

Volunteer Mission Check List



 **Do not accept a mission that is not posted on the website.**

Patients are not to call you directly for a mission.

1. Call and/or text the patient as soon as you accept their mission. They are anxious to hear that their mission has been taken and this relieves our mission coordinators from extra calls from nervous patients. Ask them to “acknowledge”, so you know they have your message and also ask them to write down your name.
2. When you contact them the first time –let them know you have accepted their Mission –give them your mobile phone number.
3. Confirm to them the pick up place and planned time.
4. Ask the Patient/caregiver if they have any questions.
5. Maybe –get a description of the patient and ask them what color shirt they will wear.
6. Maybe –give a description of your vehicle, wear a bright hat or shirt and tell patient what to look for.
7. Tell them where you will meet them (example) Outside baggage claim level at Door #....
8. Also, consider using the Houston Ground Angels Flag in your window.
9. Check to make sure you have gas in your car prior to leaving to pick a patient up.
10. If there is a last minute personal emergency and you cannot do your mission commitment please call 832-301-2816 and speak to Mission Coordinator.



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11. NOTE: Each rider, Patient and family member is required to sign a Liability Waiver. You can see the Waiver Form [here](#). This waiver is for your protection and to protect the Houston Ground Angels organization. When you pick up a patient and BEFORE you leave airport or the pick up location (such as a lodging facility) ASK THE PASSENGER and any traveling companions to SIGN the RELEASE. Keep these forms for your records if you plan to itemize your taxes or keep for a few months and then destroy. We pray there are no incidents but please report any accidents to a Mission Administrator.

12. Some patients are very sensitive to smell –so PLEASE minimize air fresheners and perfume.

13. Ask them to let you know ASAP by text/phone if there is a change in their travel plans.

14. Let them know how long the trip will take in case they need time to use the restroom before you set off.

15. Keep your eyes on the road and drive safely.

16. Smile (as long as it is appropriate).

17. Have them confirm and check they have all items (Cell phones, overnight bags) before they leave your vehicle.

18. During the journey ask if they are comfortable with the temperature in the car and make necessary adjustments.

19. Do not dive in and ask them about their illness or disease, unless they bring it up. But even if they bring it up, try not to ask a lot of questions. Conversations starters can be the weather, things about (sports, traffic, floods, the plague) Houston, ask if they will be needing anything such as a grocery store, restaurant near to hotel etc. that you might point out during the ride.

20. Most of all, please know how much we appreciate you being a volunteers and how much of a difference you are making in someone's life. For this, we Thank You !

