



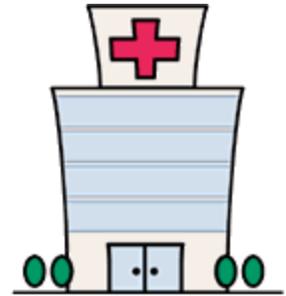
About FISH: Friends in Service Helping

Thank you for your interest in volunteering for FISH: Friends in Service Helping

Friends in Service Helping – FISH – is an organization of volunteers who provide transportation to medical appointments for Wayland citizens who have no other way to get to the doctor's office. When a person calls the FISH answering machine to request a ride, a FISH telephone volunteer will match an available driver with that person. The rider is responsible for any tolls or parking expenses.

Here are a few details about FISH:

- ◆ There are two kinds of FISH volunteers: Drivers and Phone Coordinators.
- ◆ FISH volunteer drivers can specify their general availability and preferences, such as days of the week they are not available and/or destination preferences (some drivers prefer not to drive into Boston, for example).
- ◆ FISH phone volunteers sign up for a specific day or days each month to check the FISH answering machine and follow up on any requests for rides.
- ◆ Phone volunteers use a monthly schedule of driver availability to contact drivers and find someone who is available and willing to accept an assignment.
- ◆ Drivers who agree to accept an assignment contact the client directly to work out the details of pick-up and confirm details about timing, destination, etc.
- ◆ Volunteer drivers typically wait for the client during the appointment, and drive him or her back home. In some cases, if the appointment is expected to be unusually long, separate arrangements can be made for the return trip.
- ◆ Clients are expected to pay for any trip-related expenses, such as tolls or parking fees.
- ◆ The COA has dashboard placards available for FISH drivers to use if they need to temporarily park near an entrance while they assist a passenger to the door.



*If you have any questions about FISH, please contact Wayland COA Volunteer Coordinator
Ann Gordon at 508-358-2990 or agordon@wayland.ma.us*

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