

**HAR-GO RIDES, LLC
VOLUNTEER HANDBOOK**

**TABLE OF CONTENTS
LAST UPDATED: 8/12/2025**

FACT SHEET.....	2
LOCATION.....	3
HOLIDAYS.....	3
VOLUNTEER RESPONSIBILITIES.....	3
PRE-SERVICE VOLUNTEER TRAINING.....	3
VOLUNTEER AGREEMENT.....	3
STANDARDS AND EXPECTATIONS FOR VOLUNTEERS.....	4
SAFETY PHILOSOPHY.....	4
REPORTING UNSAFE CONDITIONS OR PRACTICES.....	4
REPORTING AN INJURY OR ILLNESS EXPOSURE.....	4
SMOKING POLICY.....	4
SUBSTANCE ABUSE.....	4
CONFIDENTIALITY OF COMPANY, CUSTOMER AND SUPPLIER.....	4
INFORMATION.....	4
DISCRIMINATION.....	5
SEXUAL HARASSMENT.....	5
PERSONAL CONDUCT.....	6
MAINTAINING YOUR RECORDS.....	6
SEPARATING FROM VOLUNTEER PROGRAM.....	6
EMERGENCY PROCEDURES.....	6
HEALTH & WELLNESS POLICY.....	6
OTHER VEHICULAR INCIDENTS.....	6
PERFORMING HAR-GO RIDES VOLUNTEER DUTIES.....	7
VEHICLE STANDARDS.....	7
QUESTIONS? WE'RE HERE TO HELP!.....	7
TIPS & GIFTS POLICY.....	8
MEDIA POLICY.....	9
ACKNOWLEDGING RECEIPT OF VOLUNTEER HANDBOOK.....	10
OTHER FREQUENTLY ASKED QUESTIONS.....	11



FACT SHEET

Start Date:	September 15, 2025
Origin:	Har-Go Rides was created in loving memory of a cherished family member who relied on triweekly transportation for dialysis treatments in Harford County. After her passing, we were inspired to honor her memory by addressing the challenges faced by other families in similar situations.
Planning Group:	Presbyterian Home of Maryland, Harford County Office on Aging
Staff:	Program Coordinator, Tasha Sowards
Funding Sources:	Individual and business contributions, passenger fees, in-kind contributions, plans for grant contributions in the future
Oversight:	Presbyterian Home of Maryland's Board, Har-Go Rides Board of Advisors
Eligibility for Passengers:	60 years of age, Harford County resident, able to independently get in and out of vehicle; no wheelchair accommodations; not Medicaid enrollee
Eligibility for Volunteer Drivers:	Must be 21 years of age, able to pass criminal background and driver record checks; have 3 points or fewer on driver's license; be interested in seniors; be capable of maintaining passenger confidentiality

LOCATION

Our office is located at the Hart Heritage Estates at 3708 Grier Nursery Rd, Street, MD 21154. The main telephone number at this location is 410-836-1295, and our website address is www.hargorides.com. Specific inquiries about the volunteer program should be directed to Tasha Sowards, Program Coordinator at tsowards@hartheritage.com.

HOLIDAYS

We observe the following primary holidays:

New Year's Day	Memorial Day	Thanksgiving	Presidents' Day
Fourth of July	Christmas	Labor Day	

No services are provided on these dates.

There may be other times the office is closed at the discretion of the Program Coordinator. Volunteers will be notified.

VOLUNTEER RESPONSIBILITIES

PRE-SERVICE VOLUNTEER TRAINING

All volunteers are invited to participate in a virtual or in-person orientation session to be scheduled with the Program Coordinator. During orientation, volunteers will be provided an introduction to Har-Go Rides, a volunteer handbook, and with paperwork to be completed.

VOLUNTEER AGREEMENT

To become a Har-Go Rides volunteer driver, we ask that you review and sign our Volunteer Driver Agreement, and provide an active email address so we can stay in touch about rides and updates.

