



LAKELAND CARE

Together, we build better lives.

VOLUNTEER HANDBOOK

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Welcome



Welcome!

We are grateful to have you as part of our volunteer team at Lakeland Care, Inc., (LCI). Volunteers are a valuable addition to LCI and we appreciate your willingness to share your time and talents with us.

This handbook is directed to all volunteers within LCI. Each person, whether working directly with our members or in a clerical assignment, will contribute greatly to the lives of others. The following pages outline general information, policies, procedures and requirements.

LCI believes in open communication with its volunteers and welcomes your feedback. It is our philosophy that direct contact with our volunteers is the most effective means of meeting the needs of our volunteers, members, and our organization. Your suggestions are always welcome, and we encourage you to share them with us.

We look forward to partnering with you as we work together to build better lives. Thank you for joining us in our mission of empowering individuals, strengthening communities, and inspiring futures. You are appreciated!

Sincerely,

Sara Muhlbauer

Chief Executive Officer

General Information

Overview of LCI

Lakeland Care Inc. (LCI) is a Wisconsin-based non-profit organization that focuses on creating a world we all want to live in. LCI provides long-term care services and supports to eligible frail elders and individuals with physical, intellectual and/or developmental disabilities through Wisconsin's Family Care program.

Mission: Empowering Individuals. Strengthening Communities. Inspiring Futures.

Vision: To create a world we all want to live in.

Core Values: Kindness, Inclusion, Trust.



Family Care

LCI coordinates Family Care services to eligible members through the Wisconsin Family Care program. To be eligible for Family Care services through LCI, one must:

- Be at least 18 years of age
- Be a frail elder or person diagnosed with a physical, intellectual/developmental disability
- Be qualified for Medicaid
- Be functionally eligible as determined through the Long-Term Care Functional Screen conducted initially by the Aging and Disability Resource Center and then regularly by LCI
- Be a resident in one of the geographic service regions supported by LCI

The ADRC determines an individual's initial eligibility for the Family Care program. Enrollment into LCI is voluntary. However, members must maintain functional and financial eligibility to continue to be served through the Family Care program.

Communication

As a volunteer with Lakeland Care, Inc., you are an important member of our team, and we value your contributions. Open collaboration and communication is a valuable part of our success. If you have any questions or concerns, please reach out to LCI's Volunteer Services Specialist:



Amanda O'Brien

Email: volunteer@lakelandcareinc.com

Phone: 920-906-5100

If any time you feel your questions or concerns are not being addressed, please contact the LCI Compliance Director.

Email: compliance@lakelandcareinc.com

Phone: 920-906-5100

Volunteer Requirements

Volunteers Must:

- Be 18 years of age or older.
- Complete an online application through the online volunteer management software.
- Undergo a State of Wisconsin Caregiver Background Check.
- Complete necessary training, and sign the appropriate acknowledgements based on the volunteer role.
- Accept personal liability for their actions and understand that failure to abide by these policies and procedures may result in termination of volunteer services.
- Donate their time and energy without receiving financial or material gain.

- Enter completed volunteer hours into the volunteer management software for appropriate tracking.
- Maintain member confidentiality, remain HIPAA compliant and be considerate of members' privacy. Further details about HIPAA will be noted later in the handbook.
- Maintain respectful boundaries with members. Examples of not maintaining boundaries include but are not limited to: sharing or obtaining personal contact information that is not needed/required for the assigned task, offering rides or services outside of assigned volunteer assignments, or taking photos/videos of members.
- One-time volunteer assignments may have condensed training or waivers depending on the volunteer assignment.

