

DAILY ROUTINE FOR SATS OFFICE VOLUNTEERS

1. Open daily Phone Logs and check that each request has been assigned for the present and next day.
2. Check messages on the phone(*98) Record them in the log book, forward messages to the corresponding people and respond to messages where possible.
3. Make sure information sheet is the same as the computer info schedule.
4. If schedules have already been printed add new request on bottom of page and put request onto computer scheduling program
5. Check and arrange the rides for the next few days by calling drivers and leaving a message.
6. Phone drivers and confirm when possible. When calling drivers write their names with pencil and put **LM**: when you left a message; **NA**: when driver is **not** available.
If confirmed, write the name and color it in yellow marker.
7. No turndowns is usual policy but when it is a late notice request and SATS can't arrange the ride; cancel it with customer at end of day

ANSWERING CALLS:

1. When answering phone calls use Seniors Assisted Transportation Society and don't forget to ask:
 - Full customer's name
 - Date of appointment
 - Destination,
 - Pick up time and appointment time

Put information on your phone log, Daily Log and especially in the computer data base. *Please, assign your initials (SY), and highlight with yellow when the volunteer driver is selected and whom and then on your phone log when it's entered in the computer.

Mail in: When mail arrives write all details in the Mail Log with the date, name of the person and type of letter. You can open mail from clients such as our member SATS. Arrange gas tickets mailing and give ED correspondence. If mail is related to sell – buy tickets or membership fees make the corresponding receipt or cheque and mail it back out to the elder or volunteer or donor.