



# **WeCAB Rider Quick Reference Guide**

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[www.WeCAB.org](http://www.WeCAB.org) – 844-743-3932

5341 Maywood Rd – Mound MN 55364

WeCAB is a 501(c)(3) non-profit tax-exempt organization.

WeCAB does not refuse any rides to registered riders if they are unable to contribute.

***Rider Quick Reference Guide***

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## Welcome

Dear WeCAB Rider:

WeCAB is a supplemental transportation program and is solely based on volunteer drivers. This means **we will do our very best to match your ride requests, but they are not guaranteed.** All riders must be at least 18 years of age and have the ability to walk unassisted with the exception of using a walker or cane. All riders must be able to enter and exit a vehicle on their own.

As of June 1, 2020, WeCAB has two chapters, Westonka, established in 2011, and Carver County, established in 2014. Within those two chapters, WeCAB's service is available in the following cities:

Westonka: Maple Plain, Minnetrista, Mound, Orono, Spring Park & Saint Bonifacius

Carver County: Carver, Chanhassen, Chaska, Mayer, New Germany, Victoria, Waconia, & Watertown

### **HOW TO REQUEST A RIDE:**

- Call **1-844-743-3932 (toll free)** between the hours of **9 AM and 1 PM Monday –Friday.** If you call after these hours, your call will be returned the following business day.
- **Press 1 for the Westonka Area Press 2 for the Carver County Service Area**
- **Press 1** again: To **REQUEST A RIDE** or to **CHANGE A RIDE** or **ask about your ride.** A Dispatcher may answer immediately. If not, leave a message with your ride details and you will be called back.  
Please provide the following Details:
  - Date of the ride
  - Time to be picked up
  - Location of where you want to go including street address
  - How long the appointment will take; what time you wish to return
  - One way (only to location) or two way (to location and back to home/pick up location)
- Rides must be requested no later than 10:30 AM the day before your scheduled ride. The sooner you request a ride, the more time we have to find a driver.
- If you need to **cancel a ride, you must do so by 10:30 AM the day prior to the scheduled ride.**
- **Weekend and Monday rides must be requested by 1:00 PM THURSDAY** to allow us time to find a driver.

With this information the Dispatcher will enter your request into our computer system. This is where our Drivers can accept rides. Requesting a ride does **NOT** mean it has been accepted and you have a driver.

**ONCE YOUR RIDE REQUEST HAS BEEN ACCEPTED BY A DRIVER:**

A Dispatcher will call you to tell you that a driver has accepted your ride and will provide you with the driver's first name. Our automated system will also call you (from a toll-free California telephone number, 858-376-7634) at **5PM** the night before your ride as a reminder.

**IF NO DRIVER AVAILABLE:**

Our Dispatchers do their best to find drivers but being dependent on volunteers means we sometimes cannot find a driver. We will call by 1PM the day prior to your requested ride to let you know that we do not have a driver for you.

**OTHER IMPORTANT INFORMATION:**

- If children are along, rider must provide car seat and install properly in the volunteer driver's vehicle.
- A **NO SHOW** is when you are not at your pick-up location when the WeCAB Driver arrives or if you decide not to take the ride after the driver has arrived. **A NO SHOW puts you into a probationary period for six months with suspension of service consequences if there are additional No Shows.**

We look forward to assisting you in your transportation needs. Please call if you have any other questions.

*Stephanie Alexander*

Stephanie Alexander  
Executive Director, WeCAB  
5341 Maywood Road  
Mound, MN 55364  
844.743.3932, x 4  
[www.wecab.org](http://www.wecab.org)

**WeCAB Policies and Procedures**

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## **Record Management**

The WeCAB office maintains records on each rider throughout the organization. Records include the rider application, any notifications of no shows/late cancels or other issues, and any correspondence between the rider and WeCAB. Rider records are confidential. Riders are responsible updating information contained in their files, for example a new emergency contact, new address/phone number, etc., to the WeCAB office.

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## **Conduct**

Riders are expected to follow rules of conduct that will protect the interest and safety of all riders, volunteers, and staff of WeCAB. The following are only some examples of inappropriate conduct which could lead to dismissal:

- Theft or inappropriate removal or possession of WeCAB's property or that of any WeCAB volunteer, staff, agent or visitor, including failing to cooperate fully in any WeCAB investigation.
  - Altering WeCAB reports or records.
  - Using WeCAB's transportation services under the influence of alcohol or illegal drugs and/or illegal or unauthorized possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the WeCAB environment.
  - Creating a disturbance on WeCAB premises, at sponsored activities or in areas which could jeopardize the safety of others.
  - Improper use of WeCAB's property or property owned by any other individual or organization.
  - Lack of cooperation, or other disrespectful conduct.
  - Violation of WeCAB, federal, state, or local safety and health rules.
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## **Smoking**

WeCAB intends to provide a safe and healthy environment. Smoking is prohibited while using WeCAB.

