectual property in a website, blog, chat room, video-sharing site, bulletin board or other social media without the Organization’s written permission.
- If you maintain a website, blog, chat room, video-sharing site, bulletin board or other social media that promotes the Organization, you are responsible for reviewing responses to online posts and resolving any concerns about the propriety of the responses before they are posted.
- If a blogger or any other online participant posts an inaccurate, accusatory or negative comment about the Organization or any of its employees, do not respond to the post without the approval of the Executive Director.
- Refrain from publishing comments about controversial or potentially inflammatory subjects, including politics, sex, religion or any other non-business related subjects in any posts or other online communications involving the Organization.
- Avoid hostile or harassing communications in any posts or other online communications involving the Organization. Harassment is any offensive conduct based on a person’s race, sex, gender, gender identity, national origin, color, disability, age, sexual orientation, veteran status, marital status, religion or any other status protected by law.

## Cell Phone Use

Lake County Council on Aging may provide cellular telephones to some volunteers as a business tool. They are provided to assist volunteers in communicating with management and other employees, their clients, associates, and others with whom they may conduct agency related business. Some volunteers may use their cell phones while on duty. While on duty:

- 1) Cell phone use is primarily intended for business-related calls. However, occasional, brief personal use is permitted within a reasonable limit.
- 2) Volunteers may have access to a cell phone while in their cars and should remember that their primary responsibility is driving safely and obeying the rules of the road. Volunteers are prohibited from using cell phones while driving. This prohibition includes “Texting” while driving. Volunteers are required to pull off road and stop vehicle before using a cell phone in the course of their activities for Lake County Council on Aging.
- 4) As a representative of the corporation, cell phone users are reminded that the regular business etiquette employed when speaking from office phones or in meetings applies to conversations conducted over a cell phone.
- 5) All volunteers issued cell phones are responsible for familiarizing themselves with the phone.
- 7) Changes to cell phone plans and optional services may only be made by authorized staff. Any employee who initiates a change to the cell phone plan or optional services may be required to reimburse the organization for such changes, and may be subject to disciplinary action, up to and including termination.
- 8) Volunteers in possession of phones provided by the corporation are required to take appropriate precautions to prevent theft and vandalism. In the event a cell phone is lost or stolen it must be reported to volunteer’s supervisor.
- 9) Cell phones must be immediately returned to the Supervisor upon termination.

## Insurance

Liability and accident insurance or other comparable forms of indemnification and protection are provided for all volunteers. Lake County Council on Aging evaluates its insurance needs on an annual basis and ensures that its insurance providers are well aware and up to date on the work done by volunteers. Where insurance coverage is extended to volunteers, the agency ensures that volunteers are explicitly identified in the relevant policies as “named insured.” Volunteers are encouraged to consult with their own insurance agents regarding the extension of their personal insurance to include community volunteer work. Specific information regarding such protection is available from the Executive Director.

## Driver Scheduling

The Transportation Coordinator will call you and ask if you are available to drive on a certain date and time. They will tell you where the passenger needs picked up, where they are going, if they have anyone going with them, if they would like to stop anywhere else, if they are in a wheelchair and find out if you need a map or help with the GPS. She will let you know what time you should come in to pickup the Lake County Council on Aging vehicle and what time you should pick up the client. Our riders are requested to book rides 24-48 hours in advance, although many riders schedule a week to months ahead of time.

## Driving Procedures

### Driver Instructions

The Transportation Coordinator will fill out which vehicle you will be driving (the vehicles are numbered), what the passenger's name is, their phone number, their pickup address, what the purpose of the trip is, the trip date, the destination, the appointment time, the pickup time, number of stops, and number of passengers, and whether the rider is supposed to give a donation and how much.

If the rider is supposed to donate there will be an envelope with the trip slip and an amount due listed on the trip slip. If the rider says they cannot or will not pay, simply note that on the trip slip and continue with the ride.

You are responsible for filling out the pre-trip inspection on the trip slip. If you note any damage to the vehicle that would make it unsafe to use the vehicle please let the office know and request another vehicle.

Please list the beginning mileage and beginning time before leaving the Lake County Council on Aging. When you return please list the end mileage and end time.

There is a space on the trip slips for any remarks you think the office should know about to be listed on the trip slip.

