

NEIGHBOR RIDE, INC. VOLUNTEER HANDBOOK

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Fact Sheet

Who We Are: The first ride was on November 17, 2004, and we have completed almost 260,000 since then (and counting!). The planning for Neighbor Ride followed a 2001 survey by the Office on Aging, which identified the unmet needs of Howard County seniors. The need for our service is only increasing -- according to a 2022 report prepared by the Howard County Department of Planning and Zoning's Research Division, the population 65 and older in Howard County is expected to increase by nearly 50% between 2020 and 2030. At that time, about 1 out of every 5 Howard County residents will be 65 and older (21% of the population). Additionally, by 2030, there will be over 9,700 residents in Howard County aged 85 and older, more than double the current number in that age group.

In FY 2025 (July 1, 2024- Jun 30, 2025), we have:

Volunteers: 310 volunteer drivers, Ride Coordinators, and Board Members

Clients: 1944 registered, about 607 active clients, and an average of 246 who take a ride each month.

Staff: Executive Director, Bruce Fulton; Strategic Development Director, Andrea Bufka; Program Director, Patrice Cerwonka; Andrew Burkowske, Program Manager

Funding sources: grants, individual and business contributions, passenger fees, and in-kind contributions. Funders include the Maryland MTA, Maryland MDOT, Howard County Office of Community Service Partnership Program, Apple Ford, and the Tower Cares Foundation.

Oversight: Board of Directors with members representing local businesses and seniors (two year terms).

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 driving 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. Specific inquiries about the volunteer program should be directed to Andrew Burkowske and Patrice Cerwonka, at volunteer@neighborride.org.

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 to the Neighbor Ride office.

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.