



# Volunteer Driver Protocols

## Please Follow Every Time You Transport the Brave!

### General guidelines:

- Please be on time to your pickup.
- Please respect the privacy of our families by not taking photos of the kids or posting any information about them online. We'd love for you to share that you're driving for Daniel's Care Van, but please do not post the child's name, address or diagnosis online. We do have info releases for some children but not all of them.

### Protocol for picking up a child:

1. You will be sent the address and a contact information for the parent prior to the appointment.
2. Check your directions the day before and text Jeri if you have any questions - 720-339-7198. If Jeri is not available, contact Kristen at 303-915-2624.
3. Try to arrive 5-10 minutes early, just to give yourself a few minutes if there are any hang-ups in traffic on the way there. You will be notified which families will need a text when you arrive as the parking lot may not be visible from their home. Other families will be looking for a car to pull up.
4. If the child needs a car seat or booster seat, either we or the parent will provide that for you. Let the parent secure their child in the car seat, and double-check that they are strapped in good.
5. Proceed to designated facility. The address and any other details will be sent to you prior to the appointment.
  - At Children's Hospital Colorado and Rocky Mountain Hospital for Children, pull up on the front drive and stop before you cross over the crosswalk area, this keeps you out of the way of the valet. If the valet asks if you need help say you are dropping or picking up. They may point you to a spot that would be safer to stop in.
6. Give the parent your cell number and tell them to call or text you when they are finished. Please note: not all of our families speak English, but they are used to pantomime so hand them your number and use the phone to the ears motion and they will understand.
  - You can leave the hospital; most appointments are at least 2 hours and you can tell the family how long it will be for you to get there when they call you.
  - When you pick them up you may have to park car on front drive and run into lobby as some of the families wait there for us.
7. Load them up and take them home! If the family gives you appointment info for the next pickup please have them call Jeri.
8. Please record your mileage for us: write down odometer reading when you get in car and head out to their home and again when you get home, this gives us the total miles driven so we can keep track.

**Have fun Transporting the Brave!**