Please return keys, trip slip, and phone (if applicable) to the office. If it is after hours please leave the trip slip, keys, and phone in the blue drop box by the door.

## Trip Slip Example

**LCCOA TRANSPORTATION TRIP LOG**      406-676-2367      **Trip Date:** \_\_\_\_\_

**Vehicle:** \_\_\_\_\_ **Destination:** \_\_\_\_\_

**Driver:** \_\_\_\_\_ **Appointment Time:** \_\_\_\_\_ **Pick-up Time:** \_\_\_\_\_

**Passenger:** \_\_\_\_\_ **# of stops:** \_\_\_\_\_ **# of passengers:** \_\_\_\_\_ **Map:** Yes No

**Phone #:** \_\_\_\_\_ **Directions:** \_\_\_\_\_

**Address:** \_\_\_\_\_

	<b>Beg Mileage:</b>	<b>Beg Time:</b>
<b>Purpose of Trip:</b> Medical Shopping Other:	<b>End Mileage:</b>	<b>End Time:</b>
<b>Are you: Under 60?</b> Yes No <b>Disabled?</b> Yes No	<b>Beg Mileage:</b>	<b>Beg Time:</b>
<b>Medicaid?</b> Yes No	<b>End Mileage:</b>	<b>End Time:</b>

**Wheelchair?** Yes No      **Passenger Signature:** X      **Donation:** \_\_\_\_\_

### Pre-Trip Inspection

**No defects and the condition of the vehicle is satisfactory**

Check any defective item and give details under the remarks section. Report to supervisor immediately.

Must be done before every trip.

<input type="checkbox"/>	Brakes	<input type="checkbox"/>	Lights
<input type="checkbox"/>	Turn Signals	<input type="checkbox"/>	Flashers
<input type="checkbox"/>	Clean Mirrors	<input type="checkbox"/>	Defrosters
<input type="checkbox"/>	Heater	<input type="checkbox"/>	Air Conditioner
<input type="checkbox"/>	Windows	<input type="checkbox"/>	Windshield Wipers
<input type="checkbox"/>	Doors	<input type="checkbox"/>	Exterior
<input type="checkbox"/>	Interior	<input type="checkbox"/>	Tires
<input type="checkbox"/>	Lift Inspection (if applicable)	<input type="checkbox"/>	Other (explain)

**Remarks:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Driver Signature**

\_\_\_\_\_

## Fuel and Car Wash Cards

These cards are in the glove box of every vehicle.

### Fuel Card

WEX Fleet Fuel Cards can be used at any gas station.

- Slide the fuel card the same way you would a credit card
- Enter the vehicle's mileage
- Enter your driver ID number
  - **Your driver ID is the last four digits of your personal phone number OR your organization's main phone number. We can look up your driver ID at the office, or after hours please call the Executive Director**

*Please write your mileage on the receipt and turn it in when you get back to the office.*

## Car Wash Card

Car Wash cards can be used at the following locations:

- Toby's Car Wash, 63846 US Hwy 93, Ronan, MT 59864
- Toby's Car Wash, 49650 US Hwy 93, Polson, MT 59864

## Reporting Accidents/Incidents

It is the policy of the Lake County Council on Aging that all accidents or incidents that result in personal injury and/or damage to property, shall be properly reported and investigated. Although accident/incident investigation is a reactive process, a comprehensive accident/incident investigation process is a proactive measure that can effectively prevent or minimize future accidents/incidents. This operating procedure establishes a systematic process to ensure that accidents/incidents are properly reported and documented in a timely manner and that the appropriate corrective actions are taken.

### Scope

This operating procedures applies to the reporting and investigation of all accidents/incidents that result in:

- A work-related injury to any LCCOA employee (staff, faculty, student workers, or volunteers);
- Personal injury to non-LCCOA personnel while on or using LCCOA-owned property; or
- Damage to LCCOA-owned property.

### Responsibilities

**Department heads, managers and/or supervisors** are responsible for:

- a. ensuring that all accidents/incidents are properly reported and investigated in accordance with this operating procedure; and
- b. ensuring that all corrective actions are promptly and completely carried out.

**Volunteers** are responsible for reporting any injury work-related accident to their manager/supervisor as soon as possible. All accidents/incidents must be reported by no later than the end of the volunteer's regular work shift.

