

Steps to sign up for a ride:

1. **Browse through the list;** click on the red “**Volunteer**” to see more information, using the “**Display Trip Manifest**” button to see all the **notes** typed out, and use the “**Display Map**” to see a google map of the client’s home and destination location.
2. **Important things to look for** are words in red: “**Note**” (important details about a client’s mobility equipment, vehicle restrictions, location, length/type of appointment, etc.), Type of trip (**Round Trip** vs **One Way/Split Trip**), “**Plus**” - more than one person in the car, etc.
3. **Time of appointment/ride:** The time listed for any medical appointments is the actual appointment time. You will need to work out with the client what time would be a good pick up time to get there before that appointment time. On most errands or return trips (i.e. the second half of a dialysis ride) the time listed is usually the time the client needs to be picked up at home or the location.
4. When you **decide on a ride**, hit the **Submit** button after “**YES** - I want to volunteer for this request”. That lets us know you want to volunteer for that trip— we will send you a confirmation email to indicate the ride has been assigned to you. During regular business hours, that email should come within the hour, after hours it might come the next morning. If you don’t receive anything from us confirming, please let the office know. (512-250-5021 or rides@driveaseniornorthwest.org).
5. **Call the client TWO times:** AFTER you receive your confirmation email, call the client to let them know their ride is covered, introduce yourself, arrange a pick up time, etc. Call a second time the day/night before to re-confirm and make sure there have not been any changes. Do not proceed to do a drive if you have not made contact with a client. Alternative options for contacting some clients will be listed in their notes (for those that an email or text is possible, etc.). After you have confirmed the trip with the client the first time, check the little box next to your name in the ride information box so we know everything is set!
6. **NOTE box:** Found in the ride information box, upper right hand corner, the note box is a great place to leave us notes about changes (client no longer needs the ride, can’t reach the client, etc.).
7. **Completing a trip:** Near the bottom of the ride information box, change the status of the ride to “**Completed**”, enter your total volunteer time, then hit “**UPDATE**”. This completes the trip in the system and moves it off your active screen.
8. **Additional stops:** If you make an extra stop that wasn’t listed in the original ride information (i.e. pharmacy, bank, etc.), put a short note in the **NOTE** box (upper right hand corner) about the extra stop and where it was if possible (i.e. “stopped at Walgreens at El Salido/620 after doctor appointment for prescription”). This helps us keep an accurate record for each client and driver of destinations for reporting purposes and for our liability insurance requirements.
9. **THANK YOU!** Remember, if something about a ride in the system isn’t clear to you, it probably isn’t for others, so please feel free to call or email with questions anytime. Any updates to client information or feedback about rides is appreciated and can be left in the “**NOTE**” box, or emailed/called into our office.

Drive a Senior Northwest—A Faith in Action Program

512-250-5021 rides@driveaseniornorthwest.org

Thanks for volunteering!

Any questions along the way, please don't hesitate to call!

Step 1: Click on the **Volunteer** to see more info about the ride.

| | | | | | |
|-------------------------|---------------------------|---|----|-------------|---|
| Mon - 2/5/2018 - 2:45pm | Volunteer | Y | 25 | Trip | Clemente Hernandez 2401 Peach Tree Lane, CEDAR PARK, TX 78613 (183 & New Hope) |
| Tue - 2/6/2018 - 1:30pm | Volunteer | Y | 22 | Trip | Fannie Darden 8617 Spicewood Springs Road, AUSTIN, TX 78759 (Spicewood Springs & 183) |

Clicking on the "Display Trip Manifest", even before you volunteer for the trip, allows you to see more details, notes, and a map.

No Driver Currently Assigned To This Trip [Display Map](#) [Directions](#)

Monday

Trip # 1

Details

Trip Date: Monday - 2/5/2018 - 2:45pm - 0 miles - 1 passenger - **Round Trip**

Client(s): Clemente Hernandez - Age: 73
Address: 2401 Peach Tree Lane, CEDAR PARK - CITY TX 78613
Area: 183 & New Hope
Cell: 512-939-9884
Client Note: Uses cane; NO TALL VEHICLES, cars only, cannot climb into anything due to hip problem; car on property does not work; medium dog on property

Destination: Dr. Marilyn Kelinske - Northwest Eye Clinic - 11623 Angus Road Ste. 12 AUSTIN TX 78759 Suite: 12
Phone: 512-346-2903

Dest Note: Twelve Oaks Medical Center

Ride Type: Medical Appointment

Driver:

Driver Note:

[Close](#)

Step 2: Hover your mouse over the **note** to see notes about the client, or click on "Display Trip Manifest" to see the note typed out.

Drive a Senior Northwest

Ride Request

Client: Clemente Hernandez - 2401 Peach Tree Lane CEDAR PARK - CITY, TX 78613 **Note**

Destination: Northwest Eye Clinic
11623 Angus Road AUSTIN, TX 78759

Trip Date/Time: Monday - 2/5/2018 - 2:45pm - **Round Trip**

YES - I want to volunteer for this request. [Submit](#) [Display Trip Manifest](#)

[Close](#)

Step 3: Pay attention to the time (appt. time), Round Trip or One-Way, etc.

Step 4 and 5:

Hit **Submit** to volunteer! :-). Wait for your confirmation email, then call the client to confirm. After confirming with the client, check the "Confirmed" box after your name.

Drive a Senior Northwest

Ride Request

Client: Clemente Hernandez - 2401 Peach Tree Lane CEDAR PARK - CITY, TX 78613 **Note**

Destination: Northwest Eye Clinic
11623 Angus Road AUSTIN, TX 78759

Trip Date/Time: Monday - 2/5/2018 - 2:45pm - **Round Trip**

YES - I want to volunteer for this request. [Submit](#) [Display Trip Manifest](#)

[Close](#)

Drive a Senior Northwest

Driver Trip Update

[Remove Me As Driver](#) Carla Young **Confirmed:** [Notify](#) [Note](#)

Client: Clemente Hernandez - 2401 Peach Tree Lane, CEDAR PARK - CITY TX 78613
Cell: 512-939-9884 **Note**

Date: Monday - 2/5/2018 **Time:** 2:45pm **Round Trip:** Yes **Miles:** 25

From: Home - 2401 Peach Tree Lane, CEDAR PARK - CITY TX 78613

To: Dr. Marilyn Kelinske - Northwest Eye Clinic - 11623 Angus Road Ste. 12, AUSTIN TX 78759 Suite: 12 **Phone:** 512-346-2903

Status: Assigned **Miles:** 35 **Time:** 0:00 **Pngrs:** 0 [Update](#)

Important! Be sure to click the **Update** button after making your changes.

[Print](#) [Display Trip Manifest](#) [Add Trip to my Calendar](#) [Directions](#) [Close](#)

Step 6 and 8:

Use this **Note** box to let us know about any changes, or if you are not able to reach the client by phone, etc. You can also let us know about additional stops here in this **Note** box.

Drive a Senior Northwest

Volunteer Note

Stopped at Walgreens at 1431/Lakeline on the way home.

[Update Volunteer Note](#)

[Close](#)

Step 7: When you have done the drive, "Complete" your trip by using the dropdown menu to change "Assigned" to "Completed". Put in your total volunteer time, then hit **Update**.