

Family and Community Support Services

Volunteer Driver Program

Policies and Procedures



A joint venture between
local FCSS Offices

Volunteer Driver Program Policies and Procedures

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Region Volunteer Driver Program Policies and Procedures

1.0 Program Guidelines

1.1 Program Purpose

The purpose of the Volunteer Driver Program (VDP) is to assist those who do not have access to affordable, inter-municipal transportation (between communities) for their Healthcare appointments.

By creating a formal program, partnering FCSS offices can ensure that drivers and passengers alike are protected through increased insurance coverage and adequate volunteer screening.

By collecting statistics about program usage over a large geographic area, FCSS will be better equipped to obtain future funding.

2.0 Program Administration

2.1 FCSS Offices

All rides for the program will be booked, recorded and dispatched through the local FCSS office.

The FCSS Transportation Coordinator is responsible for maintaining the VDP records, including booking and dispatch of rides, maintaining accurate statistics of rides provided rides that were not accommodated, and maintenance of volunteer and client files.

For more information, see *Appendix 6: Ride Booking Procedures*.

2.1.1 Coordinating Rides

The FCSS Transportation Coordinator will take bookings from clients calling the toll-free number, tentatively accept the booking, and try to match the client with an appropriate volunteer.

Once volunteer availability is determined, the FCSS Transportation Coordinator will then confirm the ride with the client and provide a pick-up time. This will be done within 3business days.

2.1.2 Volunteer and Client Records

Once the paperwork for a volunteer or client is completed (see sections 4.1 *Volunteer Recruitment, Screening and Orientation* and 5.2 *Client Screening*) the FCSS Transportation Coordinator is responsible for maintaining accurate files and updating information as required.

2.2 Marketing

During the pilot project, each local FCSS Offices will be responsible for the marketing of the program and the recruitment of volunteers.

2.3 Funding

Additional funding will need to be sought by each office during the course of the pilot program to ensure a continued service.

3.0 Confidentiality Policy

All staff, clients and volunteers are required to sign a confidentiality contract based on the policy listed below. Clients and volunteers will receive a hand-out of this policy at the time of application and sign the confidentiality contract within their application. Staff members will sign confidentiality contracts at the commencement of the pilot project.

A. Principles of Confidentiality

During the course of driving, a volunteer or client may acquire information that, while voluntarily shared, is privileged information. All volunteers and clients will:

- a. Be made aware during intake of the principles of confidentiality by which they must abide.
- b. Treat all personal information regarding any client, whether read, overheard, observed or told directly, as confidential.
- c. Treat all information gathered while volunteering with the Volunteer Driver Program or using the Volunteer Driver Program's services as confidential, not only for the duration of the volunteer's service/use of services, but indefinitely after service with or use of the Volunteer Driver Program is completed.

B. Limits of Confidentiality

Volunteers and clients will, where appropriate, ensure to the best of their ability that program users are made aware of the limits of confidentiality.

- a. Confidential information may be shared with staff for the purpose of guidance, debriefing or referral without the consent of the client.
- b. Confidential information will be shared with staff and/or appropriate authorities (i.e., Police, family members) upon disclosure of abuse, self-harm, or intended self-harm without the consent of the student.
- c. Volunteers and clients are encouraged to always use their best judgment and err on the side of caution.
- d. Confidential information regarding clients and volunteers may be shared among staff for the purposes of maintaining the integrity of the Volunteer Driver Program.

C. Confidentiality Contracts

- a. Volunteers and clients will sign a confidentiality contract upon entry into the program. The volunteer and client confidentiality contracts states that the volunteer or client understands and agrees to abide by the principles and limits of confidentiality outlined herein.

- b. Staff will sign a confidentiality contracts prior to involvement with volunteers, clients, volunteer/client files or sensitive information regarding clients and/or volunteers. The staff confidentiality contract states that they agree to abide by the principles and limits of confidentiality outlined herein.

4.0 Volunteer Policies

4.1 Volunteer Recruitment, Screening and Orientation

Volunteers interesting in participating in the VDP will be directed in correspondence and on posters to contact their local FCSS office.

All volunteers will be recruited, screened, and given orientation packages by these regional FCSS offices.

The position of Volunteer Driver requires a rigorous level of screening that corresponds to the level of risk associated with volunteers who work unsupervised and transport passengers in their own vehicles.

Volunteers will provide and/or complete:

- Application (See *Appendix 1: Volunteer Driver Program- Driver Application*)
- Interview
- Reference check
- Police Security Clearance Check (including vulnerable persons check) -no cost for volunteer sector
- Driver's Abstract and receipt (to be updated annually at the time of review) - cost reimbursed by FCSS offic
- Proof of One Million Dollar Liability Insurance on any vehicles that may be driven as part of the program

Once all paperwork and checks are complete the FCSS Transportation Coordinatoer will create a volunteer file and confirm final volunteer acceptance.

FCSS staff will also take a photo of the volunteer with their office's digital camera and provide the volunteer with a laminated volunteer ID badge. For an example of an ID Badge see *Appendix 7: Volunteer ID Badge*.

4.2 Volunteer Supervision and Evaluation

Volunteers will be supervised by random "spot checks" completed by the FCSS Transportation Coordinator, who will follow up with clients to determine what went well and what areas need improvement. Any concerns presented will be addressed (see section *7.0 Grievances*).

