

## FREQUENTLY ASKED QUESTIONS (VOLUNTEER DRIVERS)

### **What is required of Volunteer Drivers?**

Volunteer Drivers must have 5 years of driving experience, complete Wilson Rides orientation and training, provide proof of a valid driver's license and vehicle insurance, have use of a vehicle, and successfully complete driving and criminal background checks.

### **What is the time commitment?**

Wilson Rides ask Volunteer Drivers to commit to at least (2) two rides per month (exceptions are made for Volunteer Drivers who are away from their home for an extended period of time). Round-trip rides should be completed in three hours or less with a maximum of two destinations.

### **What are the benefits to becoming a Volunteer Driver?**

Affordable, assisted ('door-through-door' or 'door-to-door') transportation is one of the biggest unmet needs for seniors in our community. Our Volunteer Drivers contribute to solving mobility problems for older adults and have the satisfaction of helping our seniors stay connected to the community. It's easy to select ride assignments online at a time that fits your schedule.

### **How do I sign up to be a Volunteer Driver?**

Complete a [Volunteer Driver Interest Form](#) or call our office at (615) 622-5557 or email [info@wilsonridesinc.org](mailto:info@wilsonridesinc.org) to find out about upcoming Volunteer Driving training opportunities.

### **How are volunteer shifts scheduled?**

Volunteer Drivers self-assign themselves to rides using the Wilson Rides Assisted Ride web-based software program.

### **What are Wilson Rides service hours?**



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Rides are offered Monday through Friday between 9:00 am and 4:00 pm.

### **What insurance policies cover me as a Volunteer Driver?**

The auto insurance carried by the Volunteer Driver is always primary. Wilson Rides has purchased additional insurance policies to protect Volunteer Drivers including excess accident medical, excess liability, and excess auto liability insurance.

Additionally, Volunteer Drivers in the state of Tennessee are protected by the [Protection of Volunteer-Insured Drivers of the Elderly \(PROVIDE\) Act](#), which specifically limits the liability of Volunteer Drivers in nonprofit ride programs. The federal [Volunteer Protection Act of 1997](#) provides Volunteer Drivers immunity when assisting a person in walking to/from vehicles.

