

* REIMBURSEMENT *

Volunteer drivers are reimbursed at the rate of \$.58 per mile for non-family members and \$.29 per mile for family members. Mileage reimbursement claim forms must be correctly completed and signed by the driver & the client.

A co-payment is also paid to the driver by the client based on the number of miles that the client is in your vehicle (Co-payments are not made for family members.) The rates are as follows:

Up to 25 miles	- \$ 7.00
25 to 60 miles	- \$10.00
61 to 100 miles	- \$15.00
101 to 200 miles	- \$25.00
201 to 400 miles	- \$40.00
Over 400 miles	- \$60.00

Meals may be reimbursed **up to the amount listed below**, if you turn in a receipt, but will be included on your 1099/W-2 as of 01/01/2015.

Breakfast: **\$ 7.00** Leave before 6:30 a.m.

Lunch: **\$ 9.00** Leave before 10:30/Return **after** 2:30

Dinner: **\$13.00** Return after 6:00

Lincoln County Social Services
85.21 Transportation Program
607 N. Sales St., Ste. 202, Merrill, WI 54452
715-539-1331

Volunteer Drivers Guide



Colleen Chartier and Kristine Shorey
Transportation Coordinators
715-539-1331

RULES

1. You must have a valid Wisconsin driver's license and maintain a good driving record. (We must have an updated copy of both on file.) **Any traffic violations must be reported to the department within 2 business days.**
2. Do your best to understand & accept your clients. **Ensure the confidentiality of your clients.**
3. Perform the task agreed upon by you & the transportation coordinator. **No running errands for the client without the Client in your vehicle.**
4. Keep appointments & adhere to schedule.
5. Report promptly when you are unable to keep a scheduled transport so that a replacement can be found as soon as possible.
6. Report any accident to the 85.21 Program at the Lincoln County Department of Social Services immediately – no matter how minor.
7. Call 911 immediately if you or your client experience an emergency situation.
8. Be friendly & cheerful. Be a good listener. Avoid controversy.
9. Refrain from making medical suggestions or giving advice.
10. Do not give or receive gifts from clients or request any type of monetary loan from the client.
11. Be alert to your client's comfort and do not smoke while the client is in your vehicle. Please keep your vehicle clean and in safe operating condition. **Odometer must read less than 300,000 miles.**
12. Do not bring your personal pet nor allow a client's pet in your vehicle, unless it is a visual aide/companion dog.
13. Keep accurate mileage records & send them to the 85.21 Transportation Coordinator. Pay periods are every two weeks.
14. Refer the client to the Lincoln County Department of Social Services at 539-1331 if he/she tries to schedule transportation with you unless approved by the 85.21 Transportation Coordinator.

15. **Do not use your cell phone while driving.**
16. **Each client service needs to be recorded on separate mileage sheet.**

TRIP INFORMATION

When you accept an assignment, you will be given the following information:

1. Client's name, phone number, & address.
2. Name and address (if available) of appointment facility and directions, as needed.
3. Date and time of appointment.
4. Whether the client will be accompanied and any special needs they may have. The client needs to be ambulatory and not suffer from any type of dementia. We stress that the driver not attempt any type of lifting getting the client in or out of the vehicle. **(Please report any problem in this area to us.)**

INSURANCE

Volunteer drivers must have liability insurance. A copy of your driver's license & proof of insurance must be on file with our office. Mileage reimbursement is based on liability limits.

Last but not least, thank you for all you do. You are one of our most valuable assets!