

## **FISH OF NEW FAIRFIELD COORDINATOR GUIDELINES**

**FISH of New Fairfield  
6 Bayview Terrace  
New Fairfield, CT 06812**

**website: [www.fishofnf.org](http://www.fishofnf.org)**

**Email: [fishofnf@gmail.com](mailto:fishofnf@gmail.com)**

**Phone: [203-312-5627](tel:203-312-5627)**

**Facebook: [www.facebook.com/FISHofNewFairfield](http://www.facebook.com/FISHofNewFairfield)**

**FISH** (Friends in Service Here) is a network of dedicated volunteers in New Fairfield, CT who provide non-emergency transportation for New Fairfield residents who cannot drive themselves. **Drivers for FISH take these residents to medical and dental appointments in and around the New Fairfield, Danbury, Bethel, New Milford or Brookfield area.** We provide rides when family members, neighbors, The HART bus and other options are not available.

Depending on driver availability, we also provide rides to non-medical appointments strictly within New Fairfield to places such as the New Fairfield Food Bank, the Senior Center, the Library, the Post Office, grocery stores, etc.

**Volunteer drivers are contacted by the FISH coordinator via email when transportation is needed.**

**FISH clients either send an email or call the FISH number if they need a ride.**

When the client calls the FISH number to request a ride, the system converts their voicemail to a .wav file that is attached to an email and sent to the FISH email address.

FISH coordinators volunteer to monitor the FISH email on their chosen day. On your scheduled day, you must check the email a **minimum** of 2 times between the hours of 9AM and 6PM.

Those needing a ride are given the following instructions:

- e-mail your request to [fishofnf@gmail.com](mailto:fishofnf@gmail.com) or call 203-312-5627 a minimum of 3 business days prior to your appointment.
- Give your name, phone number and address, the date, time and place of your appointment as well as its projected length of time.

### Requirements for the FISH Coordinator:

1. The minimum requirement for the FISH coordinator is to check the FISH email twice between the hours of 9AM and 6PM. Be sure to check at least once in the morning and once in the evening. However, you are encouraged to check as often as your schedule allows.
2. When you first check the FISH email in the morning, read the status email from the previous day's FISH coordinator. The status email will have information related to the previous day's ride requests.
3. Often the client does not provide all the required pieces of information. If that is the case, you must call the client and ask for the missing information. The following information is required:

Name of client \_\_\_\_\_  
Address \_\_\_\_\_ Telephone \_\_\_\_\_  
Appointment date \_\_\_\_\_ Time \_\_\_\_\_  
Appointment location \_\_\_\_\_  
Expected duration of appointment \_\_\_\_\_  
Any mobility/medical equipment \_\_\_\_\_  
Aide (if required): \_\_\_\_\_

If the client requires assistance to safely enter or exit the car, an aide must accompany them. The FISH driver is not responsible for assisting the client with entering or exiting the car. The FISH driver is a driver only. Medical training is not required to be a driver. If medical assistance is required during one of your trips, call 911 immediately.

4. Once all the required information is obtained, send an email to all the FISH drivers. The email should have the subject = 'Ride request needed for day, date'. For example: Ride request needed for Thursday, September 7'  
In the email write something like this:  
John Doe needs a ride on Thursday, September 7 for an appointment at 123 Hospital Avenue. The appointment is at 10:00 AM and should last approx 1 hour.  
Please use Reply All if you are available to accept this assignment.
5. After sending the email, update the Google Sheet with the information related to the ride request. As a FISH Coordinator, you will be given edit access to the document.
6. Once a driver volunteers to take the assignment, add their name to the Google Sheet. Copy the link to the Google Sheet and compose a response email to the driver. In the response email, give the driver the client's phone number and ask that they call the client the day before the appointment. Also remind them to add their hours to the Google Sheet after the ride is complete. Paste the link that you copied into the email.

7. After 6PM and your last check of the FISH email, you should send a status email from your personal email to the FISH email. The person who monitors the email the next day will read your status email first thing in the morning and be up-to-date. Include ride requests that you received and if a driver was assigned or not. Include information related to any emails you received that you were not sure how to respond to. If there were no ride requests received, write that information in your email.
8. If the previous day's status email lists a ride request where a driver is still needed, send an email to the emergency driver(s) listed on the Google Sheet around noon. Forward the original email to the emergency driver and copy all the other drivers. If at 3PM, a driver still has not volunteered, call the client. Tell them that a driver has not been found yet, but we will continue searching.
9. If it is the 2nd day after the ride request was received and a driver has still NOT volunteered, call the client around noon to tell them that we do not have any volunteer drivers available for their appointment.
10. If for any reason you cannot cover the FISH email on your scheduled day, please notify Reggie and Karen via text as soon as possible. **DO NOT CALL the FISH NUMBER!**

Last Updated: July, 2023