

**NEIGHBOR RIDE, INC.  
VOLUNTEER HANDBOOK**

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## Fact Sheet

**Start Date:** First ride November 17, 2004

**Origin:** Planning for Neighbor Ride followed a survey by the Office on Aging in 2001 identifying unmet needs of Howard County seniors

**Planning group:** Transportation Advocates Committee

**Staff:** Executive Director, Bruce Fulton, Part-time  
Community Outreach Coordinator, Colleen Dumais-Konstanzer, Part-time  
Volunteer Coordinators, Patrice Cerwonka / Holly Waddell, Part-time

**Grantors:** Columbia Association, Community Foundation of Howard County, Howard County Community Partnerships, Judith and Edwin Cohen Foundation, MTA-Senior Rides Program, United Way of Central Maryland

**Funding sources:** Grants, individual and business contributions, passenger fees, in-kind contributions

**Oversight:** Board of Directors with members representing local businesses and seniors (two-year terms); Neighbor Ride volunteers (one-year term)

**Volume of rides:** Average 1,300 trips per month (trip equals one passenger going from point A to point B)

**Eligibility for passengers:** 60 years of age, Howard County resident, able to independently get in and out of vehicle; no wheelchair accommodations

**Eligibility for Volunteer Drivers:** Must be 21 years of age, able to pass criminal background and driver record checks; have 3 points or less on driver's license; be interested in seniors; be capable of maintaining confidentiality

# Neighbor Ride, Inc.

## **LOCATION**

Our office is located at 5570 Sterrett Place Suite 102, Columbia, MD 21044. The main telephone number at this location is 410-884-7433, and our website address is [www.neighborride.org](http://www.neighborride.org). Specific inquiries about the volunteer program should be directed to Holly Waddell and Patrice Cerwonka, Volunteer Coordinators at [volunteer@neighborride.org](mailto:volunteer@neighborride.org).

## **HOLIDAYS**

**We observe the following primary holidays:**

New Year's Day	Presidents Day	
Memorial Day	Fourth of July	Labor Day
Thanksgiving	Christmas	

No services are provided on these dates.

There may be other times when the office is closed at the discretion of the Executive Director. Volunteers will be notified.

# **Neighbor Ride, Inc.**

## **VOLUNTEER OPPORTUNITIES AND RESPONSIBILITIES**

### **COMMITTEE MEMBERS**

The following are committees which require volunteer members:

- Executive (Officers and Executive Director)
- Finance
- Nominating

### **EXECUTIVE**

The Executive Committee consists of the following members of the Board of Directors: President, Vice President, Secretary, Treasurer, and the Executive Director. This committee serves as the governing body of the Board of Directors and Neighbor Ride and can conduct the affairs of the organization, if necessary. The committee meets as needed.

### **FINANCE**

The Finance Committee helps to establish a budget and oversee audit procedures for Neighbor Ride. The committee provides financial recommendations to the Board of Directors relating to the financial health of Neighbor Ride.

- Helpful skill sets are experience in financial aspects of businesses and nonprofit groups.

### **NOMINATING**

The Nominating Committee recruits members for all Neighbor Ride's committees and searches for potential Board of Directors members and active committee members. .

- This committee consists of the President, Vice President, and Executive Director
- Members of this committee should have knowledge about and connections with the community, knowledge about the makeup of the Board of Directors and internal needs of Neighbor Ride in order to seek out volunteers to fill various positions within the organization.

### **PRE-SERVICE VOLUNTEER TRAINING**

All volunteers are expected to attend an orientation session to be scheduled with the Volunteer Coordinator. During orientation volunteers will be provided an introduction to Neighbor Ride and a volunteer handbook. Paperwork will be filled out and exchanged.

## **VOLUNTEER ANNUAL MEETING**

Each year volunteers are expected to attend the annual volunteer meeting for program updates and service awards, usually held in the spring. Many of Neighbor Ride's grantors require this meeting for grant funding.