STANDARDS AND EXPECTATIONS FOR VOLUNTEERS

SAFETY PHILOSOPHY

Har-Go Rides believes in providing safe and healthy working conditions for our employees and volunteers. We have established the following policies and procedures, which allow us to provide safe and healthy working conditions. We expect each employee or volunteer to perform tasks in a safe and efficient manner while complying with all local, state, and federal safety regulations as well as the policies and procedures identified by Har-Go Rides.

REPORTING UNSAFE CONDITIONS OR PRACTICES

If you observe an unsafe condition, you should correct the problem or warn others, if possible, or report that condition to the Volunteer Coordinator in a timely fashion.

Safety is a responsibility we all share for each other. By working together safely, we can create a safe, winning team.

REPORTING AN INJURY OR ILLNESS EXPOSURE

Har-Go Rides will provide insurance consistent with the requirements of the Maryland Workers' Compensation law.

SMOKING POLICY

For the safety of our passengers, Har-Go Rides is smoke free. While volunteer drivers have a passenger in the car, it is important to refrain from smoking.

SUBSTANCE ABUSE

For the safety of our passengers, Har-Go Rides cannot tolerate the presence of illegal drugs in any form. All volunteer drivers are expected to be free from the influence of all drugs and/or alcohol, including marijuana.

CONFIDENTIALITY OF COMPANY, CUSTOMER AND SUPPLIER INFORMATION

During the course of your duties, you may come across information about this organization, about our individuals served, donors, suppliers, the Har-Go Ride database, and/or other employees. In general, unless this information is publicly known you should consider that it is sensitive and confidential. Volunteers are expected to keep such information private and confidential. This means that you must not reveal this information to any other persons.

If you have any questions, refer those questions to the Volunteer Coordinator.

All Har-Go Rides volunteers need to read and sign the Har-Go Rides Confidentiality Agreement.

DISCRIMINATION

Har-Go Rides does not discriminate on the basis of race, creed, religion, handicap, color, sex, national origin, age, occupation, marital status, political opinion, sexual orientation, personal appearance, familial status, or source of income.

SEXUAL HARASSMENT

Har-Go Rides does not allow any form of sexual harassment of its employees, passengers or volunteers. Sexual harassment is unwanted sexual attention of a persistent or offensive nature made by a person who knows, or reasonably should know, that such attention is unwanted. Sexual harassment includes sexually oriented conduct that interferes with an employee's conduct or creates an intimidating, hostile, or offensive work environment. If you observe or experience such behavior, you should report the problem to an appropriate official of the organization. Har-Go Rides will investigate this matter thoroughly within a reasonable time. While your privacy will be respected, it may not be possible to guarantee that privacy in the course of the investigation. You will not be harmed or punished for your good faith reporting of this problem.

If an employee or volunteer is found to be responsible for sexually harassing behavior, that employee or volunteer may be subject to disciplinary action, up to and including separation.

PERSONAL CONDUCT

MAINTAINING YOUR RECORDS

We would like you to help us keep our volunteer records up to date. Please contact the Program Coordinator to note any changes in your home address, email address, phone number, emergency contact numbers, etc. If you are unable to drive for a period of time, let us know these dates.

SEPARATING FROM VOLUNTEER PROGRAM

Even though we hope your volunteer experiences with us will be satisfying and beneficial, we also recognize that volunteers are free to leave at any time. If you decide to stop participation in our volunteer program at Har-Go Rides, we hope that you will let us know. In addition, should it become apparent that if volunteer conduct is not in concert with our mission and its implementation, we reserve the right to respectfully separate from volunteers.

EMERGENCY PROCEDURES

In-vehicle passenger emergency :

- A. When possible, pull over to a safe location and identify your precise location.
- B. Call 911 and follow 911 instructions; administer care only if advised by 911.
- C. Ask 911 to call the passenger's emergency contact. If necessary, the volunteer will call the emergency contact.
- D. Stay with the passenger until help arrives; comfort the passenger.
- E. Contact Har-Go Rides office right away and leave a message if staff is not available.

