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VOLUNTEER HANDBOOK

Table of Contents

<i>I. Introduction</i>	<i>1-1</i>
- <i>Being an Angel Bus volunteer</i>	
- <i>Paperwork</i>	
- <i>Disclaimer</i>	
<i>II. Who We Transport</i>	<i>2-1</i>
- <i>Qualification Factors</i>	
- <i>Working with other organizations</i>	
<i>III. How We Coordinate Missions</i>	<i>3-1</i>
- <i>Learning of a mission</i>	
- <i>Before accepting a mission</i>	
- <i>Driver Mission Form</i>	
<i>IV. How to Prepare for a Mission</i>	<i>4-1</i>
- <i>Driver in Command</i>	
- <i>Mission planning</i>	
- <i>Maintaining the coach</i>	
- <i>Developing “Plan B”</i>	
- <i>Preparing the passengers</i>	
<i>V. What to Do During and After a Mission</i>	<i>5-1</i>
- <i>Making the passengers comfortable</i>	
- <i>Allowing for changes</i>	
- <i>Concluding the mission</i>	
- <i>Filling out the paperwork</i>	
- <i>Accepting compensation</i>	
- <i>Deducting expenses for taxes</i>	
<i>VI. Appendix</i>	<i>6-1</i>
- <i>Sample forms</i>	
- <i>Important numbers and contacts</i>	

I. Introduction

Angel Bus, Inc., is a nonprofit, charitable organization dedicated to providing compassionate ground transportation to patients in need. We meet passenger needs through volunteers who donate their time and the use of their coaches.

Angel Bus, Inc., is financially supported primarily by contributions from individuals, service clubs, social groups and corporations. We currently receive no financial aid from any government entity. We are also supported by our drivers who aid in the missions by donating the use of their coaches and operating expenses.

This document is divided into seven parts, each concerning a different aspect of Angel Bus missions. Driver forms and a list of phone numbers are supplied in the Appendix.

Being an Angel Bus Volunteer

Thank you for your interest in Angel Bus. You show your dedication to helping your fellow citizens by utilizing your skills and coaches. The satisfaction that comes from a mission completed is the kind of satisfaction that cannot be described. You will know it once you have driven an Angel Bus mission. Remember that Angel Bus is not bound by location but rather by our resources and imagination.

In accepting a referral from Angel Bus, Inc., you are agreeing to provide transportation at no cost to those we serve. When you accept a referral, you do so as a volunteer driver, not as an employee of Angel Bus. A driver is allowed to accept a referral, only when your license and insurance are current and valid. All drivers volunteering for Angel Bus missions are required to have a valid driver's license and registration. .

Paperwork

Nobody likes paperwork, but it is an essential part of modern life. It is essential that we have our documentation in order should our tax status, or our use of donations, ever be questioned. Clear records are

also needed if you wish to deduct your own expenses from your income taxes. Experience has shown that when filling out the paper work and sending it in gets postponed, it often falls off the priority list and never gets done or that the details are forgotten. Also, some of the forms serve as a check sheet to ensure that important items are not overlooked.

The forms include

- Driver Mission Form
- Liability Release form
- Note: You also need all your receipts for your taxes.

Disclaimer

This document is furnished as a guideline for general information and as suggestions to aid in the successful completion of a mission for Angel Bus, Inc. It is not intended to be a set of hard and fast rules; however, it will help in making for a great adventure for both you and the passenger.

Angel Bus, Inc., cannot and will not pressure drivers to accept a mission that they do not want, nor should drivers accept any mission that they feel uncomfortable with for whatever reason. It is the objective of this organization to accommodate as many people that need our services as possible within in the scope of Angel Bus, Inc., charter and standards. Safety is our number one consideration. Upon accepting any mission from Angel Bus, you, the driver, are in charge of completing the mission. However, you can cancel your part of the mission, for any reason, by contacting Angel Bus.

II. Who We Transport

Only the Angel Bus office may qualify (accept or reject) a submitted application for an Angel Bus mission. Angel Bus drivers should not make any mission commitments on behalf of Angel Bus, Inc. An Angel Bus driver may, of course, refuse any mission based on safety considerations. Below find a listing of factors used in the determination of qualifying a passenger. Note that Angel Bus would like to help everyone in need; however, situations may arise where all things being equal, one passenger may demonstrate more financial or physical need and would be more qualified than another.

Qualification Factors

All of the following factors will be weighed in determining whether a passenger is accepted for an Angel Bus mission. This is in addition to consideration for the availability of drivers and coaches in the appropriate regions.

- ◆ The passenger is associated with, or being referred by, another nonprofit association that Angel Bus has an alliance with. Some examples are the National Patient Travel Center and Make-A-Wish Foundation.
- ◆ The passenger has a legitimate medical need for services that are not available locally and is not able to independently afford available transportation.

