

## TIPS FOR RIDERS

Transportation means independence and freedom. All of us have different needs, but we also have different capabilities. However, as with everything in life, we get out of life what we are willing to put into it. The following TIPS will help riders get the most out of “The Village Shuttle.”

Use your Athens Village membership! You joined the Village to help you as you age. This is another service like the handyman service.

If you can't or don't want to make a request online, please call the office (740-447-0500). The staff will make the online request for you.

Always be considerate of the volunteer driver who has offered to help. Treat them with respect. Do not expect too much of your volunteer. Consider her capabilities and limitations, especially her time. **Always make requests using the proper protocol, not by calling a volunteer driver directly.**

Think of volunteers as friends. Show genuine interest in their lives and families. Always thank volunteers for their help. A hearty “Thank You!” is always welcome.

Be conversational and fun to be around. Proselytization (religious or political) is not welcome.

Be organized and plan your travel as far in advance as possible. Never change travel plans on a whim. Don't ask your driver to make “just one more stop” unless she is also going to that store or location.

Evening and weekend appointments are reasonable requests!

Group things that can reasonably be done in the same area on the same day to limit the number of times you will need volunteer assistance.

Remember to call the TAV office (740-447-0500) to confirm when your request has been filled. Try to remember to call again after your trip to complete a satisfaction survey for the RSVP funding.

Have a list of your physician, medications and allergies with you, in case something happens on the ride.

Volunteer drivers are supposed to only provide curb-to-curb service. Please do not ask them to come inside your home; they are not permitted to do that—not even to bring in your groceries. This is for liability purposes.

If you can, carry a cell phone that is pre-programmed to dial 9-1-1 should an emergency occur.

Always follow program guidelines and rules. RSVP volunteers are not permitted to take money or any other inducement, not even as a tip. You may donate to the RSVP program.

Keep alert to others who might also benefit from similar services and let them know about the program.

Wear your seatbelt! Safety first.