



## TASC Passenger Policies and Procedures

**WELCOME TO TASC!** Please read through these policies and procedures. If you have any questions, please call the TASC office, (603) 926-9026. Then fill out the enclosed registration form, sign it, and send it back. [Please keep these pages for your reference.](#) [Don't send them back.](#)

In order to ensure that passengers and volunteer drivers have a safe and enjoyable experience with TASC, the following policies and procedures have been established. Any information you provide to TASC is confidential and will only be shared with your permission.

- **You must provide TASC with a current phone number** to confirm rides. This can be a friend or relative if necessary. **If we can't confirm the ride – we can't provide the ride.** Remember to let us know when your phone number or residence changes.
- All Passengers and drivers must wear face coverings. If you aren't wearing a face covering, the driver will give you one to wear. **If you refuse to wear a face covering, your ride will be refused and you will no longer be able to be a TASC passenger.**
- **Cancel your ride if you are not feeling well.** Drivers are required to cancel their rides if they are not well.
- **All TASC passengers and volunteer drivers will wear seat belts.**
- No smoking, use of tobacco products, electronic cigarettes, vaping, etc., is allowed during a ride.
- TASC transportation services will be canceled during severe snowstorms or other severe weather.
- TASC volunteer drivers reserve the right to refuse to give a ride if there are concerns for your safety or comfort. This would include, but is not limited to:
  - If a passenger is not able to get safely into the vehicle.
  - If walkways, driveways, etc. are not clear of things like snow, ice or debris
  - If a passenger appears to be impaired by alcohol or drugs. At the discretion of the TASC Executive Director, this will result in immediate and permanent suspension from TASC's volunteer services.
- Please refrain from talking on your cell phone during a ride. It can be distracting to the volunteer driver.
- Harassing, offensive, abusive, or dangerous behavior and language is not tolerated. Such behavior on the part of passengers or volunteer drivers should be reported to the TASC Executive Director. At the discretion of the TASC Executive Director, a passenger may be permanently suspended from using TASC services. A volunteer may be permanently suspended from providing service for TASC.
- We require at **least seven days advance notice before** the date that you need a ride.
- You will hear from TASC no later than **two** business days (48 hours) before your appointment to confirm your ride or to let you know that we do not have a volunteer driver available.
- If you need more than 48 hours' notice from us, you must let us know.
- It is your responsibility to know the cancellation cutoff policy for your medical providers.

- If you must cancel a requested ride, please call the TASC office as soon as possible (24 hours' notice is preferred).
- Because all drivers are volunteers, TASC is not appropriate for regular daily rides (such as to work) or if you need a guaranteed ride confirmed well in advance of your appointment.
- Volunteer drivers will have a non-photo TASC ID.
- **You must be able to get from your home to a vehicle with little or no assistance.** If you are unable to take full responsibility for yourself, you must be accompanied by a responsible adult. This includes having someone who is authorized to sign any medical release forms.
- Children under the age of 18 must be accompanied by a parent or other legally responsible adult. The adult must be eligible and registered with TASC. NH State law requires that all children under the age of 18 must use a seatbelt. Children 6 & under must ride in the backseat properly fastened and secured by a child restraint system. TASC volunteer drivers cannot install child restraint systems; they must be installed by the parent/guardian/caregiver. Children between 7 and 12 must be seat belted in the backseat.
- There is no fee for TASC services. Our volunteer drivers cannot accept any tips, donations, or other payments.
- Free will donations are gratefully accepted and may be made to TASC and mailed to our office at 200 High Street, Hampton, NH 03842.
- Volunteer drivers cannot sign any forms assuming responsibility for your care. They may only confirm that they are providing a ride.
- TASC volunteer drivers cannot dispense or administer any medications, nor can they drive you from a doctor's office to an emergency room. 911 will be called if there is an urgent medical problem during a ride.
- The TASC office is closed in the evening, on weekends, and holidays.
- Be flexible! You might have two different volunteer drivers—one to pick you up and one to bring you back home. TASC Volunteer drivers are not required to wait with you during your appointment.
- **TASC reserves the right to accept or decline passengers based on its policies.**

#### EXPECTATIONS and CONDUCT

- TASC drivers are volunteers who are committed to providing you with high quality service. It is important that their commitment is valued. You are asked to adhere to the times of your appointments.
  - If you are not at home when a volunteer driver arrives you will be considered a "no show." If you have three "no shows" you may be permanently suspended from TASC's services.
  - Please be ready on time. At the discretion of the TASC Executive Director, passengers who are habitually late may be suspended from TASC's volunteer services.
  - There are times when neither you nor the volunteer driver is in control of the schedule, for example, when a doctor's office is running late. If an office is running so far behind that it conflicts with the rest of a volunteer driver's schedule; you will be asked to reschedule your appointment so that the volunteer driver will have time to return you safely home.
- You may appeal any disciplinary action by writing to: TASC Board of Directors, 200 High St., Hampton, NH 03842. Appeals must be in writing. The TASC Board of Directors will respond in writing within 30 days. **The decision of the board is final.**
- All TASC Volunteer Drivers undergo motor vehicle & criminal background checks. Most rides are provided in volunteers' own legally inspected, registered and insured vehicles. Accessible rides are available; call for more information including specific procedures for accessible rides.

## PROCEDURES FOR REQUESTING A RIDE

*If you are covered by a Medicaid Provider, call them for information about help with rides to medical appointments. Medicaid provides transportation to covered medical appointments.*

- **We require at least seven days advance notice before the date you require a ride.**

**When you call TASC at (603) 926-9026, please provide the following information whether speaking directly to us or leaving it in a message:**

- Your name, address and telephone number.
- The full date, time, specific location (i.e. doctor's name & address) of the appointment, and an estimated length of time you'll be at your appointment or errand.
- Let us know if you will need to make an extra stop, if so provide the specific location.
- If you aren't calling for a ride, please give the specific reason for your call.
- If you get the machine, **leave a detailed message.** We are not always able to call back the same day. Leaving a message does not guarantee a ride.

### **TASC requires that you:**

#### **Stay home if you are sick**

If you develop a fever, or symptoms such as a cough or difficulty breathing, call your healthcare provider for medical advice and guidance before visiting their office.

**Wear a face covering that covers your nose and mouth while in a vehicle.**

#### **Limit contact**

Sit in the back seat unless injury or disability prevents it.

Volunteer drivers will keep a couple of windows open about an inch to keep air circulating.

#### **Practice everyday preventive actions**

Avoid touching your eyes, nose, or mouth.

Wash your hands regularly with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer containing at least 60% alcohol.

**Every effort is made to arrange your rides,  
but, all our drivers are volunteers,  
we can never guarantee a ride.**

Our ability to provide rides is  
based on the availability of our volunteer drivers.

TASC~ 200 High Street Hampton, NH 03842  
Telephone: (603) 926-9026 ~ E-Mail: [coordinator@tasc-rides.org](mailto:coordinator@tasc-rides.org)