



7900 Mack Ave  
Detroit, MI 48214  
313.732.9302  
Maccdevelopment.com

## Volunteer Job Aid for Transportation

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### Before picking up the client:

1. **Obtain the client's contact information and pick-up/drop-off locations from the liaison of 48214 CARE.**
  - a. The liaison will provide information regarding any special circumstances for the client.
2. **Ask the client if they need any reasonable accommodations while transporting.**
  - a. If a passenger requires assistance carrying items to and from the vehicle, the volunteer may assist them and place them inside the home. In no case is the volunteer required to lift, carry, or provide special assistance that could harm themselves or the passenger.
  - b. You are not expected or advised to lift clients or wheelchairs in and out of your vehicle. Passengers are asked to have an escort available if they need special assistance.
3. **Clients are expected to be ready at the appointed time for transportation.**
  - a. In cases where a client is repeatedly late for transportation appointments, the client will be reminded of the need for punctuality. If the behavior continues, the Program Manager may advise the client that they are no longer eligible for transportation services.

### While transporting the client:

4. **Ensure that the client is appropriately wearing their seatbelt during the duration of the ride.**
  - a. If there are any children, please ensure they use the appropriate car seat/booster seat for their age.
5. **Take the client directly to the drop-off location.**
  - a. You are not permitted to take the client to another location without the authorization of the liaison/program manager.

### After dropping the client off:

6. **If the visit is longer than 15 minutes, you are not required to stay at the drop-off location.**
  - a. The client will need prior authorization from the liaison/program manager to have the volunteer wait until the client completes the errand.

If you have any questions or concerns: please contact  
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Seeking the holistic revitalization of Detroit's 48214.  
Block by block. Neighbor by Neighbor.