



BELLA VISTA COURTESY VAN, INC

Drivers' Handbook

Effective January 2025

The Board of Directors of the Bella Vista Courtesy Van, Inc. has adopted the policies included herein. For drivers to be protected by the insurance coverage of the Bella Vista Courtesy Van, these policies and instructions must be followed.

Courtesy Van Drivers' Handbook Index

	<u>Page</u>
Key Telephone Numbers	3
Policy of Bella Vista Courtesy Van	4
Service Area Map	5
Online Courtesy Van Drivers' Schedule	6
Courtesy Van Driver Scheduling	6
Van Driver Scheduling Changes	7
Utilizing On-Call Drivers	7
<u>Drivers' Daily Procedures:</u>	8
Prior to Driving Day	8
Prior to Leaving Office	8
En Route	10
End of Day	12
Servicing Wheelchair and Scooter Clients	12
Servicing, Cleaning, and Washing of the Courtesy Van	13
Gas Requirement for Van	13
Vehicle Accidents	13
Call List for Problems/Emergencies	14
Driver Insurance Coverage	14

Appendix

Accident Report Form	17
Scheduled Appointments Form	19
Courtesy Van Cell Phones – Usage	21

Key Telephone Numbers

President of Courtesy Van Board of Directors

President	Mark Brightwell	Text/Cell: 501-472-2975
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Driver Coordinators

Curt Rowland	Text/Cell: 479-366-3942
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Phyllis Rice	Text/Cell: 713-724-1714
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Maintenance Personnel

Primary:	Steve Skaggs	Text/Cell: 417-793-2599
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Backup:	Don Conrad	Text/Cell: 817-456-5898
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Van Cell Phones

Red Phone	479-202-3306
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Black Phone	479-202-3621
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Silver Phone	479-202-1972
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<u>Courtesy Van Main Number</u>	479-855-7663
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Serious Vehicle Accidents: Dial 911 and then contact the President of the Board

Wellness Check: 479-855-3771

Flat Tires: Bentonville Towing - 479-273-3743

Gas for Vans: Charge gas at Phillips 66 Grand Central Station

Policy of Bella Vista Courtesy Van

Mission: The purpose of the Corporation is to provide courtesy transportation for persons in the community who can no longer drive due to age and/or health. This service is intended to meet the normal and essential daily needs of Bella Vista residents who are unable to drive because of age or/and health.

Service Area: The Bella Vista Courtesy Vans provide rides by appointment for Bella Vista Residents only. Clients will be transported to and from locations within the following described geographic area:

1. All of Bella Vista
2. As far East as the intersection of AR highways 340 and 94
3. As far West as Hiwasse
4. As far North as Jane, MO business development
5. As far South as Pleasant Grove Road

Regular Service Times:

1. The Courtesy Van operates Monday through Friday, except for board-defined holidays.
2. Operating hours are from 8:00 am to 5:00 pm.
3. Service is pre-arranged by appointment basis only by calling the Courtesy Van Office at 479-855-7663. The caller must leave a message and the scheduler will contact them regarding their personal information and destination.
4. During inclement weather the vans will not operate if the Bentonville School District buses are not operating. If Bentonville School District is open but is operating with limited bus service, the vans will not be operating. Check the radio and TV for pertinent information on the morning in question.
5. If inclement weather begins after the start of the driving day, the driver has the responsibility to ensure safe driving conditions can be maintained and has the option to cancel the remaining appointments for the day.

Bella Vista Courtesy Van Website

The Courtesy Van maintains a website to provide information to the volunteers and the public. The website can be accessed at: <http://www.bellavistacourtesyvan.com>.

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Online Courtesy Van Drivers' Schedule

The steps to follow to get to the online Courtesy Van Driver Schedule/Calendar are:

1. Go to www.bellavistacourtesyvan.com
2. When that website appears click on 'Login' at the far right of the header.
3. A screen will be displayed asking for your password. Enter bvcvv. Click Submit Password.
4. The next screen is Volunteer Resources. Scroll down to Volunteer Drivers. At the bottom of the information is a box for Handbook, a box for Calendar and a box for Schedules. You can retrieve the handbook by clicking on Handbook, the driver schedule by clicking on Calendar and the rider schedules by clicking on Schedules.