## **VOLUNTEER AGREEMENT**

Volunteers will read and sign the Volunteer Driver and/or Volunteer Ride Coordinator Agreement appropriate to their volunteer duties.

## **AFTER HOURS PROCEDURES**

Volunteers who have questions or issues regarding a ride or passenger that need to be handled before the start of the next business day should call 410-884-7433 and access the emergency line by pressing 2. Volunteers should leave a message regarding the issue and a staff member will return your call.



# **NEIGHBOR RIDE, INC.**

## **STANDARDS AND EXPECTATIONS FOR VOLUNTEERS**

### **SEXUAL HARASSMENT**

Neighbor Ride does not allow any form of sexual harassment of its employees, passengers or volunteers. Sexual harassment is unwanted sexual attention of a persistent or offensive nature made by a person who knows, or reasonably should know, that such attention is unwanted. Sexual harassment includes sexually oriented conduct that interferes with an employee's conduct or creates an intimidating, hostile, or offensive work environment. If you observe or experience such behavior, you should report the problem to an appropriate official of the organization. Neighbor Ride will investigate this matter thoroughly within a reasonable time. While your privacy will be respected, it may not be possible to guarantee that privacy in the course of the investigation. You will not be harmed or punished for your good faith reporting of this problem.

If an employee or volunteer is found to be responsible for sexually harassing behavior, that employee or volunteer may be subject to disciplinary action, up to and including separation.

### **SAFETY PHILOSOPHY**

Neighbor Ride believes in providing safe and healthy working conditions for our employees and volunteers. We have established the following policies and procedures, which allow us to provide safe and healthy working conditions. We expect each employee or volunteer to perform tasks in a safe and efficient manner while complying with all local, state, and federal safety regulations as well as the policies and procedures identified by Neighbor Ride.

### **REPORTING UNSAFE CONDITIONS OR PRACTICES**

If you observe an unsafe condition, you should correct the problem or warn others, if possible, or report that condition to your supervisor or Volunteer Coordinator in a timely fashion. A timely fashion depends on the severity of the danger: the more severe the risk, the more quickly notification is expected. If you observe a coworker using an unsafe practice, you are encouraged to mention this to the employee or to the supervisor.

Likewise, if a coworker brings an unsafe practice to your attention, please thank the employee and make an adjustment to what you are doing.

Safety is a responsibility we all share for each other. By working together safely, we can create a safe, winning team.

## **MAINTAINING A SAFE WORK SITE**

We expect employees and volunteers to establish and maintain a safe work site. This includes but is not limited to the following applications:

- Proper lifting and lowering of heavy objects.
- Use of proper safety procedures.
- Keeping walkways clear of debris.

## **REPORTING AN INJURY OR ILLNESS EXPOSURE**

Neighbor Ride will provide insurance consistent with the requirements of the Maryland Workers' Compensation law. Employees and volunteers are expected to report any injury, illness exposure, or accident immediately to their supervisor. Minor cuts or abrasions will be treated on the spot. More serious injuries or accidents will be treated accordingly.

## **CARE OF EQUIPMENT AND SUPPLIES**

All employees and volunteers are expected to take care of all equipment and supplies provided to them. Employees and volunteers are to report any unsafe or improper functioning of this material to their supervisor promptly.

Office equipment should be used only for official Neighbor Ride business. The Executive Director should approve personal use in advance. Expenses or repairs associated with personal use of equipment may be passed directly to the employee or volunteer. Neglect, theft, and/or destruction of any assigned materials will be grounds for disciplinary action, up to and including separation and/or legal action.

## **SMOKING AT THE WORKPLACE**

Smoking in confined areas, common work areas, and in vehicles during a Neighbor Ride assignment is prohibited. It is the policy of Neighbor Ride to provide smoke-free working environments for our employees, volunteers, customers, individuals, and the general public. We comply with Howard County ordinances on this matter.