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## **Drug-Free Environment**

WeCAB provides a drug-free, healthy, and safe environment. While using WeCAB's transportation services, riders may not use, possess, distribute, sell or be under the influence of alcohol or illegal drugs.

The legal use of prescribed drugs is permitted while using WeCAB's transportation service only if it does not impair a rider's ability to perform the essential functions or act in safe manner that does not endanger other individuals.

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## **Safety and Liability**

WeCAB aims to provide a safe and healthy environment for all. If a rider is injured in the course of using WeCAB's transportation service, it is important that the rider notify the volunteer driver and the Executive Director immediately. Riders should also complete an incident report and submit the report to the Executive Director.

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## **Emergency Closings**

WeCAB strives to ensure the safety of all volunteers and riders. In the event of inclement weather, volunteer drivers must decide if they feel safe providing transportation services. It is at the discretion of the volunteer driver to determine if they feel safe providing service.

From time to time, there may be a community-wide crisis that will dictate the temporary cessation of services. In that case, the WeCAB Board of Directors and the Executive Director will work in concert to determine the appropriate course of action.

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## **WeCAB Sexual Harassment and Discrimination Policy**

It is the policy of WeCAB to provide an environment free of harassment and discrimination. Therefore, all staff and volunteers are responsible for ensuring that the workplace, drivers and riders are free from any form of harassment or discrimination, which includes, but is not limited to: any inappropriate behavior based upon an individual's race, veteran's status, color, religion, sex, age, sexual orientation, national origin, disability, marital status, veteran's status or any other protected status. Discrimination would also include degradation of/or assignment to less desirable work or conditions based solely on the above-mentioned classifications in a demeaning manner.

With WeCAB's strong disapproval of such offensive or inappropriate sexual behavior, or discrimination while working or volunteering in any manner, all staff and volunteers must avoid any action or conduct which could be viewed as such.

This harassment also includes sexual advances, requests for sexual favors and other conduct of a sexual nature. Sexual harassment includes unwelcome sexual advances, requests for sexual

favors, and other verbal or physical conduct of a sexually harassing nature, when: (1) submission to the harassment is made either explicitly or implicitly a term or condition of employment or volunteering; (2) submission to or rejection of the harassment is used as the basis for involvement decisions affecting the individual; or (3) the harassment has the purpose or effect of unreasonably interfering with an individual's purpose for involvement or creating an intimidating, hostile, or offensive environment.

Any person involved with WeCAB who has a complaint of sexual harassment while driving, riding, or volunteering in any way, by anyone, including supervisors, co-workers volunteers or visitors, should first clearly inform the harasser that his/her behavior is offensive or unwelcome and request that the behavior stop. If the behavior continues, the person offended must immediately bring the matter to the attention of the Director, or a member of the Board. If one of the above noted persons is involved in the harassing activity, the violation should be reported to another member of the Board or the Director.

If any of the above-mentioned staff, Board, or volunteers knows of any incident of sexual harassment or discrimination, they shall take immediate and appropriate action. If the alleged harassment involves any types of threats of physical harm to the victim, the alleged harasser will be suspended immediately with an investigation conducted. If the investigation supports charges of sexual harassment, disciplinary action will be taken against the alleged harasser. If the investigation reveals that the charges were brought falsely, and with malicious intent, the charging party may be subject to disciplinary action, including termination of position, or use of our services.

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### **WeCAB Confidentiality Agreement**

All WeCAB volunteers shall regard information about the individuals the program serves or any other information learned in the course of volunteering with WeCAB as confidential. Any discussion, disclosure of information, speculation regarding an individual receiving services from WeCAB, or other conversations relating to that individual is strictly prohibited. Information regarding client records, telephone conversations, family history or illness must never be communicated, with the exception of discussion necessary within the WeCAB program in order to provide exemplary service to individuals. Violation of this policy may be grounds for immediate dismissal.

Communication connected to an individual served by WeCAB to any outside person, care provider or agency must have written authorization and approval of the individual, authorized family member or the consent of the legal guardian. All requests will be treated as confidential client information. Requests for information must be forwarded to WeCAB's Program Director. To preserve individual privacy and encourage trust in WeCAB, employees and volunteers will take all possible measures to preserve the private nature of records relating to the clients served by WeCAB, including but not limited to:

1. Only authorized staff members shall have access to client records. Client records shall not be left in unattended areas available to the public. Under no circumstances may records be removed from the premises without the expressed permission of the Program Director, such permission being limited to the use of records in a legal proceeding and/or for medical conferences.
2. In the event of termination of a volunteer with WeCAB, the volunteer is required to return all proprietary and confidential information issued to, acquired or developed during the course of volunteering.
3. Inappropriate use of communication of confidential information that damages WeCAB in any way will be the responsibility of the volunteer and the volunteer will be held liable to the fullest extent of the law.

