



Rider Quick Reference Guide

WeCAB Mission Statement

The mission of WeCAB is to provide safe, affordable, and flexible supplemental transportation through a network of volunteers.

1-844-743-3932
www.wecab.org
5213 Shoreline Drive
Mound MN 55364

WeCAN 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.

WeCAB is a WeCAN program for supplemental transportation and is solely based on volunteer drivers. This means we will always do our very best to fulfill your ride requests, but it is NOT guaranteed.

HOW WECAB WORKS:

WeCAB has two service areas: Westonka and Eastern Carver County.

Registered riders must live in the following communities to be eligible for WeCAB services:

- Westonka: Maple Plain, Minnetrista, Mound, Navarre, Spring Park, St. Bonifacius
- Carver: Carver, Chanhassen, Chaska, Mayer, New Germany, Victoria, Waconia, Watertown

Riders must be age 18 years or older and must complete an on-line Rider Registration form found on the WeCAB website: www.wecab.org

After the registration form has been submitted, a WeCAB Volunteer Rider Registrar calls the rider within 5-7 business days and:

- explains the program and determines if the rider is qualified.
- enters rider's information into the on-line scheduling program.

Riders must be ambulatory; able to get into and out of a vehicle on their own. Walkers, canes and *lightweight, easily transferable wheelchairs* are acceptable.

If children are along, the riders must provide a car seat and install it properly in the volunteer driver's vehicle.

Other important information such as **NO SHOW and LATE CANCEL** is included in the following Policies section. **Please read carefully.**

Riders must have voicemail or an answering service and know how to use it.

After the rider's registration is confirmed, the rider can request rides.

We do our very best to fulfill your ride requests, but it is NOT guaranteed.

Dispatchers do their best to find drivers however, being dependent on volunteers means we sometimes cannot find a driver.

To request a ride, call WeCAB dispatch at
844-743-3932, choose option #1
Between 9:00 AM and 5:00 PM
Monday through Friday.

WeCAB is not open for phone calls on the following holidays but rides can be requested on these dates: **New Years Day, Memorial Day, Independence Day (July 4), Labor Day, Thanksgiving Day, day after Thanksgiving, Christmas Eve, Christmas Day, and New Year's Eve.**

The following details must be provided to request a ride:

- Date of the ride
- Pick up location (usually home address)
- Time to be picked up
- Address where rider wishes to go including business name and full address
- Time of the appointment
- How long the appointment will take – what time the rider wishes to return if requesting a round-trip ride. NOTE: When scheduling your appointments, let them know you are using a ride service and ask how long your appointment is scheduled for.

With this information, the dispatcher taking the ride request call will enter the information into the on-line scheduling program where volunteer drivers are able to see all the requested rides. Requesting a ride does **NOT** mean a driver is available to give the ride.

Rides must be requested **before 10:30 AM the day prior to the requested ride or by 10:30 am Friday for weekend or Monday rides.**

The sooner rides are requested, the more time we have to find a driver. **No same day rides are provided.**

If it is necessary to **cancel a scheduled ride**, riders must do so at least **two hours** (or sooner) prior to the pick up time.

Once a ride request has been accepted by a volunteer driver, a dispatcher will call the rider with the driver's first name and review details of the ride.

Riders who have been assigned a driver will receive a reminder phone call or text at 4:45 PM the day before the scheduled ride.

If no driver is available, dispatch will call the rider by 4:30 the day prior to their requested ride to let them know no driver is able to provide the ride.

Each rider is sent a statement quarterly for the previous three months' rides (January, April, July, and October, with a suggested contribution based on the number of rides and miles driven during that time period.

WeCAB Drivers do not accept tips.

Riders are encouraged to contribute for the rides provided according to their ability to pay. Financial support of WeCAB helps to keep this program operating.

Suggested one-way contributions are based on miles traveled from the rider's pick-up point to the final destination. Round-trip rides are the equivalent of two one-way rides. Suggested contributions are:

- 1 - 10 miles will be **\$2.50** for each one-way ride
- >11 - 20 miles will be **\$5.00** for each one-way ride
- >21 - 30 miles will be **\$7.50** for each one-way ride
- 31 or more miles will be **\$10.00** for each one-way ride

WeCAB POLICIES

Background Checks

WeCAB will initially perform widespread criminal background checks on each volunteer. A motor vehicle records check will also be performed in the case of volunteer drivers.

