



FAQs for New Seniors A Go Go Volunteer Drivers

1. I'm nervous about taking a senior in my car. Can I shadow a current volunteer to see what it's like?

Yes, we would be happy to arrange a ride-along for you.

2. I am hesitant to work with a senior who is in a wheel chair. Aren't those really heavy?

A few of our members do use wheelchairs. You can choose not to select these rides. The transfer wheelchairs are easy to maneuver. Typically they weigh between 30 and 50 pounds. They fit in the back seat or in your trunk. If you feel like this is outside of your capabilities then you are free to choose rides that don't include the usage of wheelchairs.

3. Will I be required to help a senior get in or out of the car?

We require that our members be able to get in and out of the car with minimal assistance. Volunteers are to only provide an arm for balance and not transfer of weight. Many of our seniors appreciate the sense of security they feel by holding your arm or hand but they can walk on their own.

4. I am really interested in being a Friendly Visitor and not a taxi driver.

Driving is a great opportunity to meet our seniors and have friendly conversation during the drive and while in the waiting room of appointments. Many volunteers end up giving rides to the same senior over and over.

5. I am not available during regular business hours. Can I still be a volunteer driver?

Yes, although most of our rides do occur during these times, we still have a need to get our members to church and other social activities that occur outside of these hours. We do need drivers for evening and weekends.

6. What happens if I get into an accident or something happens to my senior while we are together?

We have policies and procedures in place to deal with a situation should it occur. ElderHelp will ask that you fill out an incident report and if insurance is required, ElderHelp carries liability insurance that will act as secondary coverage to your insurance. All members are required to sign a release of liability when they sign up for our program. To date, we have a great track record of safe driving.

7. I am looking for a more regular schedule. Is that possible with the driving program?

Yes, we have many members who have reoccurring rides to go to a class or social engagement. You can inform the Transportation Coordinator of your preference and she can arrange for you to be the driver for these rides. Otherwise, many volunteers like the flexibility that choosing your own rides provides.

8. Gas is expensive. Is there mileage reimbursement available?

At this point in time we are able to offer reimbursement for mileage driven. Volunteers also have the option not to request reimbursement for miles driven and instead claim the donation on their taxes. ElderHelp will issue a summary of miles driven at year end. We do encourage volunteers to choose rides that are in their neighborhood to reduce costs.