

Volunteer Driver Program Risk Management

Some safety concerns can be alleviated with a good risk management approach. A strategy might include: 1) taking reasonable steps to control risks that threaten the health and safety of individuals who provide service, and 2) developing proper training and supervision strategies to provide protection to personnel from the service environment, the recipients, and the public.

Several policies related to volunteer drivers in transportation services for older adults you might want to consider as you develop your risk management strategy for volunteer driver involvement are:

1. development of standards for safe drivers and safe driving conduct
2. development of specific criteria for selection and screening of drivers
3. provision of driver training in defensive driving related to:
 - emergency measures
 - assistance to passengers
 - treatment of passengers, especially older adult passengers
 - special vehicles provided by the volunteer driver program
4. ensuring regular maintenance and repair of service-owned vehicles
5. securing insurance coverage for service owned and nonowned vehicles
6. undertaking ongoing evaluation of drivers, vehicles, and service delivery

Some safety concerns also can be alleviated with a two-tiered strategy:

1. development of proper management and supervision strategies that provide protection to personnel from the service environment, from the riders, and from the public with strategies for proper training and supervision
2. reasonable steps to control risks that threaten the health and safety of individuals who provide service

Policies suggested by the Nonprofit Risk Management Center that you might want to consider as you develop your risk management strategy for your volunteer driver program include the nine topics below.

- standards for safe drivers and safe driving conduct
- specific criteria for selection and screening drivers
- driver training in defensive driving
- driver training for emergency measures
- driver training in passenger (especially older adult) treatment

- driver training for special vehicles
- regular maintenance and repair of service-owned vehicles
- insurance coverage for service owned and nonowned vehicles
- evaluation criteria for drivers, vehicles, and volunteer driving

**This discussion of Volunteer Driver Program Risk Management provides a brief introduction to the topic. Parts of the risk management information in this discussion were identified by the Nonprofit Risk Management Center.*

Please Note: Numerous risk management materials are included in the other resources section of the TurnKey Kit and are provided, for the most part, by VIS (Volunteers Insurance Service). The section provides direct links to VIS for easy access to the materials.