Benefits of Volunteering:

- **Rewarding work:** Volunteering offers vital help to those in need and provides many benefits to the volunteer. Serving others can provide a sense of accomplishment, meaning, and purpose.
- **Flexible hours:** Volunteers may volunteer as little as 1 hour and up to 29 hours per week.
- **Recognition:** Volunteers are an invaluable resource to LCI and LCI members. LCI will recognize volunteers through various appreciation efforts including social media features, anniversary recognition, milestones, 'thank you' notes, and awards.
- **Training:** Volunteering can help individuals gain and acquire new skills. Training opportunities will be given to volunteers to ensure proper knowledge of LCI and their assigned volunteer tasks.
- So much more! The benefits of volunteering are endless and can last a lifetime!

Volunteer Roles, Responsibilities, and Supervision

Information about volunteer roles and responsibilities can be found within the [Volunteer Program Website](#).

General Expectations:

All Lakeland Care volunteers are assigned to Lakeland Care, Inc. volunteer assignments.

- Neither the volunteer nor LCI intend any employment or contractual relationship to be created (volunteers are not employees, independent contractors, or consultants of LCI).
- Volunteer opportunities can be refused by LCI for any individual or group. LCI also reserves the right to revoke acceptance of a volunteer at any time.

Volunteers will be managed by the Volunteer Services Specialist. Additional on-site support will be provided by LCI leaders and employees. The Volunteer Services Specialist, LCI leaders, and LCI employees will provide open and ongoing communication and connection to all volunteers to ensure completion of their roles to the best of their ability.

The Volunteer Services Specialist will communicate with volunteers directly via phone, email, or through the online volunteer management software, depending on the need. Please provide feedback and suggestions to the Volunteer Services Specialist about the volunteer program. We value your feedback!

Change of Contact or Emergency Contact Information

It is important for volunteers to keep their online volunteer management software profile current for emergency purposes and to ensure the exchange of important communication from LCI. 'Volunteer profiles' should be updated with any changes to personal information such as: address, name, email, phone number(s), or emergency contact information.

Recruiting New Volunteers

A satisfied volunteer is our best source of additional volunteers! We encourage volunteers to refer family members, friends, and neighbors to LCI's Volunteer Program! Individuals interested in becoming a volunteer are encouraged to complete an application through our [Volunteer Program website](#).

Ending Volunteer Service

If at any time a volunteer wishes to terminate their volunteer role with LCI, the volunteer should provide written notice to the Volunteer Services Specialist. LCI appreciates a 2-week advance notice, when possible. LCI understands that there may be situations that require immediate termination. Need for immediate termination should be communicated to the Volunteer Services Specialist as soon as possible by email or phone.

Volunteers are responsible for the safety, security, and return of items that are issued. This is including, but not limited to the following:

- Identification badges
- Member data and information
- Computers/laptops
- Written materials
- Keys

Termination of Volunteer Service

Lakeland reserves the right to utilize and staff volunteers in a way that best meets its business needs and maintains the discretion to modify or eliminate volunteer positions at any time.

If an LCI volunteer engages in unacceptable conduct, breaches confidentiality, boundaries, or policies, then termination of volunteer services may be required.

Policies and Procedures

Scheduling, Attendance, and Punctuality

The Volunteer Services Specialist will match member facing volunteers with members and assist with coordinating visits and rides. Administrative Services Volunteers will select and add scheduled shifts in the online volunteer management software.

Volunteers should arrive to volunteer assignments 10-15 minutes before assignments begin. If volunteers need to cancel their volunteer time, it is asked that volunteers notify the Volunteer Services Specialist at least 2 business days prior to the scheduled time and volunteers should update their schedule in the online volunteer management software.

Personal Appearance

Volunteers should be neat in appearance and are encouraged to wear their LCI volunteer t-shirt whenever possible. Casual clothing is allowed and closed-toed shoes are recommended. Certain positions may have further dress code guidelines.

Volunteers will be issued a badge for visual identification; this badge will also be used for entry into LCI buildings that are key card activated. Badges must be worn at all times while volunteering. Lost or stolen badges should be reported to the Volunteer Services Specialist as soon as possible to initiate the process of deactivating the badge and issuing a new one. Volunteers who terminate their services must return their badge to the Volunteer Services Specialist.