If a passenger becomes ill during transport and needs emergency care, the Volunteer Driver should call 911 after pulling off the road for safety. A volunteer driver is never expected to transport a passenger to the Emergency Room. If this happens when the Volunteer Driver is near a hospital, the passenger may be driven to the Emergency Room, if the volunteer is comfortable doing so. The Volunteer Driver should notify the passenger's emergency contact and the Har-Go Rides office.

HEALTH & WELLNESS POLICY

Your health and our passengers' safety are top priorities. If you're feeling unwell—even with mild symptoms—please notify the Program Coordinator immediately so we can arrange a substitute driver. We appreciate your help in keeping our community safe!

OTHER VEHICULAR INCIDENTS

Call 911 to report any vehicular incident, even without personal injury. Report that the incident occurred while on a Har-Go Rides assignment. Contact Har-Go Rides office right away and leave a message if staff is not available.

PERFORMING HAR-GO RIDES VOLUNTEER DUTIES

Driver: When driving for Har-Go Rides I am expected to display a magnet on my vehicle to help passengers identify me as a Har-Go Rides Volunteer Driver. I am also expected to wear a name badge prepared for me by Har-Go Rides. In the event I misplace either of these items, I will contact the Har-Go Rides office for replacements.



VEHICLE STANDARDS

Volunteers will use their own vehicles to transport passengers. Vehicles are expected to be clean and in working order.

QUESTIONS? WE'RE HERE TO HELP!

For assistance, please contact our Program Coordinator:

Tasha Sowards

-  Phone: (410) 836-1295 (Monday–Friday, 10am–2pm)
-  Email: tsowards@hartheritage.com

Please allow 1–2 business days for email responses. Thank you for your patience and support!

TIPS & GIFTS POLICY

Har-Go Rides operates as a volunteer-driven program, and our drivers generously donate their time to support our community. To comply with our insurance policies and maintain fairness for all passengers, volunteers are kindly asked not to accept tips or any form of payment for their services.

The above tips & gratuity policy is understood and agreed to.

Volunteer Signature

Date

Volunteer Name: Printed

MEDIA POLICY

In an effort to be consistent in our message of our mission and goals, volunteers are asked not to speak to mass media sources such as newspapers, magazines or television stations regarding Har-Go Rides unless requested to do so by Har-Go Rides staff.

The above media policy is understood and agreed to.

Volunteer Signature

Date

Volunteer Name: Printed

ACKNOWLEDGING RECEIPT OF VOLUNTEER HANDBOOK

I acknowledge receiving a copy of The Har-Go Rides Volunteer Handbook, and I have reviewed it.

I understand that the information contained in this Handbook is provided for informational purposes and that this Handbook is not a contract. I recognize that the company may change the policies, programs and procedures in this Handbook at any time. I also recognize that the policies included in this Handbook are guidelines.

As a volunteer, I recognize that either Har-Go Rides or I may stop our relationship at any time for any reason without advance notice. I will notify Har-Go Rides of my inability to continue to serve as a volunteer.

Volunteer Signature

Date

Volunteer Name: Printed

OTHER FREQUENTLY ASKED QUESTIONS

1. Will the passenger have any physical limitations that require me to do heavy lifting?

No. We are currently only transporting passengers with a foldable walker or cane. Passengers are also asked to be able to enter and exit the vehicle themselves.

2. Does the passenger ride in the front or back seat?

It is up to the driver's discretion.

3. Will there be anyone accompanying the passengers?

We permit passengers to be accompanied by 1 individual who must be over the age of 8. You will know ahead of time if there will be someone accompanying the passenger. Release documents must be on file.

4. Can I make any extra stops for the passenger on the way home?

No. You may only go from the pick-up point to the designated drop-off spot, and back.

5. Can passengers tip me?

No, because of liability purposes drivers are not permitted to accept any tips or any other form of payment. Passengers are welcome to make a contribution to Har-Go Rides.