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| **SERVICE DESCRIPTION: CARE-A-VAN SHUTTLE** | |
| **POSITION TITLE: CARE-A-VAN SHUTTLE VOLUNTEER** | |
| **REPORT TO:** Director/Asst. Director of Volunteer Services | |
| **HOURS:** Monday – Friday 7:00AM –10:00AM  10:00AM – 1:30PM  1:30PM – 4:30PM | **INITIAL TRAINING DATE:** |
| **REVISION:** February 2019 | **VOLUNTEER:** |
| **ANNUAL TRAINING DATE:** | **TRAINER:** |

**DUTIES AND RESPONSIBILITIES**

* **FIRST SHIFT:**
* Keys and cell phone to the van should be picked up at the Information Desk area in the front lobby. Sign in on the computer when you arrive. You may drive to the front entrance and leave your vehicle long enough to sign in and get the keys and cell phone.
* The vans are located in the underground “Physician” Parking Garage. You may park your vehicle in the garage.
* **SECOND SHIFT:**
* Please meet the driver and van on the Ground Level of the Physician Parking Garage to make your swap. You can park your vehicle in the van parking space.
* Second shift runs from 10:00 AM – 1:30 PM.
* **THIRD SHIFT:**
* Meet the driver and van on the Ground Level of the Physician Parking Garage to make your swap. Park your car in a space close to where the vans are parked. This shift begins at 1:30 PM.
* Once you complete your shift at 4:30 PM, return the van to the parking garage and park the van in the reserved space.
* Lock the van and take the keys and cell phone with you to your car.
* Drive around to the front entrance of the medical center, park long enough to put the keys and cell phone back, and then sign out!
* **ALL SHIFTS:**
* Rotate vans on the first day of each month. Drive van #1 on the odd months (January, March, May, etc.) and drive van #2 on the even months (February, April, June, etc.)
* Drive with your “lights on” at all times.
* Always use your turn signals when making turns.
* Answer all calls “Care-A-Van Shuttle, this is \_\_\_\_\_\_\_\_\_, how may I help you?”
* **ALWAYS ADHERE TO THE 10 MPH SPEED LIMIT!**
* Come to a ***complete stop*** at all stop signs!
* Stop the van for a reasonable amount of time at each major entrance to allow potential passengers the chance to come from inside the building out to the van.
* Put the van in PARK when loading and unloading passengers.
* Make certain all passengers are seated with seat belts on before proceeding in the van.
* Children should be accompanied by an adult when riding.
* Be sure people remain seated until van reaches a complete stop.
* Passengers do not need to help close the automatic doors by pushing or trying to slide the door closed. You should never allow anyone to force the automatic door shut! Also, open the door as soon as possible to avoid passengers manually opening the door.
* If the automatic doors will not open, check the button to the left of the steering wheel to make sure it has NOT LOCKED the automatic control.
* Be aware of traffic coming from all directions – especially behind you!
* If approached from behind by an emergency vehicle, pull to the far right side of the road and stop.
* Operation of the Care-A-Van during bad weather will be left to the discretion of the driver. Under a Code Gray Level 2 or higher we will alert the driver to park the van. Under NO circumstances do we want a volunteer to take any risks.
* Please keep up with the number of passengers you pick up during your shift. A form has been developed for this purpose and will be on a clipboard in the van. Put the date, your name and the number of people you assisted during your shift. The last shift on Friday should leave the weekly report with the volunteers at the Information Desk, or in the Volunteer Services Dept. in the Medical Office Building. If you assist someone by calling Plant Operations to fix a mechanical problem, you may count this in your tracking.
* It is the responsibility of each driver to keep trash picked up and the van neat and clean for the next shift!
* When you need a short rest, park near the entrance to the Medical Office Building, BUT NOT IN A FIRE LANE. Public restrooms and vending machines are located in the lobby area of the MOB. Remember to lock the van before leaving it. A beverage is allowed in the van but no food! Please discard empty cans or bottles when exiting the van.
* If you are not able to report for your scheduled shift, it is your responsibility to find a replacement from the list of authorized drivers. Please report any changes to one of your Chairmen, who in turn contacts Volunteer Services.
* **ALL DRIVERS AND PASSENGERS MUST WEAR SEATBELTS WHILE THE VAN IS IN OPERATION. THIS IS A HOSPITAL POLICY AND IS REQUIRED FOR THE SAFETY OF EVERYONE**.

**IMPORTANT THINGS TO REMEMBER**

* Please remember to take a few moments prior to your shift to walk around the van and inspect for any problems that need attention (i.e. dents, low tires, excessive dirt or missing hubcaps). Notify Volunteer Services IMMEDIATLEY if there is a problem. DO NOT WRITE PROBLEMS ON THE LOG – CALL VOL. SERVICES!
* You can transport passengers across the street to the Annex (Patient Accounts Office). This is considered our hospital campus.
* Do not accept tips.
* Do not overload the van with passengers. If you have more than can ride at one time, ask them to wait and return for them.
* Don’t forget to make the COMMENT CARDS available to the passengers. Encourage them to fill them out and leave at the Information Desk or return to you. Please share the Care-A-Van business cards. These cards have the van phone number and operating schedule and fit nicely in a wallet. The cell phone number for the van is also posted on the poles in the Visitor’s Parking lot.
* Report any unusual or unsafe activity to Security. Accidents involving vehicles or people should also be reported to Security and to Volunteer Services immediately!
* Fire Extinguishers have been placed in the rear area of both vans. If you come upon a fire in the parking lot, call Plant Operations IMMEDIATELY. If the situation requires you to respond until Plant Operations arrives, remember the acronym PASS (Pull, Aim, Squeeze and Sweep) when using the fire extinguisher.
* Occasionally you will come upon a motorist who has mechanical problems (dead battery, flat tire, out of gas, etc.). If they need assistance, Plant Operations should be notified. Be sure to give them the location of the vehicle, by referring to the AISLE NUMBER in the parking lot. Color, make of vehicle, and license number would also be helpful. You might ask the motorist to raise the hood and stand beside their vehicle until help arrives.
* If you encounter any mechanical problems with the van, you should report this to Volunteer Services immediately!

**COMPETENCIES**

* Demonstrates knowledge of proper hand hygiene and infection control.
* Demonstrates proper operation of standard/staxi wheelchair.
* Has knowledge of nearest fire alarms and locations and describes proper operation of fire extinguisher using PASS.
* HIPAA - Understands & agrees that, in the performance of duties as a volunteer of MRMC, must hold patient/medical information in confidence. Information should not be discussed with any individuals including co-workers and volunteers.

**IN COMPLIANCE WITH JOINT COMMISSION STANDARDS, ALL VOLUNTEERS MUST COMPLETE A SERVICE SPECIFIC COMPETENCY CHECKLIST ANNUALLY**