Courtesy Van Driver Scheduling

1. Around the 15th of the month prior to the driving month, the driver coordinator will send an email requesting all van drivers to select the dates they prefer to drive.
2. Drivers should respond with their driving date preferences as soon as possible. The driver coordinator will inform each driver that the request is approved or if date(s) are already filled.
3. Two full-day¹ drivers will be needed on each driving date.
4. The driver coordinator will continue to update the drivers of driving vacancies until all driving days are filled.
5. After all drive days are filled with two full-day drivers, the driver coordinator will send another email to drivers asking for volunteers interested in being on-call ² and their desired dates. (See "Utilizing On-Call Drivers" on pg. 7)
6. The driver coordinator will update the Courtesy Van Volunteer Drivers Calendar at www.bellavistacourtesyvan.com. On-call drivers in the calendar will have "OC" preceding their name.
7. Drivers must inform the driver coordinators of any changes in their phone number, personal address, email address or ability to drive, such as health issues or lengthy vacations. A roster with driver names and phone numbers will be emailed and sent to all drivers and posted on the bulletin board behind the printer in the office.

¹ Full-day driver commits time to transporting clients for the entire workday.

² On-call driver: Utilized on when the full-day drivers need assistance to meet the transportation needs of all clients scheduled for the day. The expectation is that the on-call drivers would drive no more than two consecutive hours on any day they are asked to help with the rider load.

Van Driver Scheduling Changes

1. If the van driver discovers they are unable to drive after the schedule is posted, they should contact that month's driver coordinator as soon as possible.
2. The driver coordinator will send an email to all drivers advising that a driver replacement is needed, or they may contact drivers that have indicated they would be willing to drive additional days. The driver coordinator must update the driver calendar that is posted on-line.
3. It is permissible for the driver to contact another driver to change driving days, however that driver must inform the driver coordinator so that the driver calendar can be updated.

Utilizing On-Call Drivers

There may be days when the driving schedule is very challenging and occasionally requires canceling riders(s) to ensure that riders with the most critical medical needs can be delivered to their appointments on time. In hopes of alleviating some of the stress from the drivers, as well as minimizing the need to cancel rider appointments, "on-call" drivers may be added to the driving schedule.

On-call drivers would make themselves available to the two full-day drivers on the day to help transport riders. **The expectation is that the on-call driver will drive no more than two consecutive hours on any day they are asked to help with the rider load.** A few examples of ways full-day drivers may need help from an on-call driver are:

- Transporting 1 rider either to or from his/her appointment
- Transporting 1 rider to and from a one-hour appointment
- Transporting 1 rider to his/her appointment and then transporting another rider home from appointment
- Transporting 2 riders whose appointments are about the same time and who live near each other

NOTE: There will be days when no on-call driver is scheduled, and days when one of the vans is out of service for maintenance.

Drivers' Daily Procedures

Prior to Your Driving Day

1. Client (riders) schedules are normally available on the website at 5:00 PM the night prior to the driving day. Under Volunteer Drivers, select Schedules. If they wish, the drivers may contact each other the evening before the driving day and plan the next day's driving. If, however, for whatever reason the drivers do not make contact the evening prior, both drivers should report to the office the next morning no later than 7:45 AM, so they can plan the day's driving. **If an on-call driver is on the schedule and is needed to help the full-day drivers transport rider(s), the on-call must be notified no later than 8:15 AM the morning of the driving day. If the on-call driver is not notified by 8:15 AM, he/she is under no obligation to drive.**
2. The schedule for the next day will be listed, as well as the 'Greeting', which gives the contact information for that day's scheduler. Both documents will be in PDF format. Double click to open the document(s). If more than one schedule is listed, be sure and select the day you are driving.
3. The schedule will either be 'Confirmed' if all rides have been confirmed prior to 5:00 PM or 'Unconfirmed' if one or more of the rides have not been confirmed. Even if all rides have been confirmed, there still may be changes the following morning. If you print the schedule at home before you get to the office, make sure to double check the morning schedule on the office printer for any possible changes.

