



Neighbors driving neighbors

Rider Code of Conduct

On behalf of the Blount County Office on Aging SMiles program, welcome as a rider! We thank you for using our service and believe that you are special and deserve the best opportunities to enhance your quality of life. SMiles relies on the generosity of volunteer drivers to provide rides for you. It is important that you understand and follow the Code of Conduct and respect the volunteers by honoring it every time you receive a SMILES ride.

- I will be ready for my ride at the scheduled time.
- I will not make derogatory or discriminatory remarks.
- I will not use alcoholic beverages or mood altering drugs prior to or during my ride.
- I will refrain from smoking and eating in the driver's automobile.
- I will treat the driver with dignity, courtesy, and respect.
- I will immediately contact the driver and SMiles as soon as I know that I am not able to keep my requested ride. No shows and last-minute cancellations may result in penalties.
- I acknowledge that a Report Card will be provided to me to address both positive and negative comments of the SMiles program.
- I understand that SMiles provides service through the door, both at my house and at the destination.
- I understand that the driver will only take me to the destination that is originally scheduled on the specific day of travel and to no other destination without prior approval.
- I understand the volunteer driver is not required to carry, lift, or provide special assistance that could cause harm.
- I know that I will be responsible to prepay for my rides and also pay for any parking or toll fees.
- I know that SMiles drivers cannot accept any money, gifts or tips.
- Donations are accepted and needed. Drivers can provide me with an envelope to mail any donation that I wish to make to SMiles. Gift certificates are also available.
- I have an obligation to uphold this code of conduct or I could face temporary or permanent removal from the SMiles program. No refunds can be expected.

Signature

Date