



# Lutheran Social Services of Wisconsin and Upper Michigan, Inc.

## Rider Code of Conduct

<b>Department or Business Unit Owner:</b>	<b>Community Based Service</b>
<b>Applies to:</b>	Make The Ride Happen-Winnebago Catch A Ride (WCAR)
<b>Policy Location: (list other locations in addition to LSS Connect, as applicable)</b>	LSS Connect/Employee Resources/Agency Documents & Policies 3003 N Richmond Street Appleton WI 54911
<b>Effective Date: (if known)</b>	8/1/2019
<b>Date(s) of Review/Revision:</b>	8/1/2109
<b>Replaces Policy:</b>	
<b>Legal &amp; Other References:</b>	
<b>LSS References &amp; policies/procedures:</b>	WCAR Volunteer Driver Program provides transportation for disadvantaged individuals who live and/or work in Winnebago County who encounter transportation barriers.

### PROCEDURE PURPOSE:

To establish a policy and procedure for expectations on appropriate rider conduct.

### PROCEDURE STATEMENT:

Winnebago Catch A Ride has established the following process and requirements for expectations involving customer behavior and conduct, which shall be maintained in accordance with conditions involving safety during transport with Winnebago Catch A Ride (WCAR).

- I. At WCAR , we value and want our customers to know that our drivers and staff take great pride to ensure that each customer shall be afforded and treated with great care, dignity and respect at all times.
- II. When traveling with WCAR, we want each experience to be enjoyable and safe for everyone. Requirements for expectations on rider behavior and conduct will help to ensure both the customer and the WCAR volunteer driver share in having a positive experience.
- III. We encourage each rider to take a moment to read WCAR's policy regarding rider behavior identified below.
- IV. At WCAR, we welcome and want your feedback. Customer feedback helps to ensure accountability and a safe environment for all. Customers may contact WCAR to address concerns by email, using the following email address. [Winnebagocar@gmail.com](mailto:Winnebagocar@gmail.com).

## POLICY PROCESS:

1. Call to schedule a ride time with as much lead time as possible, at least 24 hours in advance. Calling with less than 3 days in advance may limit volunteer driver availability.
2. **Never call the volunteer driver directly for rides.** Always go thru proper booking channels by call 920-225-1719 for all of your ride requests and follow the prompts. There is a zero-tolerance policy on booking rides directly with drivers.
3. Inform WCAR immediately of any changes in your address, phone number or emergency contact information, so we can keep this information current
4. Make sure **you** can lift and carry any packages, grocery bags, tote bags, etc. that you have with you. Limit packages that could be unloaded from vehicle in 15 minutes.
5. If you are a smoker, **please do not smoke** while riding with the volunteer driver. We also ask you to refrain from smoking of any kind just before your ride, because the smell can linger in the vehicle.
6. Please be courteous and respectful to your driver and be ready to go at pick-up time. **Drivers will not wait longer than 10 minutes.**
7. **Have a backup plan ready** or reschedule your appointment **if there is severe weather.** Drivers may choose not to drive in inclement weather.
8. Asking drivers to make unscheduled stops is not permitted. Violation of this policy may result in suspension or termination from the program.
9. If you are a “no-show” or fail to give a minimum 24 hour notice for cancelling rides 3 times within a 6 month period, you will be suspended from the program for thirty (30) days. Three suspensions may result in termination without the ability for re-enrollment.
10. **Inappropriate behavior will not be tolerated and will result in suspension or termination from the program.**

Inappropriate behavior includes, but is not limited to:

- Breaking or damaging the driver's vehicle or other personal property
- Breaking or damaging another passenger's personal property
- Harassing the driver before, during or after the ride.
- Usage of verbal threats, including terroristic threats, comments or gestures involving sexual discrimination or disrespect towards the driver or other passengers
- Use of lewd, crude or explicit language toward a driver or other passengers
- Physical contact or any sexual misconduct with the driver or other passengers

11. **Riders are financially responsible** for the cleaning of the driver's car for any accidents that may occur while in the car. (Spilling beverages or food, soiled seats, blood, vomit, etc.)

12. Riders who get released from work may have the option to get picked up earlier if plans change, but you may have added wait time.

**Approved By:**

**Date:**

**Position:**

**Signature:** \_\_\_\_\_

**Forms/References:**