



## 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 registration form, sign it, and send it back. **Please keep these pages for your reference. Do not send them back.**

In order to ensure that you and our 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.
- You and our volunteers 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.**
- **You and our 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 you a ride if there are concerns for your safety or comfort. This would include, but is not limited to:
  - If you are not able to get safely into the vehicle.
  - If walkways, driveways, etc. are not clear of things like snow, ice or debris
  - If you 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.
- We ask that you refrain from talking on your cell phone during a ride.
- Harassing, offensive, abusive, or dangerous behavior and language is not tolerated and should be reported to the TASC Executive Director. At the discretion of the TASC Executive Director, a passenger or volunteer may be permanently suspended from 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.
- 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 or more 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 for 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 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. In turn, you will treat them with respect.
  - 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, If you are habitually late, you may be suspended from TASC’s volunteer services.
  - If an appointment is running so far behind that it conflicts with the volunteer driver’s schedule; you may be asked to reschedule your appointment so that the volunteer driver will have time to return you 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

**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.

*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.*

**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.

It is your responsibility to read and understand TASC's policies and procedures.

**When you submit a signed registration, you are agreeing to all of our policies and procedures.**

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

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TASC Passenger Registration Form is on the next two (2) pages.



**TASC Making a difference one ride at a time!**

Proudly serving eligible residents of: Brentwood, East Kingston, Exeter, Greenland, Hampton, Hampton Falls, Kensington, North Hampton, Rye, Seabrook, and Stratham, NH.

## PASSENGER REGISTRATION

**Passengers and volunteer drivers are required to wear a face covering that covers the nose and mouth. If you don't wear a face covering, you cannot get a ride.**

Please read and fill out this registration form completely. Any information provided is confidential and will only be shared with your permission. Please call us if you have any questions. Mail this completed form to: TASC, Hobbs House Community Center, 200 High Street, Hampton, NH 03842 .

PASSENGER'S NAME \_\_\_\_\_ Date of Birth \_\_\_\_\_

HOME ADDRESS \_\_\_\_\_  
*Street Apt/Unit # Town*

HOME or PRIMARY PHONE \_\_\_\_\_ CELL PHONE \_\_\_\_\_

You must provide TASC with a current phone number to confirm rides. This can be a friend or relative if absolutely necessary. **If we can't confirm the ride with you – we can't provide the ride.**

EMAIL ADDRESS \_\_\_\_\_

Mailing Address if not at residence \_\_\_\_\_  
*PO Box or Street Town Zip Code*

1. Why do you require transportation assistance?
  - I no longer drive/I never drove (**applies only to passengers aged 55 and over**)
  - I have a disability that prevents me from driving
  - Other (Specify): \_\_\_\_\_ (i.e. recent surgery, medical condition, etc.)
- You must be able to get to and from a volunteer's vehicle with little or no assistance. If you are unable to do so, you must be accompanied by a responsible adult.
- TASC volunteer drivers cannot do anything more than provide a steadying hand.
- Volunteer drivers can confirm to a medical practice that they are providing a ride but they cannot sign any forms assuming responsibility for your care.
2. Do you have any equipment that you will bring with you, for example a walker or oxygen?
  - YES  NO If "Yes," what kind of equipment? \_\_\_\_\_
3. Are you able to get into a truck, van or SUV with little or no assistance? (You need to step *up* into these vehicles.)  YES  NO
4. Do you have a Seeing Eye Dog or service animal that will accompany you?  YES  NO  
If not a dog, what type of animal? (Specify): \_\_\_\_\_
5. On most occasions, will you be the only passenger?
  - YES  NO If "NO", will the other passenger be a child?  YES  NO

**If the other passenger is an adult, they must complete their own registration form.**

*\*Children under the age of 18 must be accompanied by a parent/guardian/legally responsible caregiver who is an eligible passenger registered with TASC. Please refer to our Policies and procedures for details.*

6. Are you able to sit in the back seat of a vehicle?  YES  NO

7. TASC often works with other agencies such as, but not limited to, the American Cancer Society, the Disabled American Veterans and Medicaid to fill transportation requests. If appropriate, may we share your contact information with other agencies? (A "no" response will not prevent eligible passengers from using TASC's services.)

YES

NO

8. Please completely fill out the following Emergency contact information:

**NAME** \_\_\_\_\_ **RELATIONSHIP TO YOU** \_\_\_\_\_

**ADDRESS** \_\_\_\_\_  
*Street Apt/Unit # Town Zip Code*

**HOME PHONE** \_\_\_\_\_ **CELL PHONE** \_\_\_\_\_

**EMAIL ADDRESS** \_\_\_\_\_

9. How did you learn about TASC?  Brochure  Friend  Family  Clergy  County Office  V.A.

State Office  Town Office  Web Search  Advertising  TASC worker  Home Health Agency

Medical office  Other (Specify): \_\_\_\_\_

10. I was referred by: \_\_\_\_\_ phone \_\_\_\_\_

**\*Residents 55+ or adults with a medical challenge or disability that prevents driving, from one of the towns we serve are eligible. If you are under 55, you must provide a name and phone number of a referral, for example a doctor or visiting nurse. TASC must verify that the need for transportation is based on a disability or medical condition. Motor vehicle offenses/loss of license are not qualifying disabilities or medical conditions.**

11. Are you a United States military veteran?  YES  NO

12. Are you  Male  Female  Prefer not to answer

13. Would you like to receive information about TASC's special events & fundraising efforts?

YES  NO

**Your signature is required below. It acknowledges that:**

- ❖ I have received, read, and will follow TASC's Policies and Procedures.
- ❖ I understand that TASC does not guarantee a volunteer driver will be available for all rides.
- ❖ I understand and expressly assume all risks inherent in motor vehicle transportation.

**SIGNATURE** \_\_\_\_\_ **DATE** \_\_\_\_\_

***If you have not received our Policies and Procedures, please do not sign the form, notify us at 603926-9026.***

Is there anything else that affects your ability to travel that we should know? Please tell us below: