



Family and Community Support Services

*Bow Valley
Volunteer Driver Program*

Volunteer Driver Handbook



Dear Volunteer,

Thank you for applying to becoming a volunteer for the Volunteer Driver Program. The contributions of people like you allow our communities to remain vibrant and supportive places.

This driver handbook outlines important program policies and procedures. Please read this handbook carefully, and ensure you understand and agree to abide by the guidelines listed herein. By signing the final page of this guide you declare that you have read and understand these policies and procedures and will abide by them.

Shortly after completing and submitting your application you will be hearing from the FCSS Transportation Coordinator. The Coordinator will advise you of your status as a volunteer. The Transportation Coordinator will be available to answer any questions and address any concerns you may have at that time.

Again, thank you for your contribution, and we look forward to working with you.

Sincerely,

Volunteer Driver Program

Driver Handbook

Bow Valley Volunteer Driver Program

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1.0 Program Administration

1.1 Regional FCSS Offices

Each regional FCSS office is responsible for volunteer and client screening, record keeping, ride booking, volunteer recruitment and appreciation, along with program advertising and promotion. Contact your local FCSS office with any concerns or questions about the Volunteer Driver Program.

2.0 Volunteer Policies

2.1 ID Badges

FCSS staff will provide volunteers with ID Badges upon successful completion of their application. Volunteers are required to wear their ID Badge while participating in the Volunteer Driver Program.

2.2 Volunteer Supervision and Evaluation

Upon acceptance as a volunteer for the Volunteer Driver Program, volunteer activities will be overseen by the FCSS Transportation Coordinator. The Transportation Coordinator will randomly follow up with clients after trips and address any concerns presented (see section *4.0 Grievances*).

A volunteer's first ride will always be followed with a phone call to both the client and the volunteer. Any questions or concerns will be addressed at that time.

2.3 Volunteer Reviews

Volunteers will be reviewed annually based on the date they were accepted by staff as a volunteer. Volunteers will be required to provide an updated driver's abstract at that time. The cost of this driver's abstract will be reimbursed by FCSS. Please ensure that you keep the receipt for the cost of your driver's abstract.

Staff will contact drivers directly to arrange for their review. At that time they will discuss the feedback the volunteer has received.

2.4 Volunteer Records

A Volunteer Record will be kept by FCSS staff outlining important dates, feedback received and hours contributed to the program.

Accurate records need to be maintained at all times. Volunteers will be contacted by the FCSS Transportation Coordinator when their Insurance and/or registration is about to expire. Volunteers must update their records either by faxing the applicable paperwork or dropping it off at their regional office. Volunteers are required to notify the FCSS Transportation Coordinator immediately of any changes to

their insurance, registration or Driver's License. Volunteers with invalid records are not permitted to drive for the Volunteer Driver Program.

2.5 Volunteer Dismissal

The FCSS Transportation Coordinator will maintain a record of volunteers within their jurisdiction who are up for review. They will arrange for an interview within the designated timeframe. The FCSS Transportation Coordinator will discuss the feedback the volunteer has received based on client follow-up calls over the previous period and address any concerns at that time. The Volunteer Driver Program reserves the right to refuse or dismiss a volunteer if they create a potential risk to the organization or its clients.

3.0 Trip Policies

3.1 Expense Recovery Fee

Clients are directly responsible for providing the driver with their expense recovery fee for the ride provided. It is recommended that this recovery fee is paid in cash only upon pick-up at the client's home. Occasionally passengers may pay with personal cheques.

For a current list expense recovery fees, see the attachment *Appendix 1: Expense Recovery Fees*. If you have any concerns regarding this fee see section *4.0 Grievances*. Expense Recovery Fees may be changed at any time by the Coordinator.

Drivers **must** accept this expense recovery fee in all situations. If a driver does not feel comfortable accepting this fee they may donate it to the program. Please contact the FCSS Transportation Coordinator for information regarding making a donation.

3.2 Trip Purpose

The Volunteer Driver Program operates solely for transportation to healthcare appointments that are inter-municipal (between communities). Residents who need to travel within their own community can apply to the Taxi-Pass program provided by their local FCSS office where available.

3.3 Pick-Up Times

When coordinating a ride the FCSS Transportation Coordinator will provide both drivers and passengers with a pick-up time. Drivers are requested to arrive at a passenger's home promptly. Drivers must contact the FCSS Transportation Coordinator if extenuating circumstances will alter the pick-up time.

3.4 Companions or Helpers

Occasionally passengers may be required to bring a helper or companion to their appointment. The additional passenger must solely be for the assistance of the client. The companion does not pay an additional expense recovery fee. Additional passengers must be cleared through the FCSS Transportation Coordinator in advance of the appointment. The volunteer driver will be made aware of any companions or helpers travelling with their client.