Conflict of Interest

Activities or relationships that conflict with LCI's interests or adversely affect the company's reputation should be avoided. Volunteers must avoid situations and activities where personal interests could conflict with, or reasonably appear to conflict with, the volunteer position and LCI's interests, Mission, and Vision. LCI cannot describe every situation that may constitute a conflict of interest; rather, the purpose of these guidelines is to provide general direction so that volunteers can seek further clarification on issues related to conflicts of interest.

A conflict of interest occurs when a volunteer has a financial interest in or is profiting directly or indirectly from any of our contracts or other business. A conflict of interest exists where a volunteer's personal interests are or may be inconsistent with LCI's best interests.

Volunteers must disclose actual or potential conflicts or any relationships that may create the appearance of a conflict of interest to the Volunteer Services Specialist as soon as the volunteer has become aware of the actual or potential conflict of interest; this will allow safeguards to be put in place to protect all parties. Until a decision has been made regarding whether a conflict of interest exists, the volunteer shall refrain from the activity which poses an actual or potential conflict of interest.

Examples of potential conflicts of interest include:

- A volunteer is also employed by an entity that competes with, provides services to, or seeks to provide services to LCI. For example, a volunteer works for a competing Managed Care Organization (MCO) such as Inclusa or MyChoice.
- A volunteer has a family member, friend, or acquaintance who is an LCI member. This would not be considered a conflict of interest in every situation. However, the Volunteer Services Specialist should be made aware of the relationship so that the potential conflict of interest may be evaluated, and a determination can be made.

Volunteers should contact the Volunteer Services Specialist with any questions regarding conflicts of interest.

Acceptable Use of LCI Technology

Volunteers may receive access to a computer in some volunteer roles. Acceptable use of LCI Information Technology (IT) resources includes any purposes related to the direct or indirect support of LCI activities, administrative, and business purposes.

When issued resources, volunteers are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to yourself, team members, or others. Volunteers are prohibited from installing any personal or any non-LCI purchased software on LCI computers.

LCI issued business equipment is the property of LCI and is intended for business use only. As a result, volunteers have no right to privacy regarding use of LCI equipment. LCI reserves the right to monitor any and all use to which LCI computers may be put, regardless of whether the use is personal in nature, or occurs during non-working time.

Health and Safety

LCI is committed to providing a safe and healthy environment for volunteers, members, and staff. In order to ensure the health and safety of everyone involved with the organization, LCI has established a set of guidelines and procedures, noted below, that all volunteers are expected to follow.

State of Wisconsin Caregiver Background Checks

All volunteers are subject to a State of Wisconsin caregiver background check. As part of onboarding, volunteers are required to complete the [Background Information Disclosure \(BID\) Form](#) which gathers information as required by the Wisconsin Caregiver Background Check Law. The caregiver background check must be completed prior to the start date of the volunteer.

LCI may conduct caregiver background checks to ensure the health and safety of the organization and its members, as well as to ensure that volunteers are qualified and likely to be successful in their volunteer role. LCI may conduct these checks at certain critical times during the volunteer process, including but not limited to the volunteer onboarding process and periodically throughout the course of volunteering (as required by LCI's insurance carrier and/or applicable law).

If a State of Wisconsin caregiver background check indicates a background of concern, a review of the nature of the crime, the length of time that has passed since the violation, and the volunteer's duties will be completed by the Volunteer Services Specialist. If there are further questions or need for review, this information will be supplied to the volunteer's site contact and the Compliance Division, as appropriate. The volunteer may be excluded from volunteering or become ineligible to continue volunteering.

The table below represents criminal convictions and governmental findings affecting volunteer eligibility. This is not an all-inclusive list, but rather the minimum that prohibits volunteer service. Other convictions will be assessed on an individual basis.

Volunteers who are arrested or convicted of a crime are required to notify the Volunteer Services Specialist immediately. Volunteer Services will consider the nature of the offense and relationship to the volunteer's position with LCI. Criminal arrests or convictions may result in becoming ineligible to continue volunteering.

