Houston Ground Angels-Community Guidelines

Our Commitment

Houston Ground Angels exists to provide compassionate, no-cost transportation for patients traveling to and from specialized medical care visits. Every ride is made possible by volunteers who donate their time, and by patients who place their trust in our organization. These guidelines are intended to help create a safe, respectful, and welcoming experience for everyone involved. By participating in Houston Ground Angels services, you agree to follow these community guidelines during rides and in any interactions with HGA volunteers, staff, or contractors, including by phone or email. Failure to follow these guidelines may result in the suspension or loss of access to Houston Ground Angels services.

Treat Each Other With Respect

We ask everyone to:

- Speak respectfully and courteously.
- Respect personal space and individual boundaries.
- Be patient and understanding, recognizing that each person may be facing unique circumstances.
- Harassment, discrimination, threatening behavior, or abusive language will not be tolerated.

Help Us Keep Rides Safe

Safety is everyone's responsibility. To help ensure a safe trip, please:

- Wear your seatbelt at all times.
- Follow all applicable laws and safety requirements.
- Keep alcohol, tobacco products, illegal drugs, weapons, and other prohibited items out of volunteer vehicles.
- Avoid any behavior that could distract the driver, damage property, or create an unsafe environment.
- Understand that volunteer drivers are responsible for making route decisions during the trip. While reasonable route requests may be considered, patients should not argue with pressure or speak disrespectfully to volunteers or staff regarding their chosen route.

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Communication Matters

Reliable communication helps our volunteers serve more patients. Please:

- Be ready at the scheduled pickup time.
- Notify your volunteer or Houston Ground Angels as soon as possible if your appointment time or location changes or is delayed, or your ride must be canceled.
- Keep your contact information current so we can reach you if needed.

Assistance During Your Ride

Houston Ground Angels provides transportation, not medical care. For the safety of both patients and volunteers, volunteers cannot provide physical assistance, lift patients, or offer medical support. If you require a ride home from surgery, please ensure that a caregiver or other trusted individual will ride with you to assist upon check out.

Respect Privacy

Many members of our community may choose to share personal stories or health information during a ride. We ask everyone to respect one another's privacy and confidentiality. Likewise, volunteers and staff are expected to protect patient information and treat all personal information with care.

Working Together

Houston Ground Angels is committed to providing transportation services in a manner that is safe, respectful, and consistent with all applicable laws and policies. These guidelines help us protect the wellbeing of our volunteers and patients while ensuring that our limited resources remain available to those who need them most. We are grateful for your support in making every journey with us a safe, welcoming, and positive experience. Houston Ground Angels may update these Community Guidelines from time to time. The most current version will always be available at groundangels.org.