



D-Uber Frequently Asked Questions

Shift Flexibility

AM D-Uber drivers typically start around 7:30 AM, but there is no official start time. School begins when the dogs arrive.

- Our goal is to have all dogs in the building by 10:00 AM
 - Dogs should be picked up from D-Uber drivers by 5:30 PM
 - You may pick up earlier to avoid traffic if that works better for your schedule
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School Schedule

Dog school currently runs Monday–Friday only.

Ride-Along Guests

You may bring a ride-along passenger (spouse, child, friend).

- Ride-along guests may not enter volunteer homes during pick-up or drop-off unless they complete a background check
- Guests must either:
 - Consent to a background check, or
 - Remain in the D-Uber vehicle while you assist the dog inside the home

 Personal pet dogs are not allowed during D-Uber shifts.

Number of Dogs per Shift

The number of dogs varies day to day.

- Some shifts include 1–2 dogs, while others may have 4–5 dogs
 - You are always welcome to split shifts with another volunteer if that works better for your schedule
 - Shifts typically last 1–2 hours, depending on the route
 - Most dogs live within 25 minutes of Helping Paws, though they are spread throughout the metro area
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Photos & Social Sharing

Yes—photos are encouraged!

- You may take photos of service dogs in training during your shift
- Feel free to share them on Facebook to help spread the word about our volunteer opportunities

 Check out this quick video highlight of the D-Uber experience:

<https://www.facebook.com/share/p/1GB1ri2eKt/>

Minimum Commitment

There is no minimum shift requirement.

Even volunteering once or twice a month is incredibly helpful to our program!

How Do I Sign Up for Shifts?

Currently, Helping Paws uses Google Calendar to view and sign up for D-Uber volunteer shifts.

- Instructions for accessing and using the calendar will be provided by staff

- We will be transitioning to a volunteer management software in January 2026
 - Additional details and training will be shared closer to the launch—stay tuned!
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Gas & Oil Changes

Staff do their best to keep the D-Uber van full of gas, but occasionally it may need refueling.

- If the van needs gas, please check in with a staff member
- A staff member will provide a Helping Paws credit card
- Please save the receipt and return it to staff

Oil Changes

We are always looking for volunteers who can help bring the van in for oil changes.

- Helping Paws will cover the cost of the oil change
- You'll receive a Starbucks coffee or treat as a thank-you 