**Driver FAQs**

**What do I need to do when a trip is requested by an organizational member?**

* Organizational members, such as Covenant Community Care or Freedom House, may request a ride on behalf of a patient.
* Not all of the features are displayed when an organizational member requests a ride (e.g. a checklist does not appear for rides requested by an organizational member).
* The rider is more than likely not using the tool to see the status of the ride request. When you contact them if you could introduce yourself as a timebank driver and that you are able to provide a ride to their healthcare appointment.
* You may also need to work out further details over the phone, such as:
	+ Preferences for wearing a mask
	+ Any allergies
	+ Whether they will be bringing any assistive devices with them
	+ The exact pickup location

**How does service work when riders request a trip?**

Riders can also directly request a ride. When they do so, a shared checklist will appear for both of you to complete. You will be able to see each other’s progress on the checklist.

**How familiar are riders with the timebank?**

* We anticipate that most riders will be new to the concept of a timebank. When you first contact them please introduce yourself as a timebank member and provide an overview of the timebank transportation service.
* During the ride is also a great time to introduce the concept of the timebank to the ride. If you could discuss what a timebank is, your involvement with timebanks, and what you have appreciated about the timebank. Unity in Our Community has also provided some brochures about the timebank for you to provide to riders.

**It is four days before the appointment and the rider and I haven’t been able to reach each other. What should I do?**

* Please reach out to the timebank coordinator if you have not been able to get in touch with the rider.