All injuries resulting in Emergency Medical Services (EMS) response, or treatment by medical personnel, shall be reported immediately to Executive Director, at 406-546-7217.

**The Executive Director** shall participate in accident investigations, either directly or by review of the report, as deemed appropriate to the occasion.

## Definitions

**Major Accident** -- Any injury or illness-related accident that results in

- Death;
- Amputation - the traumatic loss of a limb or other external body part. Amputations include a part, such as a limb or appendage, that has been severed, cut off, amputated (either completely or partially); fingertip amputations with or without bone loss; medical amputations resulting from irreparable damage; and amputations of body parts that have since been reattached;
- Loss of consciousness due to electrical shock, lack of oxygen or chemical exposure;
- Possible permanent functional impairment of a body part (excluding those resulting from a back strain);
- Admission to a hospital (other than 24-hour observation, hernia repair or back strain).

## Notification Procedures

Victims (if possible) and witness(es) of all accidents/incidents are to contact the Executive Director.

If the incident involves a work-related injury, volunteers must notify their supervisor or designee immediately upon occurrence of an incident. All injuries resulting in Emergency Medical Services (EMS) response, or treatment by medical personnel, shall be reported immediately to the Executive Director, at 406-546-7217.

**Accident Scene** -- When possible, the accident scene should be preserved and disturbance of any physical evidence should be prevented until the principal investigator(s) arrive. Unless necessary to prevent further damage or injury, clean up or repair activities should commence only after all pertinent information has been collected.

Appropriate information will be shared with the LCCOA Board of Directors in regard to work related incidents.

## Documentation

- An Incident/Accident Report to document the accident/incident. Once completed, these forms are to be forwarded to the Board of Directors.



- In all cases of injury accidents that occur on or using LCCOA-owned property, the LCCOA will also provide the Montana Department of Transportation with a copy of the resulting incident report.

## Emergency and Evacuation Procedures

The safety of passengers is a primary concern of Lake County Council on Aging. This policy is intended to address safety issues and emergency procedures relating to the transportation of passengers.

You must be prepared to provide evacuation assistance to elderly and/or passengers with disabilities who use your transportation vehicle. As a driver, you have an important responsibility for the welfare and safety of your passengers.

In an emergency, passengers will look to you, the driver, for direction. Remaining **CALM** is crucial.

Remember as the driver of your vehicle, you are responsible for directing passengers and passers-by in giving assistance.

However, once public safety personnel arrive on the scene, they will assume command and control of the emergency. At that point, your responsibility is seeing to the needs of your passengers.

## Medical Emergency Procedures

In the event of an emergency requiring medical attention to a passenger that might result in the need for EMS services on a van the following procedure shall be used:

1. Stop the van in a safe area and turn on the hazard lights.
2. Contact the Transit office by radio and/or cell phone 406-676-2367 and/or the Executive Director 406-546-7217 and state the nature of the emergency and your location. Call 911.
  - a. If contact is not successful, use one of the following procedures:
    - (1) Call 911 and clearly state your emergency and your location.

(2) If unable to reach 911 proceed to the closest public phone and seek immediate emergency assistance.

Continue to try to contact transit office 406-676-2367. If no answer call the Executive Director at 406-546-7217.

(3) Flag down an oncoming motorist and see if they have a cell phone or ask them to go to the nearest telephone and call for help.

b. Passenger's age, van location, and the nature of the emergency, may necessitate decisions and/or adjustment by the driver regarding this procedure.

3. Attend to the needs of the passenger. (According to your ability)

4. Wait for EMS, police and/or the Transit office before moving van.

## Accidents

Accidents are parts of events that usually cause unintended injury, death, or property damage. If you have an accident or find yourself in some other emergency, you should know the proper procedures to follow and the proper use of emergency equipment on the van. As a van driver, you must be prepared for any kind of emergency. It does not happen very often, but there is always the possibility of an accident, mechanical breakdown, or other emergency. In any case, your priority is to see that all passengers are as safe as possible. It is important in an emergency to remain calm.

Some rules to remember if your van is involved in an accident are represented by the word **"KNOW."**

**K = Keep** all passengers on the van calm. It is safe for the passengers to remain on the van if there is no other immediate danger.