Convictions	
Wisconsin State Statute	Crime
940.01	First degree intentional homicide
940.02	First degree reckless homicide
940.03	Felony murder
940.05	Second degree intentional homicide
940.12	Assisting suicide
940.19 (2), (3), (4), (5) or (6)	Battery; substantial battery; aggravated battery (felony)
940.198 (2)	Intentional causation of bodily harm

940.22 (2) or (3)	Sexual exploitation by therapist; duty to report
940.225 (1), (2) or (3)	Sexual assault (first, second, or third degree)
940.285 (2)	Abuse of individuals at risk
940.29	Abuse of residents of penal facilities
940.295	Abuse and neglect of patients and residents
948.02 (1)	Sexual assault of a child (first degree)
948.025	Engaging in repeated acts of sexual assault of the same child
948.03 (2)(a) or 948.03 (5) (a) 1., 2., or 3.	Physical abuse of a child (intentional causation of bodily harm) or engaging in repeated acts of physical abuse of the same child
	Violation of a law of any other state or US jurisdiction that would be a violation of any of the above.
Other Offenses	
Finding by a government agency of abuse or neglect of a client or of misappropriation of a client's property	
Finding by a government agency of abuse or neglect of a client or of misappropriation of a client's property	

Confidentiality and HIPAA

All volunteers are expected to maintain the confidentiality of all information they may encounter during service with LCI. This includes information about members, employees, and other volunteers, as well as any other confidential or proprietary information.

Volunteers are prohibited from sharing or disclosing confidential information to any third party without the express written permission of LCI. This includes sharing on social media, discussing with friends or family, or using it for any other purpose than carrying out volunteer duties.

HIPAA training is required for all volunteers. This training will be completed during onboarding and annually after onboarding.

Member Relationships

Volunteers should maintain appropriate boundaries with members at all times. Volunteers should always identify themselves as a volunteer and should only be with the member during their designated volunteer shifts. Even in situations where a volunteer can relate to the member's illness or injury, they should be mindful not to give the member their personal experience or opinion. If a member talks to a volunteer about their problems or illnesses, the volunteer should be a listener and should refer the member to their LCI IDT Care Manager for further discussion.

The safety and security of LCI volunteers as well as members remains a priority for LCI. If as a volunteer you ever feel unsafe, respond as you feel most appropriate (such as calling 911) and alert the Volunteer Services Specialist as soon as you are able.

Illegal Activities

While on LCI premises and while conducting LCI-related volunteer activities off of the LCI premises, volunteers may not use, possess, distribute, sell, or be under the influence of alcohol, illegal drugs, or any legal drugs (including prescribed drugs) that might cause impairment or impact the volunteer's ability to perform the functions of the position fully or safely. LCI will take drug and alcohol related concerns from volunteers, employees, members and other third parties seriously and will conduct investigations and take action, as appropriate.

If an LCI volunteer has knowledge of, or a concern about a suspected illegal or inappropriate activity, please report the incident to the LCI Volunteer Specialist.

Harassment and Discrimination

LCI is committed to providing an environment where all volunteers are treated with dignity, decency, and respect. LCI will not tolerate bullying, harassment, discrimination, or retaliation.

LCI is committed to providing an environment free from harassment. Harassment because of the individual's race, color, religion, sex, pregnancy, citizenship, national origin, age, disability, military service, veteran status, genetic information, union membership, creed, ancestry, marital status, sexual orientation, honesty testing, arrest/conviction record, use of lawful products or any other status protected by law is unacceptable and will not be tolerated.

All volunteers have an obligation to report harassing or inappropriate behavior, whether it is directed at you or is something you saw or heard that was directed at someone else, to the Volunteer Services Specialist.