Conduct

Volunteers, riders, and staff are expected to follow rules of conduct that will protect the interest and safety of all volunteers, riders, staff and the WeCAB organization. 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.
- Volunteering 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 volunteer 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.
- Violation of WeCAB, federal, state, or local safety and health rules.
- Inappropriate use of telephones, computer equipment or systems, mail system, e-mail system, facsimile machines, or other WeCAB-owned equipment.
- Unauthorized disclosure of WeCAB proprietary or confidential information.
- Unsatisfactory performance or conduct.

Confidentiality

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 WeCAN's Executive 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.

Drug-Free Environment

WeCAB provides a drug-free, healthy, and safe environment. While on WeCAB premises and while conducting WeCAB-related activities off of WeCAB premises, a volunteer may not use, possess, distribute, sell or be under the influence of alcohol or illegal drugs.

The legal use of prescribed drugs is permitted during volunteer service only if it does not impair a volunteer's ability to perform the essential functions of the volunteer position effectively and in a safe manner that does not endanger other individuals. Volunteers must advise their supervisor if they are taking any prescription or over-the-counter drug which could adversely affect safety or performance.

Drug Prescription Pick Up

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. WeCAB volunteer drivers are not allowed to pick up a prescription for a WeCAB rider without the rider being present.

Picking up prescriptions often includes presenting a payment as well as signing off that the rider 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 the driver 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 their prescription, the rider will need to make other arrangements, such as requesting the pharmacy to deliver the prescription.

Emergency Closings

WeCAB strives to ensure the safety of all volunteers. 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 WeCAN Board of Directors and the Executive Director will work in concert to determine the appropriate course of action.

Emergency Contact

Riders must always provide, at a minimum, an emergency contact phone number, which is not 911, on their rider application. 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 the rider deems that providing such information might affect their safety:

- The rider's apartment number and/or
- 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 statements.

Grievance

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 which can be received from the WeCAN Executive Director. Depending on the severity of the grievance, the WeCAN 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.

Inclement Weather

- 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.
- 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 the driver decides not to provide the ride.
- If caught in hazardous weather, the driver will seek safety and contact the WeCAB Dispatch as soon as possible. Drivers will also connect with the rider's emergency contact if necessary.
- If the rider or driver cancels an appointment because of inclement weather, the "No Show" and "Late Cancel" policy will not be in effect. Riders will not receive a statement for a donation in the case of a weather cancellation.

WeCAB volunteers will 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.

Late Cancel

Riders must cancel a scheduled ride at least **two hours** (or sooner) prior to the pick up time. Riders who fail to provide two hours notice are considered a Late-Cancel.

If a rider is a Late-Cancel three times in a 30 day period, the rider will be suspended for two weeks and made "inactive" in WeCAB's online scheduling program.

If a rider continues to be a Late-Cancel and subsequently suspended from receiving rides with WeCAB, the WeCAN Board of Directors will determine the next course of action on a case by case basis.

Medical Sedation

A rider who requires sedation or an adult to sign i.e., agree that-the driver will ensure a safe ride to the rider's home, as well as any after care arrangements, must have another responsible adult (18+ years old) with the rider if such a procedure is going to be performed and a volunteer WeCAB driver is the rider's transportation.

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 the driver 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 the driver is responsible for the rider after the rider is dropped off at their home.

No-Show

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

First No-Show: A letter will be sent to the rider outlining WeCAB's "No-Show Policy" and informing the rider that they are now in a 6-month probationary period.

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.

Third No-Show within the 6-month probationary period: The rider will be referred to WeCAN's Board of Directors with a recommendation that the rider be suspended for one (1) year. The rider will be put into "inactive" status, i.e., not able to request rides.

Sexual Harassment & Discrimination

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, 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.

Smoking and Vaping

WeCAB intends to provide a safe and healthy environment. Smoking and vaping are prohibited in the presence of WeCAB's clients.

Weapons

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

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 WeCAN Board of Directors.

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.

"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.