

FISH of Lexington, Inc.  
1912 Massachusetts Avenue  
Lexington, MA 02421  
[www.lexfish.org](http://www.lexfish.org)

## POINTERS!

Drivers-Phoners-Clients

### **DRIVERS**

- The typical time commitment may include more than one assignment on a given day, if you are willing. It is best to set aside the entire day on your calendar.
- If you need to reschedule your driving day once it is arranged, you are expected to swap with another driver; then notify the FISH answering service at 781- 861-9300, your phoner, and your “sub’s” phoner of the arrangement. Note that this information is always listed at the top of every monthly schedule.
- Be available in the afternoon two FISH operating days before your scheduled driving day to receive your assignment(s). If you will not be available during that time, please contact your phoner ahead of time or check your voice mail that evening!
- Call the client(s) the day you receive your assignment(s) - or no later than the next morning - and confirm the details with your client(s). Give the client(s) your telephone number, in case they need to reach you before the drive. Some clients become anxious when they do not hear from their driver rather quickly.
- If a client cancels the appointment, please notify your phoner.
- Please read the FISH Driver Information flier for complete information about your very important role! It can also be found on the FISH web site ([www.lexfish.org](http://www.lexfish.org)).

### **PHONERS**

- If you need to reschedule your phoning day, you are expected to swap with another phoner (refer to the monthly schedule); then notify the FISH answering service at 781-861-9300, Phoner Coordinator Margaret Brooke (781- 862-7320), and your assigned drivers. Note that this information is also listed at the top of every monthly schedule.
- Retrieve ride requests from the answering service between 2 p.m. and 3 p.m. on your calling day. If you are not available during that time, please let the answering service know beforehand or be sure to call later that day.
- You may ask drivers to take more than one assignment on a given day, although as always, they may decline assignments.

- Once you have planned the driving assignments, call the drivers to confirm the assignments, and be sure to call the answering service (782-861-9300), identifying the driver for each client. If possible, call after 7 p.m., when it is less busy.
- Call any client for whom you cannot arrange a ride, after calling back-up drivers.
- Call drivers between 4 p.m. and 6 p.m. with their assignments. If no answer, try later in the evening. No answer? Leave a voice message with details about the client(s) and destination(s). In the phone message, ask the driver to call you to confirm that it has been received and the assignment(s) will be filled.
- Call all drivers, even those for whom you have no assignments.
- Notify the answering service if you hear from a driver that a client has cancelled the appointment and does not need a ride.
- Please read the FISH Phoner Information flier for complete information about your very important role! It can also be found on the FISH web site ([www.lexfish.org](http://www.lexfish.org)).

## **CLIENTS**

- Please read the Client Information flier for complete information about how FISH will be happy to serve you, but here are a few of its highlights. It can also be found on the FISH web site ([www.lexfish.org](http://www.lexfish.org)).
- To schedule a ride, call FISH at 781-861-9300 between 9 a.m. and 1 p.m. two FISH operating days before your appointment. See the FISH operating days on the reverse side of the flier you have received. If you call earlier or later than two FISH operating days prior to your appointment or outside of the 9 a.m. to 1 p.m. time frame, FISH will be unable to accommodate your request.
- Your driver will call you on the day you request your appointment or early the next day to confirm the arrangements. If FISH cannot accommodate your request, a FISH phoner will call you to tell you that no driver is available.
- If you find you need to cancel your appointment, please notify your FISH driver that you no longer need a ride.
- Rides are free, but clients are responsible for any parking fees or tolls.
- Donations are gratefully accepted!
- Encourage your friends and relatives to volunteer with FISH! Drivers and phoners are always needed. Have them call FISH President David Libman at 781-533-9481 to volunteer or to obtain further information.