## **VIOLENCE AND WEAPONS**

Neighbor Ride believes in maintaining a safe and healthy workplace, in part by promoting open, friendly, and supportive working relationships among all employees. Violence or threats of violence have no place in our operations, and violence is not an effective solution to any problem. Employees and volunteers may not bring any weapons, including knives, pistols, rifles, and the like, to the work site. Threats of violence and/or fighting will not be tolerated.



## **SUBSTANCE ABUSE**

Neighbor Ride does not tolerate the presence of illegal drugs in our workplace and declares that all locations at which we work, both now and in the future, are to be drug-free. The illegal use of drugs is a threat to us all because it promotes problems with safety, customer service, productivity, and our very ability to service and prosper as an organization. Further, the possession or consumption of alcoholic beverages in the workplace or during work time is strictly prohibited.

## **CONFIDENTIALITY OF COMPANY, CUSTOMER AND SUPPLIER INFORMATION**

During the course of your duties, you may come across information about this organization, about our individuals served, donors, suppliers, the Neighbor Ride database, and/or other employees. In general, unless this information is publicly known you should consider that it is sensitive and confidential. Employees and volunteers are expected to keep such information private and confidential. This means that you must not reveal this information to any other employee, volunteer, coworker, supplier, or the public. Further, you should make sure that any materials containing such information should be filed and/or locked before leaving your work area every day. During the workday, do not leave any sensitive information lying about or unguarded.

If you have any questions, refer those questions to your supervisor.

All Neighbor Ride volunteers need to read and sign the Neighbor Ride Confidentiality Agreement.

## **DISCRIMINATION**

Neighbor Ride staff and volunteers are prohibited from discriminating on the basis of race, creed, religion, handicap, color, sex, national origin, age, occupation, marital status, political opinion, sexual orientation, personal appearance, familial status, or source of income.

# **NEIGHBOR RIDE, INC.**

## **PERSONAL CONDUCT**

### **MAINTAINING YOUR RECORDS**

We would like you to help us keep our volunteer records up to date. Please contact the Volunteer Coordinator to note any changes in your address, phone number, emergency contact numbers, etc. If you are unable to drive for a period of time, let us know these dates.

### **SEPARATING FROM VOLUNTEER PROGRAM**

Even though we hope your volunteer experiences with us will be satisfying and beneficial, we also recognize that volunteers are free to leave at any time. If you decide to stop participation in our volunteer program at Neighbor Ride, we ask that you let us know. In addition, should it become apparent that volunteer conduct is not in concert with our mission and its implementation, we reserve the right to respectfully separate from volunteers.

### **EMERGENCY PROCEDURES**

In-vehicle emergency:

- a. When possible, pull over to a safe location and identify your precise location.
- b. Call 911 and follow 911 instructions; administer care only if advised by 911.
- c. Ask 911 to call the passenger's emergency contact. If necessary the volunteer will call the emergency contact.
- d. Stay with the passenger until help arrives; comfort the passenger.
- e. Contact Neighbor Ride office and leave a message if staff is not available.

Out of vehicle emergency: follow b-e above.

If a physician's practice recommends the passenger be taken to the Emergency Room, the physician's office needs to make arrangements for the transport. The Volunteer Driver should not accept this responsibility. The Volunteer Driver will notify Neighbor Ride of this occurrence, and the ride will be changed to a one-way ride.

If a passenger becomes ill during transport and needs emergency care, the Volunteer Driver should call 911 after pulling off the road for safety. If this happens when the Volunteer Driver is near a hospital, the passenger may be driven to the Emergency Room. The Volunteer Driver should notify the passenger's emergency contact and the Neighbor Ride office.

## **OTHER VEHICULAR INCIDENTS**

Call 911 to report any vehicular incident, even without personal injury. Report that the incident occurred while on a Neighbor Ride assignment. Also, call the office to report the incident and the Volunteer Coordinator will send you a “Driver’s Accident Report Form” to complete.

