fish A volunteer organization since 1972

Driver Information

VOLUNTEER COMMITMENT

Boston or Local? Drivers specify whether they will be a local **(L)** driver, providing rides to destinations in Lexington and vicinity, or a Boston **(B)** driver -- willing to drive to Boston. Your preference is noted on the monthly schedule.

How much time? The typical time commitment is one day each month, which may include more than one assignment. It is best to set aside the entire day on your calendar. However, you can specify any time limitations if you are unable to drive at certain times of day. Drivers are encouraged to serve as backup drivers, when possible. Typically, a backup request is for one ride only.

SCHEDULING

The schedule is arranged on a month-by-month basis. You can specify a particular volunteer day—for example, the second Tuesday of each month. Alternatively, you can request that the FISH driver coordinator contact you each month to schedule your volunteer day. **Submit your email address to feslerj@gmail.com to receive your monthly schedule by email, or receive it by mail if you prefer.**

Rescheduling. If you need to reschedule your driving day, you are expected to swap with another driver. Notify your phoner and the phoner of the driver with whom you swapped. Phoner contacts are listed in the monthly schedule.

QUESTIONS?

Feel free to call the driver coordinator, listed in the membership directory and monthly schedule, with any questions or concerns.

HOW TO GET DRIVING ASSIGNMENTS

Be available by phone in the afternoon two FISH operating days before your scheduled driving day to receive your driving assignment(s) from the phoner **(P).** The phoner who will call you is listed two FISH operating days before you on the monthly schedule. **Note:** If you will not be available that afternoon, please contact the phoner ahead of time.

- If you received the assignment by voicemail, call the phoner to confirm that you have the information and can do the ride.
- If you received the information by email, contact the phoner to confirm that you have the information and can do the ride.

2. When the phoner calls, record—

- **client's name,**
- **address**
- **phone number**
- **pick-up time**
- **appointment time**
- **destination**
- **time of return,** including whether the client is having a procedure that might result in a pickup delay, such as cataract surgery.
- **any special conditions.** Does the client use a wheelchair or have other ambulatory concerns? Will there be a companion?

3. Call the client and confirm the ride the afternoon or evening that you receive the assignment. Some clients become anxious when they do not hear from their driver. Double-check all information with the client. Confirm the appointment time in case you want to adjust the pick-up time. Give the client your phone number in case the client needs to reach you before the drive, in case of cancellation for example.

Also, we suggest you get the name and phone number of the client's doctor in case of an unanticipated delay with the appointment. If you carry a cell phone and don't plan to wait, you may give the number to your client at drop-off and ask that the doctor's office call you when the client is ready to leave.

POLICIES

Accepting & declining assignments. You may decline a driving assignment for any reason. Your decision is final and will be respected.

Do not accept direct ride requests. Refer clients to the answering service, 781-861-9300.

FISH rides are free-of-charge. Drivers are volunteers and do not accept tips. However, if a client wants to make a donation, mail the cash or check to FISH and identify the client. The client will receive a gift acknowledgement.

Parking fees & tolls. Clients are expected to pay for parking fees and tolls. You can be reimbursed by the FISH treasurer for out-of-pocket parking expenses and tolls a client cannot cover. Don't forget to get a receipt!

Donations. FISH supplies drivers with preaddressed envelopes to give to clients who wish to make a donation. Think about keeping some handy in your glove compartment.

FISH of Lexington, Inc.
1912 Massachusetts Avenue
Lexington, MA 02421
781-861-9300
www.fishlexington.org

FISH OPERATING DAYS

The phoner who contacts you is listed two FISH operating days before you on the monthly schedule. When FISH is closed, no rides are available. Skip the days FISH is closed when counting back two FISH operating days to calculate when your phoner will contact you.

For example: If you are driving on Wednesday, March 4, you'll be contacted by the phoner on Tuesday, March 2. If you are driving on Tuesday, June 1, you'll be contacted by the phoner on Thursday, May 27 (due to Memorial Day on May 31).

HOLIDAYS AND CLOSED DAYS

FISH is closed on weekends and **Fridays in June, July and August.** Additionally, FISH does not operate on the following weekday holidays in 2027.

- January 1
- January 18
- February 15
- April 19
- May 31
- July 5
- September 6
- October 11
- November 11
- November 24 & 25
- December 24
- December 31