In addition, the passenger must agree to the following before being qualified.

- ◆ The passenger must have a personally signed letter from the physician approving travel.
- ◆ The passenger (or parent) must sign a waiver form releasing ANGEL BUS, INC., and the driver from liability.

Working with other organizations

Angel Bus, Inc., is proud to announce that we will be working very closely with other nonprofit organizations which provide services to patients in need. Many of the referrals we will receive will be through these organizations that have already done extensive screening of their participants.

III. Coordinating Missions

Once Angel Bus, Inc., accepts a mission, then it should proceed to its conclusion. A successful mission depends a great deal on coordination between Angel Bus staff, available drivers, passengers, weather, and **you**, the driver.

Learning of a mission

When a mission is scheduled by the staff, the driver may be contacted in person or may learn of the mission by e-mail. Please make sure to update the office of any mailing or contact changes. You may also make it a habit to check our website at www.Angel-Bus.org, where we will regularly announce needs for mission drivers.

As time permits, and when possible, drivers will be selected on a rotating basis. However, driver availability, seating capacity, and missions distance are factors considered. How often you will be contacted will depend on the patient requirements for the area in which you live or are willing to drive. If you would like to drive more or fewer missions, be sure to let Angel Bus know.

Before accepting a mission

Before accepting a mission, make sure you have checked all of the mission requirements and received all the appropriate information. For example, mission requirements may include several hours layover in order to return the patient back to the point of origin or to wait for a return mission with another patient. Angel Bus, Inc., also coordinates missions with other nonprofit organizations and they may require additional information.

Only you as the driver-in-command can determine your capability to drive a specific mission. Factors to consider are your current physical condition, any mechanical problems with your coach, as well as your current personal commitments. Under no circumstances does Angel Bus want you to drive a mission when you do not feel well or are not ready to make the commitment. Refusing a mission does not mean you will be overlooked when the next mission in your area occurs.

Driver Mission Form

Before a mission, the Angel Bus office will fax or email you the Driver Mission Form. This will confirm your acceptance and status as the mission driver and tell you the patients and passenger's names, phone numbers, pickup point, destination, and pickup times.

Be sure to make at least two copies of this form. Fill out and mail or fax one back to Angel Bus as soon as possible. Take the other with you to be filled out and sent to Angel Bus upon completion of the mission. It is very important that you follow through once you commit because all the arrangements revolve around you, the driver. You may wish to make a third copy for your own records.

A sample form is included in section VI. The actual form will be faxed or emailed to you as soon as possible after you accept the mission.

IV. Preparing For a Mission

Once you have accepted a mission and submitted in the appropriate paperwork, it is time to start planning your mission.

Driver in Command

As the "Driver in Command," you are in charge of your leg of the mission. You must ensure that everything is in place to safely accomplish the trip. Because other people are involved, you also need to keep them all informed of any changes in the basic plan in the Drivers Mission Form. Reasons for changes could include weather, change in mission requirements, driver or passenger illness, your coach does not have something that the passenger needs, the coach develops a mechanical problem, or the appointments at the medical facility get changed. Please do not "tough it through." If things are just "not right" for a safe, legal, and on time mission, STOP. There are always alternatives, such as waiting until later in the day, waiting until the next day, getting another driver, leaving someone behind, or even canceling the mission. Safety is number one.

Mission Planning

- ◆ Make sure that the Driver Mission Form is accurate and has all the latest information.
- ◆ Understand what is required of the driver and the coach for this particular mission. Missions will be conducted differently based on a number of factors, such as whether you will be providing return transportation or whether you will be connecting them with a flight or other form of transportation.
- ◆ Identify all needed contacts and confirm all schedules. Call everyone concerned:
 - α **Patient and other passengers**
 - α **Connecting driver if necessary**
 - α **Destination**
- ◆ Never hesitate to call the Angel Bus office to clarify arrangements or get more information.
- ◆ Check weather conditions along your route

- ◆ If you will be picking your passenger up, or dropping off, at a hospital or other congested place, it is a good idea to call the hospital's security staff ahead of time to plan where you will park while waiting for the passenger. Also, identify where the pickup/drop off point will be and check on height restrictions. It may be necessary for you to call in while you wait nearby while your passenger is brought to the door.
- ◆ Don't forget your own needs. Have the food and clothing for both you and your spouse. Once you get the passenger to his/her destination, you might as well enjoy the sites of the area.
- ◆ Plan where you will stop for meals. Some passengers will not be able to exit the coach, so you need to stop where the passenger's companion can get carry-out to bring to them.
- ◆ Although the passenger is responsible for their own food, you are free to offer them what you have aboard. Having some extra drinks and snacks may make the trip better for everyone.

Maintaining the Coach

As a driver you must be capable of performing the mission, as must your coach. It is your responsibility to make certain that your coach has had a pre-trip inspection and proper maintenance. Angel Bus does not attempt to cover this issue.