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## **WeCAB Grievance Procedure**

WeCAB maintains an open-door policy regarding grievances. This is a documented process which ensures an objective, confidential, and orderly handling of grievances. Grievances are thoroughly and promptly investigated. Most grievances can be resolved when they are discussed and worked out between the individuals involved. If these efforts do not resolve the grievance, it should be brought to the attention of the Executive Director or appropriate service area team member. Most grievances will be resolved through informal conferences and communications, the goal of which is to resolve the grievance.

If a volunteer, client or staff member is unable to resolve a grievance through informal efforts, they may initiate the Grievance Procedure. Depending on the severity of the grievance, the WeCAB Board of Directors has the authority to take immediate action, which may include creating a performance improvement plan to outline expectations, the immediate removal of a volunteer/client, or the termination of a member of staff.

### **STEP 1: INITIATE THE GRIEVANCE PROCEDURE**

- Ensure that you have exhausted all efforts to resolve this issue informally.
- Submit a Grievance Form to the Executive Director, citing the specific policy and/or procedure that has been violated, as applicable. Situation Report forms can be found under the volunteer menu on our website at [www.wecab.org](http://www.wecab.org).
- The Executive Director\* will review and investigate the grievance noted in the Situation Report and follow up with the volunteer/client/staff member in writing within 10 working days of its receipt with a recommended resolution for the grievance.

## **STEP 2: ESCALATE, AS NECESSARY**

- If the complainant is not satisfied with the response after Step 1, the complainant can submit a written request for an appeal to the President of the Board of Directors\*\* via email within 10 working days after receiving the response.
- The President of the Board of Directors will request a meeting of the Board of Directors to review the grievance and render a determination. The Board of Directors will have access to all the records of the grievance in order to reach a decision. The meetings may be conducted face to face or virtually and only the members of the Board of Directors and the designated WeCAB staff will be present. All the information will be confidential. WeCAB's policies and procedures will be used to guide the process. The Board of Directors will provide a recommendation to staff and a final written decision will be provided to the complainant within 10 working days. Any decision rendered is final.
- The WeCAB office will maintain all documentation of the grievance in accordance with the organization's confidentiality policy.

\* If the grievance involves the Executive Director, the grievant should contact the President of the Board of Directors and the Executive Director will not participate in the decision-making process.

\*\*If the grievance involves the President of the Board of Directors, the grievant should contact the Secretary of the Board of Directors who will then initiate the prescribed steps and the President of the Board of Directors will not participate in the decision-making process.

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## **WeCAB Medical Sedation Policy**

Riders who require sedation or an adult to sign i.e., agree that s/he will ensure a safe ride to the riders home, as well as any after care arrangements, must have another responsible adult (18+ years old) with him/her if such a procedure is going to be performed and a volunteer WeCAB driver is his/her transportation.

WeCAB dispatchers are prohibited from scheduling a ride if the rider will not be accompanied by another adult to and from a medical appointment requiring any sedation. In cases where the dispatcher suspects, because of the type or length of medical appointment, that sedation will be required, the dispatcher should ask the rider if sedation will be required. A dispatcher will not be required to certify the rider's answer to the question.

WeCAB volunteer drivers are prohibited from providing a ride to a rider who is not accompanied by an adult to a medical appointment that requires sedation. WeCAB volunteer drivers are also prohibited from signing any form that may assign or imply responsibility to the driver or WeCAB that s/he will be providing transportation to the rider following a medical procedure requiring sedation. WeCAB drivers are also prohibited from signing any document, such as an informed consent document, that may also imply that s/he is responsible for the rider after s/he is dropped off at his/her home.



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## **WeCAB No-Show and Late Cancellation Policy**

A "No-Show" is a rider who is not present at their requested pick up location AND a volunteer WeCAB driver was dispatched **OR the rider decides not to take the ride after the driver has arrived at the rider's pick-up location and scheduled time.**

- a. First No-Show: A letter will be sent to the rider outlining WeCAB's "No-Show Policy" and informing him/her that s/he is now in a 6-month probationary period. This action will be noted in the "Administrative Comment" section of the rider's information in WeCAB's Ride Scheduler program and "NS" will be put into the rider's "Return Time" in Ride Scheduler for the ride affected.
- b. Second No-Show within the 6-month probation period: The rider will be suspended (which means no ride requests will be accepted) for one (1) month from the date of the second offense. This action will also be noted in the "Administrative Comment" section of the rider's information and the rider will be made "inactive" in WeCAB's Ride Scheduler program. "NS" will also be put into the rider's "Return Time" in Ride Scheduler for the ride affected.
- c. Third No-Show within the 6-month probationary period: The rider will be referred to WeCAB's Board of Directors with a recommendation that s/he be suspended for one (1) year. The rider will be put into "inactive" status, with the reason for "inactive" status noted in the "Administrative Comment" section of the rider's information in WeCAB's Ride Scheduler program. "NS" will also be put into the rider's "Return Time" in Ride Scheduler for the ride affected.