**N = Notify** authorities. Always call for help. If you have a cellular phone, two-way radio, or other communication device in your vehicle, know who you should call and how to do so. If you do not have any means of communication on the van, you may use a nearby phone or send a bystander to get help. Be familiar with your surroundings.

**O = Off** the road. If you break down, try to position the van completely off the road and away from other dangers. If it is not possible to do this, remember to evacuate the passengers and take them to a safer location.

**W = Warning** devices. Use flares or warning flags to warn other motorists of your position on the road.

## Accident Procedures

If you have an accident, carry out the local policy procedures as quickly as possible. These include van-related and scene-related procedures. The following should serve as a guide.

### Van-Related Procedures

Immediately after an accident, your first actions take place in and around the van.

**A. Assess the Situation.** You should immediately do the following:

1. Stop the van in as safe a place as possible.
2. Set the parking brake and turn on emergency flashers.
3. Remain calm, assess the situation, plan your actions, and reassure the passengers.

**B. Be Alert for Fire.** If fire is present or might erupt, evacuate the passengers. Extinguish the fire, if possible. In determining the potential for fire, check for the following:

1. Ruptured fuel tank or fuel lines.
2. Hot tires, which may catch fire.
3. Presence of smoke.
4. Possible electrical fire or sparks.

**C. Be Alert for Hazardous Materials.** Check for and identify any possible hazardous materials that present or may present a danger to you and your passengers. Evacuate the passengers if a danger exists from the following hazardous materials:

1. Chemicals.
2. Vapors.
3. Other Toxic substances.

**D. Assess the Passengers.** Check for injury to passengers. Keep the passengers on the van unless conditions such as the possibility of fire or other dangers warrant their removal. This is the easiest way to account for all passengers.

### 2. Accident Scene Procedures

Once you have taken the above procedures, your next steps should consider the accident scene. **Deploy emergency warning triangles.**

### Notify Authorities

Notify state or local police and summon medical aid if required. Notify the Transit office. In most cases you should not leave the van unattended to go for help. Ask several passing motorists or pedestrians to notify the proper authorities.

You should use the “Three W’s” when communicating:

- Who: van number, number of passengers and types of vehicles involved.
- Where: location of van or directions to the scene.
- What: what kind of help is needed, nature of problems.

### Protect the Scene

Protect the passengers and the van from further accidents and injuries by placing warning devices to warn other drivers, evacuating the van, or both. Protect the scene from traffic and people so that evidence is not destroyed. Under normal circumstances, the vehicle(s) involved should not be moved until advised by law enforcement officers.

### Cooperate with the Accident Investigation

**You must remain at the scene of the accident until an LCCOA supervisor arrives to transport you to testing site for mandatory drug and alcohol test (CFR, 2001). This test is mandatory after any accident involving a public transportation vehicle.** After you have handled all potential dangers to your passengers, cooperate with officials investigating the accident. You should discuss the facts of the accident only with those officially concerned police and transit officials,

### Keep Passengers at the Scene

During the accident investigation, do not release any of your passengers to anyone unless instructed by law enforcement, transit officials or EMS personnel. Always keep passengers in the van unless the situation requires emergency evacuation.

The van driver shall collect and record data essential to the preparation of required reports.

a. The information must include but not be limited to the following:

- (1) Date, time, and place of accident

- (2) Other vehicle's information (driver's name, license number and name of insurance organization)
- (3) Injured persons
- (4) Damage to property
- (5) Description of accident
- (6) Witnesses
- (7) List of all passengers on the van
- (8) Weather condition
- (9) Visibility
- (10) Road condition

b. **All Accident Information is Confidential** and shall only be shared with Transit and law enforcement officials.

## Mechanical Failure or Breakdown

In the event of a mechanical breakdown, know what to do, how to do it, and when it should be done. Decide whether passengers need to be evacuated. Assure them that everything will be all right. The following is a suggested procedure:

1. Stop the van as far to the right of the road as possible or on the shoulder of the road.
2. Keep the passengers in the van. However, if the location of the van is unsafe, remove the passengers to a safer location.
3. Activate hazard warning lights and place warning devices on the highway.
4. Contact the proper transit authorities and give the location of the van and a description of the breakdown.
5. See that arrangements are made for all passengers to be delivered to their destination.
6. The Transit office will be responsible for securing alternate equipment and repairing and recovering the disabled van.