Insurance is another critical component in your overall plan. You should contact your insurance agent and discuss whether your policy is compatible with Angel Bus missions. Since there is nothing special about voluntarily driving an ambulatory person from one location to another, a driver's normal insurance arrangement should be satisfactory. We ask you, however, to discuss this with your insurance representative.

Developing "Plan B" or making changes

Sometimes the best of plans must be changed. Develop a backup "Plan B." The best driving routes may change on short notice. Try calling the state highway department, or look up their website, if there is any question about the weather or road conditions. Any change of the mission from its original schedule should be relayed to Angel Bus staff, if possible. If it's not

possible to reach anyone at Angel Bus, refer to the Driver Mission Form for additional telephone contacts.

Select the safest and best solution. If a problem can be solved by a minor change in the plan that does not affect other parties in the mission, feel free to make the changes. If others are involved, contact the involved parties as soon as possible, either to consult about a possible solution, or to inform them of a decision made that would affect the mission. Don't assume that it would be all right to make the changes without notifying all other parties. When you decide to make changes, be sure not to promise something you or the connecting driver cannot deliver.

Preparing the passenger

Prepare your passengers by introducing yourself and explaining how the journey will be completed. Define the passenger's needs and acquaint them with your coach. Go over how to use the toilet and the seat belts. Also go over the Driver Mission Form and have all passengers or guardians, sign the Liability Release forms. Note: Please bring a stamped envelope addressed to the Angel Bus office, so you can send these forms in as soon as possible.

Inform passengers that they should notify you prior to moving around while the coach is moving. If you think there is a danger, have them wait until you can pull over in a safe place. Periodically, stopping at rest areas is a good idea.

Passengers who have been in the hospital for an extended period may have a significant amount of gear. Be sure it is loaded and secured.

Discuss both the light level and ventilation needs and adjust accordingly prior to departure.

Ensure anything that requires refrigeration is stowed properly prior to departure.

Ask passenger about any special dietary requirements.

V. During & After a Mission

Making the passengers comfortable

Our passenger's comfort is of utmost importance in every mission. Remember that the patients are often feeling ill when they board the coach. Please do your best to keep from making the situation worse.

Keep air vents open if the temperature permits. Make sure to have a supply of bags and paper towels within reach, just in case. Avoid abrupt maneuvers and rapid changes.

Making changes

Please make sure to alert Angel Bus of any changes during the mission that may take place, such as delay in arrival time, problems with the weather, problems with the coach, or problems with the patient or other passengers. Once again, if you are not able to reach Angel Bus headquarters, refer to your forms and information to find appropriate contacts.

Concluding the mission

When you arrive at your destination, help your passengers out of the coach and have them sign the Driver Mission Form. (Double check that you had them sign Liability Release form at the beginning of the journey.)

Before you leave, make sure you have arrived at the correct place and that the people there are ready for the patient. This may require waiting a bit to ensure that they get registered or that a receptionist has taken charge of the party.

Filling out the paperwork

Complete the Driver Mission Form and return it to the Angel Bus office. For Angel Bus record keeping purposes, the form must be faxed, emailed, or mailed to the office without delay. This is your official record for tax purposes. Providing a hard copy of the mission form will ensure posting of your mission in Angel Bus, Inc., records. Even if the mission is canceled for any reason, please mark "CANCELED" on the form and return it to the office.

Accepting compensation

DO NOT accept any compensation of any kind for the trip, as this will endanger the Angel Bus status with the IRS. By accepting any compensation, you could change your status with your insurance company and the Department of Transportation from private to commercial, which you really don't want to do. If patients or passengers wish to make a contribution to the Angel Bus organization, advise them to send it in to the main office. Give them the proper mailing address and advise them that the contribution will be used for operating expenses of Angel Bus, Inc. Angel Bus, Inc., is a 501(c)(3) nonprofit organization and all contributions are tax deductible.

Deducting expenses for tax purposes

Drivers may deduct the direct (out-of-pocket) expenses of a mission. Should weather conditions force a mission driver to remain overnight, the cost of lodging and meals are deductible as well. It's important that drivers maintain accurate records and receipts to substantiate deductions. However, for complete information, drivers should consult their personal tax advisors.

VI. Contacts/Sample Forms

How to Contact Angel Bus

To ensure that you can get all the information you may ever need when you need it, the following information will help you reach us.

Angel Bus Office Phone Numbers: (757) 333-0084

Fax Number: (757) 318-9107

E-mail Address: info@Angel-Bus.org

Website: www.Angel-Bus.org

Mailing Address: Angel Bus, Inc.
4620 Haygood Road Ste. 1
Virginia Beach, VA 23455.

Office Hours are Monday-Friday, 9:00am - 5:00pm ET

Emergency contact can be made by calling:

Jim Smith - (757) 373-0773