Prior to Leaving Office

1. If the driving was planned the evening prior, drivers should arrive at the office at least 30 minutes prior to the location of their first pickup. The door entry code is 8423. It is recommended that the driver store the code in their personal phone. If the combination lock battery is dead, the driver should call one of the contact people whose names are listed on the door as they will have a key to open the door. A standard door key is also located on the van keys.
2. Sign in on the BVCV Monthly Volunteer Log.
3. The drivers should then check the printer. A document will have been sent to the printer that morning with the name of the scheduler for the day. It is very possible the schedules won't be on the printer if the driver arrives early, but they should be available by 7:45 AM. There will be two sets of appointment schedule printouts – one set for each driver. Be sure to check the date on the printout.

(See Client Schedule form and explanation in Appendix.)

(Note: There is a camera on a tripod pointed at the printer. Do not move the camera as it is used by the Schedule Publisher to determine if the documents sent to the printer have been printed.)

4. If no documents are on the printer:

(a) Contact the Schedule Publisher. To determine who the Schedule Publisher is for the day, log on to the Bella Vista Courtesy Van Website. Under Volunteer Drivers, click on Schedules & Info, then click on BVCV Scheduler & Publisher Calendar. The Publisher and his or her phone number is noted under each week of the month.

(b) Check one of the courtesy van cell phones for email as the schedule will be sent to each phone and can be printed from the email. Printing instructions are located on the wall above the printer. If you printed the schedule at home before coming to the office, make sure that you double check the morning schedule for any changes.

(c) Should you need to contact another driver, a list of drivers and their personal phone numbers is located on the wall above the printer.

- 5. Plan the daily schedule of the client pickups with the other driver. Be aware of appointment times, pickup locations, and delivery locations. **Be aware of passengers in a wheelchair or who have limited mobility. The van ramp must be used for them. If the drivers determine the client needs to be picked up early or the schedule needs to be changed, the drivers must contact the client.**** Two sets of client schedules are printed so that each driver will have the other driver's client's name in case one driver takes the client to the appointment and the other picks up the client. You may want to cross out the client you will not be driving. Planning sheets are available on the desk for the drivers to use.
- 6. Complete the Daily Vehicle Inspection Report for the van you will be driving. (Each van has a separate clipboard with the form). The report must be completed for safety, legal and Arkansas Highway and Transportation Department requirements. Do not enter maintenance problems on the inspection report. Call or text Steve Skaggs if a major issue. If there is a minor issue, text Steve or leave a note in the envelope on the wall. Text Steve if you leave any messages or information in the envelope.**
- 7. Record the starting odometer reading in the Bella Vista Van Log which is in the Bella Vista Drivers Manual in the vehicle. Check the gas gauge.**

8. Be sure your van has small empty envelopes in which the client can place a contribution. (The supply is on/in the office cabinet). Have the client put their name on the outside of the contribution envelope.
9. **Always take a Courtesy Van cell phone with you in the van** – turn it on and leave it on all day. Note on the sign-in sheet the color of the phone you have for the day. Be sure that it is charged before you leave the office. Refer to separate operational instructions within the Appendix. The three mobile phone numbers are:
 - **red phone** 479-202-3306
 - **black phone** 479-202-3621
 - **silver phone** 479-202-1972
10. Drive a clean van – A small whisk broom is in each van.
11. Driver Identification: Take your name card with you and make it visible to the clients by placing it on dash or visor. For identification purposes, the drivers must wear a Courtesy Van cap or name tag. The tags are in a dish by the name cards.

En Route Procedures

1. **To report any malfunctions** or maintenance concerns with the van, call or text Steve Skaggs, maintenance.
2. **In case of van breakdown** call Steve Skaggs and then call the other on-duty driver to determine if he/she can assist you with transporting riders or returning to the office to use the 3rd van if available. To fix a flat or to tow the van, call Bentonville Towing at 479-273-3743. Bentonville Towing will bill the Bella Vista Courtesy Van office.
3. **Arriving at client's destination:**
 - a. If the client has a confirmed ride and the driver arrives at the home, but no one answers the door, the driver should contact the emergency contact person on the client schedule form. If that person cannot be reached, the driver should request a wellness check by calling the non-emergency police number which is 479-855-3771.
 - b. If the client is unable to come to the door but states that they are in distress, the driver should immediately call 911 to avoid entering the home and trying to assist the person which could result in further injury. The driver should stay at the client's home until emergency staff arrive. The driver should notify the other driver of the situation.
 - c. If the client advises the driver that the time on the schedule printout is different than what the client requested, the driver is not obligated to meet the new time dictated by the client. The driver is not obligated to return

later if the driving schedule is full. The driver is in charge.

- d. If the client accepts the ride, discuss with them a timeframe you will be picking them up from their appointment. Telephone cards are available to give the clients so they can call the driver if any problems arise. The card can also be given to the medical desk receptionist if the client is quite frail or does not have a cell phone.
4. If the client calls a driver's phone and requests a ride that has not been scheduled, the driver should not arrange to get the client. Rather, the driver should advise the client to contact the office to make an appointment.
5. If you are going to be late picking up a client at their home or destination, notify them as soon as possible. It is up to the driver to contact the client if the appointment time cannot be met due to traffic, emergencies, etc. Again, the driver is in charge.
6. **When delivering clients to their homes do not leave until you are sure that they are able to gain access to their home.**
7. **Health Emergency Procedures:** Should a health emergency occur while you are transporting a client in the Courtesy Van:

First, pull off the road and call 911 immediately. Be prepared to give the responder your exact location. Ask them for instructions – should you stay put or move? How should you stabilize the client?

If the responder agrees, it may be appropriate to proceed to the nearest fire station for attention by the resident EMT personnel. Please familiarize yourself with the Bella Vista locations:

- Station 1: Town Center: 103 Town Center off US 71
- Station 2: East-Side Station near Metfield: 8300 Trafalgar Road
- Station 3: West-Side Station near Branchwood: 212 Glasgow Road
- Station 4: North of Highlands Gate: 1639 Forest Hills Blvd

Call emergency contact located on the client schedule to advise them of what has taken place. After any situation is resolved, call the President of the Courtesy Van.

End of Day Procedures

1. **Double check your appointment sheets to make sure no client has been left behind.**
2. **Do not leave a van with less than 3/4** of a tank of gas when your day is done. Go to Phillips 66 Grand Central Station, 1806 Forest Hills Blvd so the van is ready for the next day's driver. Touch 'Pay Inside' on pump panel. (Often, the employee at the register will spot you and turn on the pump.) Get the receipt from the front desk.
3. At the end of your shift return the cell phone (plug it into the charger) and your name tag. Place any contribution envelopes and gas receipts in the plastic folder located in the drawer below the desk phone. Be sure the contributor's name is on the envelope and the gas receipt is signed. Shred the Appointments Schedule in the office shredder. Complete all required forms – Bella Vista Van Log and BVCV Monthly Volunteer Log. Report any van mechanical problems by calling or texting Steve Skaggs.
4. Make sure that the interior of the van is clean before you leave for the day.
5. If you have concerns about one of your riders, please call a driver coordinator.

If the vans need forms or supplies, contact your driver coordinator.

Servicing Wheelchair and Scooter Clients

Ramp vans must be used to transport wheelchair bound passengers, as well as others who cannot step into a minivan.

Before transporting any wheelchair bound client, these conditions must be met:

1. The wheelchair carrying the client must be secure in the van using **all four** of the tie-down straps.
2. A van seatbelt must be secure about the client. Instructions for securing the wheelchair are in the van owners manual located in the glove compartment.

When loading the wheelchair, the rider must enter facing forward. When unloading, the driver must be behind the wheelchair and back down the ramp.

Scooter riders must be able to transfer to a seat in the van. The driver shall secure the scooter in the same manner as the wheelchair.

Servicing, Cleaning, and Washing of the Courtesy Vans

Drivers are reminded to make sure that their van is free of trash and otherwise reasonably clean at the end of each day. As part of the daily pre-check of the vans, check for the cleanliness of the van you are going to drive. If the driver does not have time to wash the van and it is extremely dirty due to weather conditions, text Steve Skaggs. If the driver washes the van at a car wash, they must get a receipt if they want to be reimbursed.

Gas Requirement for Van

If the van you are driving registers $\frac{3}{4}$ full or less, go to Phillips 66 Grand Central Station, 1806 Forest Hills Blvd in Bella Vista. Grand Central Station will bill the Courtesy Van Office on a monthly basis.

1. Go to the counter and tell the clerk that you need to fill the van and they will turn the pump on.
2. Once you have filled the van, go inside and sign for the gas and retrieve the gas receipt. Please print your last name on the receipt.
3. Complete the van log, indicating the amount of gas purchased and the cost.
4. Place the gas receipt and contribution envelopes in the plastic folder located in the drawer below the desk phone.

Vehicle Accidents

1. **Major accident:** In case of an accident resulting in personal injury, extensive vehicle or extensive property damage requiring the assistance of medical, police, and/or fire services, **CALL 911 IMMEDIATELY**. The driver should then contact the President of the Board, or if unavailable, the backup person, and the maintenance person or driver coordinator. **DO NOT DISCUSS THE DETAILS OF THE ACCIDENT WITH ANYONE OTHER THAN THE INVESTIGATING POLICE OFFICER. MAKE NO ADMISSIONS.** Fill out an accident report form, located in the driver's manual binder in the van.
2. **Minor accident with another vehicle or property damage:** In the case of a minor accident involving another vehicle or property damage not requiring emergency services contact the maintenance person or driver coordinator, and the board president. Fill out the accident report in the drivers' manual including the exchange of driver information. **MAKE NO ADMISSIONS.** Generally, the

police do not respond to minor accidents when drivers can exchange information without police assistance, especially on private property. The police will fill out a delayed report later if the insurance company requests a police report. A driver can always call the non-emergency police number, 479-855-3771, for further assistance if they have a question.

3. **Minor accident involving the van only:** In the case of a minor accident not involving another vehicle or property damage, contact the maintenance person or driver coordinator, and board president. Fill out the accident report in the driver's manual located in the van.

Call List for Problems/Emergencies

Accident: Police/Fire – Emergency Number – 911

Bella Vista Police for Wellness Check	479-855-3771
Bentonville Police	479-271-3170
Rogers Police	479-621-1172
Benton County Sheriff	479-271-1008
Bentonville Towing	479-273-3743

Each van is equipped with a web-cutting tool to cut through seat belts, should it be necessary to remove a client. The tool is in the box between the front seats.

Driver Insurance Coverage

Driver service is covered by the BVCV Insurance Policy and extends to driving, assisting clients in and out of the vehicles, assisting clients to and from the doors, and assisting clients into their home or destinations. Our insurance coverage also extends to the drivers assisting clients inside their homes, but activity should be limited. Registration and Insurance cards are in the glove compartment of the van.

APPENDIX

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BELLA VISTA COURTESY VAN ACCIDENT REPORT

NOTE: If cell phone camera is accessible, take pictures of other vehicle driver's insurance documentation, driver's license, vehicle license plate, and various angles of the damage, and accident scene. Submit photos and this form to courtesy van president and/or maintenance board member as soon as possible.

COURTESY VAN DRIVER INFORMATION:

Driver's Name: _____ Phone No: _____

Driver's Address: _____

Driver's License Number/State: _____/_____

COURTESY VAN INFORMATION:

Courtesy Van Number: _____ License Plate Number: _____

Van Make and Model: _____

OTHER VEHICLE AND DRIVER INFORMATION:

Driver's Name: _____ Phone No: _____

Driver's Address: _____

Driver's License Number/State: _____/_____

Vehicle Make and Model: _____

Vehicle License Plate Number/State: _____/_____

Insurance Company: _____

Insurance Co. Phone Number: _____ Policy Number: _____

VEHICLE OWNER:

Name: _____ Phone No: _____

Address: _____

Continued next page.