## Evacuating the Van

In certain accident and emergency situations you may need to evacuate the passengers from the van.

Usually, passengers remain in the van during an emergency. Three situations, however, require that you evacuate the van—fire or danger of fire, presence of hazardous materials, or unsafe position of the van.

## Fire or Danger of Fire

Stop the van and evacuate it immediately if the engine or any portion of the van is on fire. An existing fire near the van or the presence of gasoline is considered as “danger of fire.” Evacuate passengers closest to the danger first. Tell passengers to move 100 feet or more from the van and the fire until you have determined that no danger remains.

## Presence of Hazardous Materials

If any hazardous materials are present in or near the van, evacuate the passengers. This includes vapors or fumes, which may enter the van from outside sources and may be dangerous to the passengers.

## Unsafe Position

If the van is stopped due to an accident, mechanical failure, road conditions, or human failure, determine immediately whether it is safer for the passengers to remain in the van or to evacuate.

## You must evacuate when:

- The final stopping point of the van is in the path of any train or adjacent to any railroad tracks.
- The position of the van might change and increase the danger. For example, evacuate if a van comes to rest near a body of water or cliff where it could still move and go into the water or over the cliff.
- The location of the van creates the danger of collision. In normal traffic conditions, the van should be visible for 300 feet or more. A position over a hill or around a curve where such visibility does not exist should be considered reason for evacuation

## Termination & Exit Protocol

Termination of volunteerism is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which volunteer is terminated:

- \* Resignation - volunteer termination initiated by an volunteer.
- \* Discharge - volunteer termination initiated by the organization.
- \* Layoff - volunteer termination initiated by the organization for non-disciplinary reasons.

- 1) Volunteers will send notices of resignation to the Transportation Coordinator or Commodities

Manager for review.

- 2) Lake County Council on Aging requests at least 2 weeks written notice of resignation from volunteers, if possible.
- 3) Lake County Council on Aging will generally schedule exit interviews at the time of volunteer termination. The exit interview will afford an opportunity to discuss such issues as reason for resignation. Suggestions, complaints, and questions can also be voiced.
- 4) If a volunteer has a minor infraction a meeting will be scheduled to talk about what rule was broken and why it is important to follow the rule. If another infraction occurs the volunteer will have another meeting with a write up. Two write ups are allowed. If a third unreasonable occurrence happens in a short amount of time, the volunteer may be terminated.
- 5) If a volunteer refuses to provide medical documentation that they are able to drive and/or lift more than 20 lbs, they may be terminated for their safety and the safety of others.
- 5) If an volunteer disagrees with the discharge, he/she may seek redress through writing to the Executive Director. The Executive Director will respond within 10 business days with a letter. If the volunteer still disagrees they may write a letter to the Board of Directors, who will respond after the next scheduled board meeting.

## Dispute Resolution

It is the policy of the Lake County Council on Aging that volunteers should have an opportunity to present their policy and procedure issues and to appeal management decisions through a dispute resolution procedure. The organization will attempt to resolve promptly all complaints that are appropriate for handling under this policy.

- 1) An appropriate complaint is defined as a volunteer's belief that policy, rules, regulation, and procedures have been applied inconsistently to the volunteer.
- 2) Volunteers must notify the organization, in a timely manner, of any dispute (complaint) considered appropriate for handling under this policy. The dispute resolution procedure is the exclusive remedy for volunteers with appropriate complaints. As used in this policy, the term "timely" will mean ten working days.
- 3) Volunteers shall not be disciplined or penalized for proper use of the Dispute Resolution procedure. However, it is not considered proper if an volunteer abuses the procedure by raising complaints in bad faith or solely for the purposes of delay or harassment, or by repeatedly raising complaints that a reasonable person would judge have no merit. Implementation of the dispute

resolution procedure by an volunteer does not limit the right of the organization to proceed with any disciplinary action which is not in retaliation for the use of the procedure.

- 4) The Dispute Resolution procedure has a maximum of four steps, but problems may be resolved at any step in the process. A decision becomes binding on all parties whenever a volunteer does not file a timely appeal or when a decision is made in the final step and the right of appeal no longer exists.
- 5) A volunteer who feels they have an appropriate complaint should proceed using the following guidelines.