Following a report of harassment, LCI will promptly investigate and take swift action, as appropriate. Complaints will be handled as discreetly as possible, although absolute confidentiality cannot be guaranteed, since the alleged harasser is entitled to answer the charges, particularly if discipline or termination of volunteer assignment is a possible outcome. All volunteers are expected to cooperate fully and honestly during any investigation, regardless if you are the complaining party, the accused party, or a potential witness.

LCI will not tolerate any retaliation against any volunteer who reports an incident of alleged harassment or inappropriate workplace behavior, or provides information during an investigation, and will take measures to protect all such volunteers from retaliation. Engaging in retaliatory behavior is grounds for corrective action, up to and including termination of the volunteer assignment.

Closures and Inclement Weather

Volunteers will not be able to complete volunteer services on the following holidays, as our offices are closed:

- New Year's Day (January 1)
- Martin Luther King Jr. Day (January 20)
- Memorial Day (last Monday in May)
- Independence Day (July 4)
- Labor Day (first Monday in September)
- Thanksgiving Day (fourth Thursday in November)
- Day after Thanksgiving
- Christmas Eve (December 24)
- Christmas Day (December 25)
- New Year's Eve (December 31)



During periods of inclement weather, volunteers travel at their own risk and should use their discretion in determining whether to continue with volunteer assignments. If volunteers are unsure, LCI recommends following local school closures. Volunteers should follow proper policies and procedures for canceling and rescheduling of volunteer assignments.

Reporting Abuse and Neglect

Volunteers may come in contact with vulnerable populations during volunteer services and may see activities that are considered harmful.

All volunteers are expected to understand the definition and warning signs of abuse or neglect and report potential abuse or neglect to the member's IDT Care Manager or IDT RN Manager (phone numbers can be found in the member assignment file in the volunteer management software). If volunteers are unsure who to contact, they may call 920-906-5100.

Definition of Abuse or Neglect

Abuse of older adults or people with disabilities can be physical, verbal, financial, or psychological. Abuse can take many forms, including:

- Hitting or slapping
- Withholding food/medication/medical care
- Use of chemical and/or physical restraints
- Yelling, insults, or threats of violence
- Misuse of funds
- Theft
- Fraud



Warning Signs of Abuse or Neglect

Warnings could include:

- Injuries incompatible with the explanation given
- Dramatic weight loss, dehydration, or poor hygiene
- Untreated medical or mental health conditions
- Unpaid bills despite adequate assets
- Sudden appearance of new acquaintances
- Sudden absence of caregiver
- Enforced social isolation



Abuse can occur for a variety of reasons, but common contributing factors are:

- Stress created by the care needs of the senior or person with a disability
- Inadequate financial resources
- Isolation and lack of emotional support for people at risk and their caregivers
- Existing family problems and dynamics

Self-Neglect

Self-neglect occurs when, by choice or lack of awareness, older adults and people with disabilities live in ways that disregard their health or safety needs, sometimes to the extent that this disregard becomes hazardous to themselves or others.

Older adults and people with disabilities who neglect themselves are not willing or able to perform essential self-care tasks such as providing food, clothing or adequate shelter; obtaining adequate medical care; obtaining goods and services necessary to maintain physical and mental health, well-being, personal hygiene and general safety and managing financial affairs.

Reporting Procedures

All volunteers are required to report suspected activities to the member's IDT Care Manager or IDT RN Care Manager to investigate or report the situation within 24 hours of the incident.

Incident Reporting, Accidents, and Vehicle Maintenance Concerns

Incidents Involving an LCI Member:

All incidents involving an LCI Member need to be reported to the member's IDT Care Manager or RN Care Manager within 24 hours (phone numbers can be found in the member assignment file on the online volunteer management software). If volunteers are unsure who to contact, they may call 920-906-5100. *If a situation requires 9-1-1 assistance, that call should be made first.

Incidents Not Involving an LCI Member:

Volunteers are required to report all non-member accidents, incidents, and maintenance concerns through the Volunteer Accident/Incident Report within 24 hours of the incident. If a situation requires 9-1-1 assistance, that call should be made first.