## **PERFORMING NEIGHBOR RIDE VOLUNTEER DUTIES**

**Driver:** When driving for Neighbor Ride I am expected to display a magnet on my vehicle to help passengers identify me as a Neighbor Ride Volunteer Driver. I am also expected to wear a name badge prepared for me by Neighbor Ride. In the event I misplace either of these items, I will contact the Neighbor Ride office for replacements.

**Ride Coordinator:** When volunteering as a Ride Coordinator I will report to the office at the time agreed or notify the Volunteer Coordinator as soon as possible. I will document my hours in the sign-in book provided. For security purposes, the identification and password identifying me as a Ride Coordinator in the database will not be shared with anyone.

# NEIGHBOR RIDE, INC.

## REPORTING IMPROPRIETIES, FRAUDULENT OR DISHONEST CONDUCT

It is the policy of Neighbor Ride to safeguard and protect all of the nonprofit's resources. Neighbor Ride administrators are primarily responsible for safeguarding the nonprofit's resources by establishing and maintaining sound internal controls designed to detect and deter potential misuse of resources, by taking action to minimize financial loss when misuse occurs, and by correcting abuse. All employees, volunteers and board members are responsible for reporting improprieties they observe.

Neighbor Ride will investigate any possible impropriety, fraudulent or dishonest use or misuse of agency resources or property by board, staff, volunteer or program participants. Anyone found to have engaged in an impropriety or fraudulent activity is subject to disciplinary action up to and including termination or dismissal, and civil or criminal prosecution when warranted.

All members of Neighbor Ride's staff, board, volunteer pool and stakeholder community are to report possible fraudulent or dishonest conduct (including but not limited to financial improprieties or misuse of the organization's resources) confidentially to the **Executive Director**. If for any reason a volunteer finds it difficult to report his or her concern to the Executive Director, the volunteer can report it directly to the **Board President**.

A few examples of fraudulent conduct or impropriety include:

- Forgery or alteration of documents; including intentional reporting of false information;
- Pursuit of a benefit or advantage in violation of Neighbor Ride's nonprofit conflict of interest policy;
- Misappropriation or misuse of organization's resources, such as funds, supplies, other assets;
- Engaging in any inappropriate activity in violation of the Code of Conduct;
- Authorizing or receiving compensation for goods not received, services not performed or hours not worked; and
- Fraudulent financial reporting on all levels within the agency as well as to any outside or related parties or government agencies.

Criteria used to determine whether certain activities or behavior constitute misuse of resources include state and federal laws and Neighbor Ride's policies and procedures. The person reporting may choose to do so anonymously via mail or through other means of communication.

# NEIGHBOR RIDE, INC.

**MEDIA POLICY**

In an effort to be consistent in our message of our mission and goals, volunteers are asked not to speak to mass media sources such as newspapers, magazines or television stations regarding Neighbor Ride unless requested to do so by Neighbor Ride staff.

The above media policy is understood and agreed to.

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Volunteer Signature Date

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Volunteer Name: Printed

# NEIGHBOR RIDE, INC.

## ACKNOWLEDGING RECEIPT OF VOLUNTEER HANDBOOK

I acknowledge receiving a copy of The Neighbor Ride Volunteer Handbook, and I have reviewed it.

I understand that the information contained in this Handbook is provided for informational purposes and that this Handbook does not create a contract of employment. I recognize that the company may change the policies, programs and procedures in this Handbook at any time. I also recognize that the policies included in this Handbook are guidelines, and that Neighbor Ride may not follow these guidelines if the circumstances of a situation so warrant.

As a volunteer, I recognize that either Neighbor Ride or I may stop our relationship at any time for any reason without advance notice. I will notify Neighbor Ride of my inability to continue as a volunteer.

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Volunteer Signature

Date

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Volunteer Name: Printed