WITNESSES:

Name: _____

Address: _____ Phone: _____

Reeves

Name: _____

Address: _____ Phone: _____

ACCIDENT INFORMATION:

Accident location in/near (city/town): _____

Street/Roadway/HWY Accident occurred: _____

Date of Accident: _____ 20____ Time of Accident: _____ AM or PM

Description of Accident (attach other pages if necessary):

SCHEDULED APPOINTMENTS FORM

- PRINT APPTS SCHEDULED FOR A DATE -						Number of Appts Booked For This Date	12/22/2023 140556
Choose APPT DATE							
Appt Date	Appt Start	Appt End	Last	First	Appt Type		
Phone(s)			Emerg				
Client Address			Zip				
Confirmed?			Client Special Needs				
Client Notes			Appt Notes				
Firehouse Directions							
Destination			Client ID				
Appt						1 of 5	

- PRINT APPTS SCHEDULED FOR A DATE -						Number of Appts Booked For This Date	12/22/2023 140556
Choose APPT DATE							
Appt Date	Appt Start	Appt End	Last	First	Appt Type		
Phone(s)			Emerg				
Client Address			Zip				
Confirmed?			Client Special Needs				
Client Notes			Appt Notes				
Firehouse Directions							
Destination			Client ID				
Appt						1 of 5	

EXPLANATION OF FIELDS ON SCHEDULED APPOINTMENTS FORM

1	Appt Date	Date of Service
2	Appt Start	Time the client should be at their appointment. If taking only, the time will be noted in the Appt End field
3	Appt End	Time the client thinks their appointment will end. If picking up only, the time will be noted in the Appt Start field
4	Last	Last name of client
5	First	First name of client
6	Appt Type	e.g. dialysis, personal, medical
7	Phone(s)	The phone number(s) of the client
8	Emerg	Phone number of the emergency contact person given by the client
9	Client Address/Zip	Client's home address
10	(Blank Space)	Scheduler enters alert to let the driver know the client uses a wheelchair
11	Confirmed?	If "N", the client has not been contacted that morning by the scheduler and the driver will have to call the client before driving to the client's home
12	Client Special Needs	Notes if client is hearing impaired, diabetic, has mobility problems, etc.
13	Client Notes	May indicate if client uses back door, etc.
14	Appt Notes	Notes if two or more riders (a spouse/caregiver) will accompany the client. The additional rider(s) will be also listed as a separate rider(s) on the Appointments Scheduled form.)
15	Firehouse Directions	Provides street-by-street directions according to the fire department or may advise the driver of a route different from GPS.
16	Destination	Destination address, and phone number when applicable
17	Client ID	Assigned by the System

Courtesy Van Cell Phones – Usage

The Courtesy Van provides three smartphones serviced by Consumer Cellular Service. Their primary use is for communication between drivers, schedulers, maintenance personnel and our clients and for emergencies. There is a red, silver and black smart phone. Under Contacts, each phone will have the names of the Courtesy Van contact people and the numbers of the other phones.

Procedures for Smartphones:

1. To make a call or access the maps feature, press the black button at the bottom of the phone. The first screen has several icons: Weather, Gmail, Google Maps and Calendar.
2. To dial a number, tap the green phone icon on the lower lefthand corner. Enter the number and tap the green button.
3. To call the driver phones or BVCV staff, tap on the 'contacts' icon. Scroll down to the desired contact and tap the phone entry you want to call. The board president, driver coordinators and maintenance staff are already entered.
4. When you receive a call, you must **SWIPE** the 'accept' entry. If you are unable to take the call immediately, go to 'recents' to return the call later.
5. To use the **GPS**, tap the maps icon. At the top of the next screen, enter the address in the 'search here' slot and tap 'directions' and press 'start.' You will receive voice instructions for the fastest route to your destination. Also, the picture of the house or business may also show on the screen. When you reach your destination, tap on 'done.'
6. When you return the phone to the office table, plug in the phone so that it is always fully charged.
7. Drivers should turn on the phone before leaving the office. Check to be sure the phone is charged. At the end of the day bring the phone back to the office and attach the battery charger cable to the phone so it can recharge overnight.

All three phones have volume control buttons on the side of the phone. If you have difficulty hearing the conversations on the phone just increase the volume or use the speaker function. The phones also have a camera.

The cell phones are intended for Courtesy Van business. Do not save rider's phone numbers in contacts. Do Not answer the phone while driving the Courtesy Van. Pull off the road and stop before answering the phone or listening to voicemails. Talking on the phone while driving is a violation of Courtesy Van Policies.