Volunteers should complete a Volunteer Accident/Incident Form, which can be found on the online volunteer management software. The form will be reviewed by the Volunteer Services Specialist and other LCI teams, depending on the situation, for next steps.

LCI does not assume any responsibility to provide volunteers with financial or other assistance like benefits or insurance. Volunteers also release LCI from any claim which arises from first-aid treatment or other medical services in connection with an emergency while acting as a volunteer at LCI.

The safety of volunteers, members and employees is LCI's primary concern. Volunteers must always follow safety protocols and guidelines in order to protect themselves, LCI and LCI members. Volunteers are encouraged to ask questions when uncertain about the task at hand. Volunteers should ascertain their ability to perform tasks and should never participate in duties that would put themselves or others at risk.

Emergency Procedures for Volunteers While at LCI Offices:

- All LCI volunteers are expected to become familiar with their surroundings, noting location of exists, fire extinguishers, and first aid kits.
- If an emergency happens onsite, volunteers can utilize **onsite phones or personal cell phones to dial 9-1-1**. Note that it will be important to share the location of the emergency as the onsite phone number may be associated with a different LCI site.

- Emergency binders can also be found at the front desk reception area of each LCI office and in the designated indoor shelter area.
- All LCI offices have a designated indoor and outdoor safe area. See the Emergency Action Map for details, within the emergency binders.
- The Key Contact Person in case of emergency is the local Facilities Manager (Trisha Holz as the primary Key Contact Person at 920-238-5557). The Facilities Manager should be contacted first and a message can be left. If for some reason the Facilities Manager is out of office, her voicemail will be updated and direction to contact the secondary Key Contact Person will be given and a message can be left with her if necessary (Jenny Duncan, 920-770-7205).
 - Once notified, the Key Contact Person will be responsible for completing additional emergency actions.
 - If Administrative Services Associates are onsite at the time of emergency, they are available to assist with emergency processes also.
- The following are the steps the volunteer should take:
 - If the volunteer or another staff member is injured, notify 9-1-1 immediately for medical emergencies; then follow proper protocol for incident reporting. If onsite during severe weather, the volunteer and all onsite LCI employees should distance themselves from danger and proceed to an interior location ideally at the primary shelter area at the LCI office. The volunteer should then contact the Key Contact Person.
 - If onsite during a fire emergency, the volunteer should notify others onsite and evacuate the building. Proceed to the outdoor safe area on the Emergency Action Map. Contact 9-1-1. The volunteer should then contact the Key Contact Person.
 - If onsite during an active threat, move out of range of the perpetrator. Then call 9-1-1 and provide details about the situation, and alert other LCI employees and volunteers, if possible. The volunteer should then contact the Key Contact Person.
 - If an active threat develops:
 - RUN: escape the area, if possible.
 - HIDE: if escape is not possible, stay low and quiet. Barricade the door, close the blinds, and turn off the lights.
 - FIGHT: If your life or the life of others is in danger, attempt to incapacitate the attacker.

Transportation Policies and Procedures

Volunteer Motor Vehicle Policy

All volunteer drivers are subject to motor vehicle requirements. Specifically, volunteer drivers are to report changes in personal auto insurance coverage or driver's license, personal traffic violations, or LCI vehicle accidents to the Volunteer Services Specialist via email.

Volunteers will be utilizing LCI vehicles for member transportation needs to reduce the risk to the volunteer, members, and LCI. This is also to ensure the needed insurance coverages are in place. LCI vehicles may only be used by volunteers for LCI member assigned rides.

Traffic Accidents

All volunteer drivers must report traffic accidents, regardless of severity and must be immediately reported to the Volunteer Services Specialist. Violations occurring while driving for non-LCI purposes will also affect LCI employees' ability to drive when conducting LCI business and are subject to review. LCI does not assume primary liability for bodily injury or property damage for any person in a vehicle or involved in an accident. For instances of traffic accidents involving an LCI vehicle operated by the volunteer, LCI's insurance will be considered primary coverage and the volunteer's personal liability insurance will be the secondary coverage. Failure to report violations may subject the volunteer to termination from the volunteer program.