### **STEP ONE - INFORMAL DISCUSSION**

Step 1 of the dispute process is the resolution through informal discussion. Volunteer and supervisor are encouraged to resolve disputes at the time the dispute arises using respectful communication. If the volunteer does not believe a discussion with the supervisor is appropriate, the volunteer should proceed directly to Step 3. If the problem is not resolved after discussion, then it is permissible to proceed to Step 2.

### **STEP TWO - FORMAL WRITTEN DISPUTE/COMPLAINT – Supervisory Level**

Step 2 - Volunteer will bring the complaint in writing to the attention of the immediate supervisor in a timely manner. If the dispute involves the supervisor then it is permissible to proceed directly to Step Three. If the complaint involves the Executive Director, and the dispute is unable to be resolved by the supervisor, it is permissible to proceed directly to Step Four. The supervisor is to investigate the complaint, attempt to resolve it, and give a decision to the volunteer in a timely manner. The volunteer will receive a response regarding the dispute within five (8) working days of the meeting.

### **STEP 3 - FORMAL WRITTEN DISPUTE/COMPLAINT- Management Level**

Step 3 – Volunteer may appeal the decision to the Executive Director, if dissatisfied with the supervisor’s decision, or initiate the procedure with the Executive Director if Step Two has been bypassed. Such an appeal or initial complaint must be made in a timely manner using the Dispute Resolution written form provided for this purpose. The supervisor’s version of the dispute and the decision will then be submitted using the Dispute Resolution Form. The Executive Director will, in a timely manner, confer with the volunteer, the supervisor, and any other volunteers considered appropriate; investigate the issues; and communicate a decision in writing to all the parties involved in a timely manner.

### **STEP 4 – FORMAL WRITTEN DISPUTE/COMPLAINT – Governing Board Level**

Step 4 - If the Executive Director’s decision in Step 3 is unacceptable to the volunteer, the dispute may be presented to the Personnel Committee of the Board of Directors, acting as the Dispute Resolution Committee. The volunteer may request a formal dispute resolution hearing within 5 working days of documented decision of the prior step with the Governing Board’s Personnel Committee during their next regularly scheduled meeting. The request will be made through the Executive Director.



If the dispute is with the Executive Director the volunteer and supervisor may request a formal dispute resolution hearing within 5 working days of documented decision of the prior step with the Board of Directors Personnel or Executive Committee during their next regularly scheduled meeting. The request will be made through the Executive Director.

The Committee will review the facts documented on the Dispute Resolution form; review the disputed policy, condition or treatment; it may interview people involved and further investigate the matter if necessary. The Committee will inform the volunteer of its decision upon completion of their investigation. The decision of the Committee will be final.

### **DISPUTE/COMPLAINT RESOLUTION (ALL LEVELS)**

The dispute will be considered resolved when:

- a. volunteer requests in writing that the complaint be withdrawn or signs a waiver that a resolution has been achieved;
  - b. volunteer self terminates, unless discharged;
  - c. volunteer fails to advance the complaint in the required timeframes (if the volunteer fails to respond within the timeframes established for a step, the dispute is considered resolved in favor of the last response given by management. If Management fails to respond within the timeframes established for a step, the volunteer may proceed to the next appropriate step of the procedure);
  - d. the final steps of the dispute resolution procedures are completed.
- 6) This process will not apply to any matter for which (a) the method of review is prescribed by law, or (b) the Board is without authority to act.
  - 7) Dispute Resolution information or testimony must be treated in a discreet and confidential manner by all persons involved at any given step of the process.
  - 8) Final decision on disputes will not be precedent-setting or binding on future disputes unless they are officially stated as organization policy. When appropriate, the decisions will be retroactive to the date of the volunteer's original dispute.
  - 9) Information concerning a volunteer dispute is to be held in strict confidence. Supervisors and other members of management who investigate a dispute are to discuss it only with those individuals who have a need to know about it or who are needed to supply necessary background information. All aspects of Dispute Resolution hearings are strictly confidential. The issue of confidentiality applies to any volunteer bringing a case to appeal, serving on the board, testifying, or attending the hearing.

## References

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