

Tips & Tricks for Volunteer Drivers

Volunteer drivers supporting veteran transportation should focus on **safety, reliability, respect, and clear communication**. Keeping vehicles in top condition, being punctual, maintaining confidentiality, and assisting veterans with dignity are the core principles.

Before Driving

- **Complete Training & Screening:** Ensure you've passed VA/DAV background checks, and orientation.
- **Know the Schedule:** Confirm appointment times with the volunteer coordinator to avoid delays.
- **Prepare Your Vehicle:** If you use your own car, keep it clean, fueled, and well-maintained.

On the Road

- **Drive Defensively:** Follow speed limits, avoid distractions, and anticipate traffic issues.
- **Plan Ahead:** Check routes and parking options near VA facilities.
- **Assist with Mobility:** Offer help with wheelchairs, walkers, or bags, but respect veterans' independence.

With Veterans

- **Be Respectful & Patient:** Veterans may have mobility or health challenges—allow extra time.
- **Maintain Confidentiality:** Never discuss veterans' medical or personal details outside the program.
- **Communicate Clearly:** Let veterans know estimated arrival times and explain any delays, traffic etc.. needs to be called into office so the FCCs as well so they can note it into the veteran's file.

After the Trip

- **Log Mileage & Trips:** Report rides to the coordinator for accountability.
- **Report Issues Promptly:** Notify coordinators about accidents, health concerns, or scheduling conflicts.
- **Stay Consistent:** Reliability builds trust—commit to a schedule you can maintain

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