Traffic Violations

Violations that are allowable for an LCI volunteer to be an authorized driver of an LCI vehicle are as follows:

- Stop sign and traffic signal offenses
- Speeding less than 20 mph over the limit
- Improper turns, failure to signal, failure to yield, improper backing
- Improper or illegal lane change
- Following too closely
- Operating a defective vehicle
- Seat belt violation

Violations that prohibit an LCI volunteer from being an authorized driver of an LCI vehicle include, but are not limited to:

- Leaving the scene of an accident
- Reckless/careless driving
- Speeding 20 mph or more over the posted limit
- Driving under the influence of or impaired by alcohol or drugs
- Driving with no license, or a suspended or revoked license
- Vehicular Homicide/Manslaughter/Assault
- Use of a vehicle in the commission of a felony
- Driving on the wrong side of the road/left of center
- Fleeing a police officer
- Open intoxicants/drugs in a vehicle



Insurance Coverage

Wisconsin Law (Wisconsin 2011 Act 14) requires individuals using LCI vehicles to maintain adequate personal automobile insurance coverage. LCI volunteer drivers will be required to show proof of insurance coverage when starting their volunteer assignment. Volunteer drivers will sign the Volunteer Use of Motor Vehicles for Business Purposes Acknowledgement Form, which will be maintained in the volunteer's file.

Authorized drivers for LCI vehicles must carry a minimum of \$300,000 for bodily injury; \$100,000 for property damage; or \$300,000 combined. LCI may approve of the volunteer's umbrella policy in addition to minimum vehicle coverage. LCI drivers are advised to consult licensed insurance professionals for advice regarding appropriate coverage beyond the minimum requirements listed above.

Updated Driver's License and Insurance Coverage

Volunteer drivers will be required to provide updated driver's license and insurance coverage copies when previous copies obtained during the onboarding process have expired. This will be done through the volunteer management software prior to scheduled volunteer ride assignments.

Safety

Volunteer drivers must observe all safety, traffic, and criminal laws including but not limited to proper use of seat belts, use of cell phones, and any other pertinent laws or ordinances. Volunteer drivers also must not drive with the presence of any illegal substance; nor will the driver be under the influence of any substance that may impair their ability to drive safely.

Smoking or vaping in LCI vehicles is prohibited.

Reporting an Accident

Volunteer drivers should contact law enforcement immediately when involved in a vehicle accident. Do not admit negligence, liability, or attempt settlement. Volunteers should obtain the name, address, and phone number of any injured person or witnesses. Volunteers should exchange vehicle identification and insurance company name and policy numbers with the other driver involved. If possible, take photos of the scene of the accident. Complete a Volunteer Accident/Incident Report Form and return to the Volunteer Services Specialist within 24 hours.

If the accident or incident involves an LCI member, the volunteer will need to notify the member's IDT Care Manager or RN Care Manager within 24 hours (see incident reporting section for additional information).

LCI Vehicle Usage

All volunteer rides will be provided utilizing LCI vehicles. The Volunteer Services Specialist will assist volunteers with reserving LCI vehicles. If rescheduling of a ride must occur, the volunteer should notify the Volunteer Services Specialist as soon as possible to assist in rescheduling the vehicle reservation.

Volunteers will retrieve and return keys from the key cabinet at the LCI office. The vehicle log, which is stored in the vehicle, must be completed for each ride.

Vehicles need to be refueled when the gauge is half full or less. Volunteers will need to use the gas card in the glove compartment with the ID number 2468.

Closing

Thank you for your time and service to LCI and LCI members; you are truly appreciated! If at any time you have questions or concerns, please reach out to us at 920-906-5100 or volunteer@lakelandcareinc.com.

