

# SAINT'S TRUMPET

DECEMBER 2011

LOVELAND

## 17TH ANNUAL SAINT VOLUNTEER RECOGNITION BANQUET

**S**AIN'T volunteers worked hard in Loveland in 2011. Fifty-two of them provided over 7,100 rides to elderly and disabled Loveland residents. On November 2nd, SAIN'T said thank you with the 17th Annual Volunteer Banquet and Recognition Program. Sixty-five volunteers and friends of SAIN'T gathered at the Garden Room to share a wonderful meal served by Food 4 Thought Catering and to honor the hard work of all our volunteers.

Special awards were presented to a few outstanding volunteers and every SAIN'T volunteer received a Certificate of Appreciation noting their years of service signed by Loveland Mayor Cecil Gutierrez and SAIN'T Executive Director Gary Thomas.



### Ross S##### 2011 Volunteer of the Year



**S**AIN'T was pleased to name Ross S##### the 2011 Volunteer of the Year. Ross is the seventeenth Loveland SAIN'T Volunteer to be honored with the award that recognizes a volunteer driver who exemplifies the characteristics that make SAIN'T great—dedication, generosity and enthusiasm.

Ross has given over 1,200 rides to Loveland residents who could not drive since joining SAIN'T in 2003. That is an average of nearly 150 rides a year. That is exactly the kind of enthusiasm that makes a Volunteer of the Year.

Last year Ross received SAIN'T's Lifesaver Award, recognizing his habit of saying "yes".

Congratulations Ross! Thanks for being a SAIN'T.

### Bill L##### Wins 2011 Lifesaver Award

**H**ow does SAIN'T define a lifesaver? For our Loveland Schedulers a lifesaver is a driver who is willing to step in to help when an emergency has her looking for someone to fill in for another driver at short notice.

Bill L##### is just such a lifesaver for our Loveland schedulers and riders. In addition to his regular weekly shift, Bill has picked up many of those extra rides, giving 268 rides in 2011. Since he began driving for SAIN'T in 2008 he has given over 700 rides. SAIN'T is happy to recognize Bill as the 2011 Loveland Lifesaver.



### Lyle F### Does It Again in 2011



**L**yle F### was awarded his fifth 'Most Rides' Trophy at the SAIN'T Volunteer Banquet. This year (November 2010—October 2011) Lyle provided 543 rides driving for the Loveland SAIN'T Program, bringing his career total to 2,928.

Lyle topped a list of distinguished volunteers who gave 200 or more rides in 2011. Others on the list include Inge B#### (201), Vaughn H##### (204), Darlene P##### (209), Carol F##### (212), Kathy S##### (217), Cecilia B####(218), Hank S##### (218), Bev S##### (219), Rose M##### (223), Ron N##### (223), Jackie B#### (228), Ken K##### (230), Colleen F#### (248), Fred M#### (254), Joyce M#### (259), Bill L#####(268), Ross S##### (270) and Larry D##### (275).

Each of these volunteers was presented a Certificate noting the number of rides they gave during the year.

**SAINT thanks its supporters: United Way of Larimer County, Larimer County Office on Aging, the City of Loveland, the City of Fort Collins, Community Foundation of Northern Colorado, and Individual Donors**

### The “new” CPR

SAINT has always recommended that our volunteers take CPR/First Aid Training. Now it is easier than ever for volunteers to learn CPR. The guidelines for giving CPR have changed a lot over the past few years. Now CPR is easier to provide and more effective, regardless of whether you’ve had formal training. Compression-only CPR was approved by the American Heart Association in 2008 and studies have shown that it is as effective as CPR with rescue breathing for victims who have a sudden cardiac arrest.

This year an American Heart Association study found that just watching a brief video about “hands-only” CPR provides viewers with enough awareness and confidence to successfully perform CPR in an emergency. You can view such a video on the Heart Association’s website: [www.handsonlycpr.org](http://www.handsonlycpr.org).

Emergency medical specialist Dr. Michael Sayre says to people who are afraid they’ll do CPR wrong or hurt the victim, “If someone is in cardiac arrest, you can only help. It’s really hard to make the situation worse. CPR buys time and performing some CPR is better than doing nothing at all.”

SAINT, like the Heart Association, still recommends you take CPR/First Aid Training, and will happily reimburse the cost. But, please, view the video to be prepared to act in an emergency. (Information for this article was found at [www.aarp.org](http://www.aarp.org).)

### Policy Manual Highlights

Each SAINT rider receives a SAINT Ridership Policy Manual when they sign up to use the program. The purpose of the Manual is to explain the SAINT program and let riders know the rules that should be followed when using the SAINT program. Here are some highlights of the issues discussed in the Manual.

- Scheduling
    - Schedulers are available from 8 am to noon Monday through Friday
    - SAINT requires at least 3 business days notice to schedule rides; the more notice you are able to give us the more likely we will be able to schedule the ride at the time you need
    - Rides can be scheduled for the current month and the next month
    - Rides are scheduled on a first come first served basis for any purpose within our service areas
    - Rides are provided Monday through Friday from 8:15 am to 4 pm
  - Cancellations and No-shows—last minute cancellations and failing to take a scheduled ride without notice can be serious disruptions to the operation of the SAINT program, causing frustration to volunteers and impacting other riders. Cancellations and No-shows are tracked and may cause the rider to lose their riding privileges
  - Schedule Changes
    - Riders should not ask drivers to make unscheduled stops
    - Riders should not ask drivers to take them to a destination different from the one scheduled; if a different driver is taking you home, he will not know where to find you
  - Pick-up Times and Wait Policy
    - Be ready 10 minutes before your scheduled pick-up time
    - Call SAINT if your volunteer is more than 10 minutes late
    - Drivers cannot wait more than 5 minutes past your scheduled pick-up time
  - Shopping bags—drivers may not be able to assist you with shopping bags, so be careful not to purchase more than you can carry by yourself
  - Donations—There is no charge to riders for SAINT service; however, donations are greatly appreciated. If you are able to make a donation, please ask your driver for an envelope and send your contribution to the SAINT office
  - Back Up Plan—very rarely circumstances may cause a rider to miss a ride home; for this reason we strongly recommend that riders have a contingency plan for alternate transportation
-

### A Day at the SAINT Office

Every day the SAINT schedulers arrive at the office ready for another day of answering phones, booking rides, preparing schedules, emailing drivers and putting out fires.

Riders can help them in many ways.

- When calling the scheduler, be patient, especially at the first of the month
  - If you do not get through right away, please wait a few minutes and try again
  - If you reach the answering machine, leave a clear message—be sure to leave your name, phone number and the reason for your call—do not leave multiple messages, the scheduler will call you as soon as she can
- Be prepared when you call
  - Have the name, address and phone number of your destination available
  - Know how long you will need at your destination
  - Know where you would like to be picked up at a destination with more than one entrance
  - Let the scheduler know if you have any special needs for the ride, for example:
    - Do you need assistance walking to the car?
    - Do you expect a large number of packages from the store?
  - Let the scheduler know if anything has changed since you began riding with SAINT, for example: you have a new walker or cane
  - Keep background noise, like TV's or coughing, to a minimum so the scheduler can hear and understand you

### Communication is Key

To keep the SAINT program running smoothly a lot of information must be exchanged. Of course, schedulers need a lot of information to prepare schedules: who is riding, where they are going and when, as well as driver availability and preferences. But schedulers and drivers must exchange more information than just schedules to make everything work. Drivers can help the schedulers keep the program running smoothly by using the available lines of communication to give them the information they need.

- Availability—let the schedulers know when you are available and when you are not
  - Leave of Absence—the schedulers are happy to work with drivers to accommodate their scheduling needs
    - If you are going to be unavailable let the schedulers know as soon as possible so they can make sure they have coverage for your shifts
    - Email is a great tool to communicate availability information to schedulers—please look for a reply to your email to make sure the message has gone through. If you do not hear back from the scheduler, please give her a phone call to make sure she got your message
  - Missing a shift—if you must miss a shift that has already been scheduled or with little notice, please telephone the scheduler as soon as possible to give her a chance to find a replacement; please call rather than email if you must cancel on the day of your shift
- On the Road—please call the office if any questions or concerns come up during your shift; before noon please call your scheduler at 223-8653; in the afternoon please call 223-8604
  - Let us know if a rider cancels a ride or no-shows
  - Let us know if a rider needs to go to a destination different from that on the schedule
    - If another driver is picking them up, the driver must be contacted about the change or the rider may be stranded
    - If there was confusion about the destination, we need to know so it can be corrected in the future
  - Let us know if a destination is hard to find so we can add directions to future schedules
  - Let us know if you need extra time to reach a destination
- Talk to us—we always welcome your input
  - Let us know if you have ideas to improve the program
  - Let us know if you have concerns about the program
  - Let us know if you need supplies like donation envelopes or mileage reimbursement forms
  - We love to just visit (except at the first of the month)

SAINT  
SENIOR ALTERNATIVES  
IN  
TRANSPORTATION

333 W Drake Rd, Suite 42  
Fort Collins, CO 80526

Loveland Scheduler—223-8653  
Fort Collins Scheduler—223-8645  
Administration—223-8604

SAINT Staff

Michele Scherger—Loveland Scheduler  
Shirley Harding—Loveland Scheduler  
Sue Lamb—Fort Collins Scheduler  
Gary Thomas— Executive Director  
Connie Nelson-Cleverley—  
Volunteer Coordinator

**Fort Collins SAINT Hosts Annual  
Volunteer Recognition Banquet**

**E**ighty-three volunteers, their guests and other friends of SAINT gathered at the Fort Collins Senior Center on November 9th for Fort Collins SAINT's Volunteer Recognition Banquet.

Bill H#####, a SAINT driver in Fort Collins since 2006, was named 2011 Driver of the Year. During his time with SAINT, he has given over 1,700 rides, averaging 345 rides per year. Bill's many years of service are deeply appreciated.

Jackie P#####, who joined SAINT in 2009, was named Fort Collins SAINT's 2011 Lifesaver. Whenever the Fort Collins Scheduler needs a driver to pick up a couple of last minute rides, Jackie is there.

Philip C##### was awarded the Fort Collins 'Most Rides' Trophy— for providing a remarkable 304 rides in 2011.

Each Fort Collins SAINT volunteer received a Certificate of Appreciation noting their years of service signed by Fort Collins Mayor Karen Weitkunat and SAINT Executive Director Gary Thomas.

**Gary's Corner**

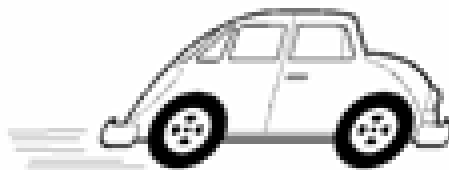
**A**s we complete the holiday season and settle into the long haul through the rest of the winter it seems appropriate to reflect on the past year and what SAINT really does well. As of this writing the final numbers are not in, but it looks like SAINT will have given an all-time high number of rides, something on the order of 21,000 one way trips. That is a lot - of doctors' visits, senior center events, grocery store runs, and beauty parlor appointments. We've taken people to just about any location you can imagine in either Fort Collins or Loveland. It took some 165 volunteers to do that and collectively they drove over 160,000 miles. In effect, we wore out one complete car! What a wonderful community we live in that people are willing to brave all kinds of weather and traffic to help their neighbors! Next time you see a SAINT driver (even in your mirror) be sure to give them a big thank you for all they do!

In my role I get to see what other Colorado cities are doing to try to emulate SAINT. There are over 20 volunteer driver programs scattered up and down Colorado's Front Range but none have been around as long or gives as many rides as we do here in Larimer County. We freely share advice to other organizations and when they ask how do we get all those volunteers we answer, "Any way we can!" But in truth, the best recruiting source is word of mouth. Many of our volunteers came to us because they knew someone else who drives or rides with SAINT already. To me there is a difference between a "city" and a "community". A city is just a bunch of people who happen to live in the same place. A community is where the people join together to make their city a better place for everyone. Loveland and Fort Collins are shining examples of communities and the SAINT program can flourish because so many people are willing to help each other and they pass that spirit along. Congratulations to all!

Meanwhile, as you read this it is either snowing or going to snow – please be careful on the walks and on the roads. Let's keep the SAINT community healthy and rolling!

Best wishes for a safe, healthy and prosperous 2012!

Sue Shirley Michele  
Gary Connie



Visit the SAINT website at [saintvolunteertransportation.org](http://saintvolunteertransportation.org)