3.5 Transferring Passengers

A criterion for the acceptance of a client into the Volunteer Driver Program is the ability to transfer into a vehicle without assistance. If a passenger requests assistance transferring in or out of the vehicle, drivers assist at their own risk. This practice is neither endorsed nor recommended.

If a driver feels a client is not capable of completing this transfer without assistance, they must alert the FCSS Transportation Coordinator immediately.

3.6 Wheelchairs and Walkers

Although passengers must have the ability to transfer themselves into vehicles without assistance, occasionally they may need to bring a wheelchair or walker for assistance.

If a driver is unable to accommodate a folding wheelchair or walker in their vehicle or does not feel comfortable lifting these items, they are asked to indicate this on their volunteer application. If a driver's level of comfort changes in this regard, they are asked to contact the FCSS Transportation Coordinator immediately.

3.7 Entering a Passenger's Home

Drivers are advised that entering a passenger's home is not recommended under any circumstances and to do so is at their own risk. The Volunteer Driver Program accepts no responsibility for volunteers who choose to enter passenger's homes.

If there is no answer at the door upon arrival to a passenger's home, drivers must notify the FCSS Transportation Coordinator immediately.

If a driver suspects an emergency situation, it is recommended that they contact local police, EMS or dial 911.

3.8 Escorting Passengers

Drivers are not required to escort their passengers directly into their appointments. If a driver wishes to they may but should be aware that they do so at their own risk.

Drivers are not required to stay at the appointment site. If a driver is going to leave the passenger, they must provide the passenger with reasonable means for contacting them when their appointments are completed (ex. a cell phone number).

If a driver encounters an emergency situation at any time during the trip, it is recommended that they contact local police, EMS or dial 911 whatever is deemed appropriate. Volunteers are encouraged to get training in administering First Aid. These courses are available through your local continuing education council.

3.9 Parking

Passengers are expected to cover the cost of parking at their appointment. This policy is explained to all passengers. If a driver has any problems in this regard they are asked to contact the FCSS Transportation Coordinator.

Some clients may have placards for disabled parking. These may be used by volunteer drivers. If a client does not have a placard, drivers are encouraged to remind clients that they may be eligible to apply for one.

Another option for parking is to park off-site at free parking lots and to have the client contact the driver when they are finished. This is at the discretion of volunteer drivers.

3.10 Additional Stops

Making additional stops at the request of a client or for a driver's personal purposes (ex. at the bank) is acceptable (as long as they are agreed to by the driver), however, these trips **must** be arranged through the FCSS Transportation Coordinator in advance. Any stops outside of those scheduled are not covered by the program's insurance.

3.11 Smoking

For the health, safety and comfort of all vehicle occupants, drivers and passengers must refrain from smoking while partaking in the Volunteer Driver Program.

3.12 Driving Practices

Drivers are expected to drive in a defensive, courteous manner. For safety reasons, it is recommended that all loose items in the vehicle be securely stored as in the event of an accident, loose objects may be projected within the vehicle, creating a hazard for injury. The Volunteer Driver Program accepts no responsibility for any tickets incurred for parking or traffic violations while completing a volunteer driving trip.

3.13 Weather

Cancelling a trip due to weather is at the discretion of the driver. Safety is always the most important priority. If a trip needs to be cancelled, drivers are asked to notify the FCSS Transportation Coordinator immediately.

3.14 Seatbelts

In the interest of safety and in compliance with the law, seatbelts must be worn by both passengers and drivers at all times.

3.15 Accidents

Volunteer Drivers are provided with a guide about what to do in an automobile accident at the time of application. This guide can be kept in a driver's glove box for handy reference.

4.0 Grievance Policy

4.1 By a Driver

If a driver has any problems during the course of their volunteer assignment they are asked to contact the FCSS Transportation Coordinator immediately after the transport with details of the incident.

The FCSS Transportation Coordinator will work with the driver and any passengers or volunteers involved in the incident to ensure a satisfactory resolution.

4.2 About a Driver

If a driver receives a grievance against them they will be contacted by the FCSS Transportation Coordinator and the grievance will be discussed. Drivers who receive grievances may be dismissed from the program at any time. Dismissal is solely at the discretion of the FCSS Transportation Coordinator depending on the severity and frequency of those grievances.

A record will be placed in the driver's file and all grievances and or feed-back received through spot checks will be discussed with volunteers during their annual review.

I, _____, of the town of _____ state that by signing this release, I have read and understood the policies and procedures enclosed in this driver handbook. I agree to abide by these policies and understand the responsibilities that I have agreed too.

Signature

Date

Witness

Date