

# FISH OF NEW FAIRFIELD DRIVER GUIDELINES

FISH of New Fairfield  
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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.**

1. If you are available to accept the assignment, you respond to the email using Reply All stating that you can take the client to their appointment and bring them back home. If you are not available, you simply delete the email.
2. After you accept a FISH assignment, you should call the client the day before their appointment to confirm the following details:  
Name of Client \_\_\_\_\_  
Address and Telephone Number \_\_\_\_\_  
Date and Time of Appointment \_\_\_\_\_  
Time of Pickup \_\_\_\_\_  
Destination and Length of Appointment \_\_\_\_\_

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.

3. Give the client your name and telephone number.
4. For some clients, you may wish to speak to the doctor's receptionist when you drop off the client. Tell him or her that you are a FISH volunteer and will be picking up the client after their appointment. You can also confirm the appointment's duration.  
If the appointment is short and you wish to remain onsite, you may. If the appointment is longer and you would like to run some errands and then return at the pickup time, you have that flexibility.
5. In case of bad weather, YOU must decide whether or not to make the trip. If you decide it is too dangerous to drive, you **MUST** call the client at once. Safety of our drivers and clients is our number one focus.
6. If you are unable to complete the drive that you volunteered for, you **MUST** use the list of drivers on the Google Sheet to find a substitute driver. The substitute driver is to notify the client of the change in drivers.

7. Drivers are not expected to make unscheduled side trips **except to fill prescriptions that result from the medical visit**. Doctors' staff members are usually willing to call in prescriptions so they can be filled quickly.
8. Drivers must not accept any type of payment for the drive. If the client wishes to make a donation, contributions may be made on the FISH website or mailed to the address displayed at the top of this document.
9. After the drive is complete, use the Google Sheets link to add a comment to the correct date with your mileage. The link to this document is provided in the email from the FISH coordinator after you accept the assignment. Accurate records must be kept for insurance reasons.

**NOTE:** If the client is sent to the hospital from the doctor's office. It is NOT your responsibility to take him or her there. The doctor will arrange for transportation.

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