

Family and Community Support Services

Volunteer Driver Program

Client Handbook



A joint venture between
local FCSS Offices

Dear Client,

Welcome to the Volunteer Driver Program. It is our hope that by utilizing the services offered you will have access to transportation to your healthcare appointments, provided by caring members of your community.

This client handbook outlines important policies and procedures for the program. 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.

In the coming week you will be hearing from the FCSS Transportation Coordinator, who will introduce him or herself to you and answer any questions you may have.

Sincerely,

Volunteer Driver Program

Client Handbook

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1.0 Program Administration

1.1 Regional FCSS Offices

Regional FCSS offices are responsible for volunteer and client screening, volunteer recruitment and appreciation, ride booking, record keeping, along with program advertising and promotion. For any questions or concerns relating to these things, contact your local FCSS office.

2.0 Client Policies

2.1 Client Criteria

Volunteer drivers only provide rides to appointment sites and do not accompany passengers to their appointments. Users of the Volunteer Driver Program must be able to get themselves to their own appointment, or may bring a helper/companion on their trip at no extra charge.

In addition, clients must be physically able to transfer themselves to a vehicle without assistance. Clients in folding wheelchairs and with walkers are welcome to use the Volunteer Driver Program as long as they meet this criterion.

Clients who meet these conditions initially but later have their conditions deteriorate will be subject to a review of their suitability for the Volunteer Driver Program.

2.2 Releasing Clients

The Volunteer Driver Program reserves the right to review a client's right to use the program at any time for any reason.

3.0 Trip Policies

3.1 Availability

Rides are booked on a first-come-first served basis, by calling the FCSS Transportation Coordinator at each local office. It is recommended that trips are booked as far in advance as possible.

While the FCSS Transportation Coordinator will work to ensure that all client needs are met, the availability of rides is based on the availability of program volunteers. Rides may be unavailable at times.

Clients will be notified if their ride request is successful within 3 business days of booking.

3.2 Expense Recovery Fees

Clients are responsible for paying an expense recovery fee to volunteers directly for any rides provided, in cash only, prior to trip commencement.

For a current list of fees, see the attachment *Appendix 1: Expense Recovery Fees*. Clients who fail to provide expense recovery for any ride provided will be subject to an expense recovery fee grievance (see section *4.0 Grievances*) and will not be permitted to book future transportation until their grievance is resolved.

Any client who fails to pay the fee three times, regardless of the resolution, will have their right to use the program withdrawn.

3.3 Parking

Clients are responsible for any and all parking costs associated with their healthcare appointment. Clients who possess disabled parking placards are requested to bring these for use during their healthcare appointments.

Clients who do not possess a placard will be provided with one at the time of application, and are encouraged to apply.

3.4 Trip Purpose

The Volunteer Driver Program operates solely for transportation to healthcare appointments that are inter-municipal (between communities). Individuals who need to travel within their own community may qualify for their local Taxi-Pass program (if available in their community). Contact your local FCSS office for details.

3.5 Cancelling a Trip

If a client needs to cancel their scheduled trip, they are asked to contact the FCSS Transportation Coordinator as soon as possible. Repeatedly failing to cancel trips can result in a client be dismissed from using the program due to the inconvenience to volunteers.

3.6 Pick-Up Times

When coordinating a ride, the FCSS Transportation Coordinator will provide both drivers and passengers with a pick-up time.

It is recommended that clients be ready for pick-up 10 minutes prior to their scheduled pick up time. If a driver fails to arrive within 10 minutes of the agreed upon time, please contact the FCSS Transportation Coordinator.

3.7 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 the client will be notified by the FCSS Transportation Coordinator as soon as possible.

3.8 Companions or Helpers

If a client would like a companion or helper to assist them on their trip, they are welcome to ride along at no extra cost. Companions and helpers must be for the benefit of the client, be there to assist, and able bodied to do so.

Clients wishing that companions accompany them must notify the FCSS Transportation Coordinator at the time of booking.

3.9 Entering a Passenger's Home

Drivers will not enter a client's home. It is requested that clients are ready prior to their pick-up time and able to get themselves to the vehicle in a timely manner.

3.10 Additional Stops

Any additional stops (ex. at the bank) are not recommended, and are at the discretion of the driver. Any additional stop requests **must** be made through the FCSS Transportation Coordinator, as rides that are not booked in this fashion are not covered by the program's insurance policy.

3.11 Smoking

For the health, safety, and comfort of all vehicle occupants, it is recommended that drivers and passengers refrain from smoking.

3.12 Seatbelts

In the interest of safety and in compliance with the law, it is mandatory that seatbelts are worn by both passengers and drivers at all times.

3.13 Lunch

At their own discretion, clients may cover the cost of a volunteer driver's lunch if their appointment takes place over the lunch hour.

This is at the discretion of clients and in no way required.

3.14 Volunteer ID Badges

All volunteers for the Volunteer Driver Program are provided with laminated ID Badges. Volunteers are asked to wear their ID Badges at all times. If a client is not familiar with the volunteer or is not able to see the ID Badge, they should ask to see it before entering the person's vehicle.

3.15 Contacting Drivers

When a volunteer driver is unable to stay at a client's appointment site, clients may be given volunteer driver's cell phone numbers as a means to contact them when their appointment is done. Cell phone numbers are to be used for this purpose only, and booking trips directly through a volunteer driver is strictly prohibited.

Trips booked by contacting volunteer drivers directly are not covered under the program's insurance policy.

4.0 Grievance Policy

4.1 By a Client

If a client has any problems during the course of their trip they are asked to contact the FCSS Transportation Coordinator as soon as possible after the trip with details of the incident.

The FCSS Transportation Coordinator will work with all those involved to ensure a satisfactory resolution.

Any grievances will be recorded in both the driver and client's file.

4.2 About a Client

If a client receives a grievance about them, they will be contacted by the FCSS Transportation Coordinator and the grievance will be discussed. Any client who receives repeated grievances against them may have their right to use the program withdrawn.

In the case of an expense recovery fee grievance, clients will not be permitted to book further transportation until the grievance is resolved, and any client who receives 3 expense recovery fee grievances, resolved or not, will have their right to use the program withdrawn.

A record of any grievances will be placed in the client's file.

I, _____, state that by signing this release, I have read and understood the policies and procedures enclosed in this client handbook. Furthermore, I agree to abide by the policies and procedures as outlined in this document.

Signature

Date

Witness

Date