### **Late Cancel**

- a. If a rider is a Late-Cancel three times in a 30 day period, s/he will be suspended for two weeks and made "inactive" in WeCAB's Ride Scheduler program. "LC" will be put into the rider's "Return Time" in Ride Scheduler for the ride affected.
- b. If a rider continues to be a Late-Cancel and subsequently, suspended from receiving rides with WeCAB, the Board of Directors will determine the next course of action on a case by case basis.

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## **WeCAB Weather Policy**

1. It is the driver's discretion whether to provide a ride if roads are hazardous or if the rider's (and/or driver's) safety could be compromised.
2. If local schools are closed, it is up to the driver to decide whether to provide the ride. The driver should call the rider and dispatch if s/he decides not to provide the ride.
3. If caught in hazardous weather, seek safety and contact the WeCAB Dispatch as soon as possible. Contact the rider's emergency contact if necessary.
4. If the rider or driver cancels an appointment because of inclement weather, the "No Shows/Late Cancellations" policy will not be in effect. Riders will not be invoiced for a donation for a weather cancellation.

WeCAB volunteers should use their best judgement in deciding whether to provide a ride if the weather looks ominous and/or the roads might be hazardous. WeCAB wants our drivers and riders to be safe.

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## **Drug Prescription Pick Up Policy**

Riders who need a prescription can either pick-up their prescription after their medical appointment or request a ride for the purpose of picking up their prescription. In no case should a WeCAB volunteer driver agree to pick-up a prescription for a WeCAB rider without the rider being present. A dispatcher should also never book a ride for a driver to pick up a prescription without the rider taking the actual ride.

Picking up prescriptions often includes presenting a payment as well as signing off that s/he has received the drug and/or understands the effects of the usage of the prescription drug. This may imply liability on the part of the driver or WeCAB.

If the rider needs assistance in walking into the pharmacy, the driver may assist the rider if s/he is comfortable with providing assistance. This is not, however, a WeCAB driver requirement. In no case should the driver be part of listening to or explaining instructions to the rider about the prescription use.

If a rider is ill or otherwise unable to pick-up his/her prescription, s/he will need to make other arrangements, such as requesting the pharmacy to deliver the prescription to him/her.

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## **WeCAB Emergency Contact Policy**

Riders must always provide, at a minimum, an emergency contact phone number, which is not 911, on their rider application materials. In most cases, the prospective rider must also provide an emergency contact name and address.

However, riders may choose to not provide the following if s/he deems that providing such information might affect his/her safety:

1. His/her apartment number and/or
2. An emergency contact name, address, or email address.

Riders may also choose to provide a mailing address that is different from where they reside. The address would be used to send WeCAB information and contribution invoices.

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## **Weapons Policy**

The purpose of this policy is to assure a safe environment for volunteers, riders, and the public.

### **II. GENERAL STATEMENT OF POLICY**

No volunteer driver or rider shall possess, use or distribute a weapon when in a vehicle being used for WeCAB's transportation services. Appropriate action will be taken against any volunteer driver or rider, including, but not limited to, suspension or dismissal from the WeCAB program, as determined by the WeCAB Board of Directors.

### **III. DEFINITIONS**

1. "Weapon"
  1. A "weapon" means any object, device or instrument designed as a weapon or through its use is capable of threatening or producing bodily harm or which may be used to inflict self-injury including, but not limited to, any firearm, whether loaded or unloaded; air guns; pellet guns; BB guns; fake (facsimile) weapons; all knives (excluding a small, Swiss army type multi-tool); blades; clubs; metal knuckles; num-chuks; throwing stars; explosives; fireworks; mace and other propellants; stun guns; ammunition; poisons; chains; arrows; and objects that have been modified to serve as a weapon. No person shall use articles designed for other purposes (i.e., lasers or laser pointers, belts, combs, pencils, files, scissors, etc.), to inflict bodily harm and/or intimidate.
  2. "Possession" means having a weapon on one's person or in an area subject to one's control in a vehicle being used for WeCAB's transportation services.

## **WeCAB Contact Information**

Office Address:  
5341 Maywood Road  
Mound, MN 55364

Phone: 1-844-743-3932 x3

Email: [admin@wecab.org](mailto:admin@wecab.org) or [stephanie@wecab.org](mailto:stephanie@wecab.org)