A volunteer's first ride will always be followed-up with a phone call to both the client and the volunteer.

4.3 Volunteer Reviews

Volunteers will be reviewed annually, based on the date they were accepted as a volunteer, and will be required to provide an updated drivers abstract at that time along with their receipt for reimbursement.

The FCSS Transportation Coordinator will maintain a record of volunteers within their jurisdiction who are up for review, and arrange for an interview at that time. 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.

5.0 Client Policies

5.1 Client Criteria

The purpose of the Volunteer Driver Program is to assist those who do not have access to affordable, inter-municipal transportation (between communities) for their Healthcare appointments.

Clients who use the service are required to meet specific criteria:

- Complete and sign the client application (See *Appendix 2: Volunteer Driver Program-Client Application*)
- Clients must be mobile enough to transfer themselves into a vehicle with little assistance
- Folding wheelchairs and walkers will be permitted as long as the client meets the criteria above
- Clients must be able to find their way to their appointment from the vehicle on their own (or they can take an assistant free of charge)
- Children under the age of 18 using the service must travel with an adult at all times

5.2 Client Screening

Prospective clients will be invited to contact their local FCSS office to sign themselves up as clients.

In order to ensure that the VDP is a good fit for prospective clients and that client releases are signed, FCSS offices will arrange to meet with the prospective client prior to use of the program being granted.

Upon completion of the interview, the FCSS staff member will provide the prospective client with a *Guide for Clients* (see *Appendix 3: Guide for Clients*) and create the client file.

In the event that a client is unable to make it into the local FCSS office, or a resident of the region calls to book a short notice trip but they have not yet been accepted as a client, FCSS staff will work together with the potential client to come up with a mutually satisfying solution.

6.0 Trip Policies

6.1 Expense Recovery Fee

Expense recovery fees are determined through the collaboration of regional FCSS offices and are based on the distance to other communities. A list of the expense recovery fees are provided to clients and drivers in each of their handbooks.

For the current fees list, see *Appendix 4: Expense Recovery Fees*.

Clients are responsible for paying the volunteer directly for the ride provided, and the VDP recommends that upon pick-up of the client that fees are paid in cash only, or on an individually reviewed basis by cheque.

6.2 Trip Purpose

The VDP operates solely for transportation to healthcare appointments that are inter-municipal.

7.0 Grievance Policy

7.1 Guides for Drivers and Clients

In order to reduce the likelihood of grievances, drivers are provided with a “Guide for Drivers” (see *Appendix 5: Guide for Drivers*) with guidelines for their behaviour when partaking in volunteer driving activities.

Clients are also provided with a Guide for Clients (see *Appendix 3: Guide for Clients*).

7.2 Grievance Regarding Fee Payment

The VDP suggests that cash only is used and that all expense recovery fees are collected prior to trip commencement. The VDP will respond in the following way to assist the driver when there has been failure of fee payment from the users of its program.

When a driver is unable to receive payment from a client, or the cheque bounces, and a complaint is lodged, the following steps will be taken.

In the case of a bounced cheque:

1. The FCSS Transportation Coordinator will contact the client and explain the situation, requesting that payment be made immediately in cash and including any NSF charges incurred by the driver.
2. The FCSS Transportation Coordinator will note the incident in the client file
3. The individual’s right to use the program will be suspended pending resolution of the grievance.
4. The FCSS Transportation Coordinator will follow-up on all grievances and ensure that satisfactory outcomes have been achieved

In the case of failure of fee payment:

1. The FCSS Transportation Coordinator will contact the client for an explanation of the grievance
2. The FCSS Transportation Coordinator will note the incident in the client’s file
3. The individual’s right to use the program will be suspended pending resolution of the grievance.

Any client who is subject to 3 fee grievances (regardless of if the 3rd grievance is resolved) will have their right to use the program revoked.

7.3 Grievances by Clients

In the event that a client has a complaint about a driver, the following steps will be taken:

1. Details of incident will be requested from the client and recorded
2. The volunteer will be contacted by the FCSS Transportation Coordinator for a conversation about the incident.
3. After the conversation, a record of all conversations and actions taken will be placed in the volunteer and the client's files. These write-up's will be confidential, and a separate write up will be written for both parties involved, using the terms volunteer or client, rather than names, for the other party involved (ex. a write up going into a client file will not name the volunteer, but rather will refer to the volunteer as "volunteer")
4. If required, the volunteer will be dismissed or suspended from the program
5. Steps will be taken in the future to match the client with other drivers

7.4 Grievances by Drivers

In the event that a driver has a complaint about a client (not related to fees), the following steps will be taken

1. Details of incident will be requested from the driver and recorded
2. The client will be contacted by the FCSS Transportation Coordinator for a conversation about the incident.
3. After the conversation, a record of all conversations and actions taken will be placed in the volunteer and the client's files. These write-up's will be confidential, and a separate write up will be written for both parties involved, using the terms volunteer or client, rather than names, for the other party involved (ex. a write up going into a client file will not name the volunteer, but rather will refer to the volunteer as "volunteer")
4. If required, the client will have their right to use the program revoked
5. Steps will be taken in the future to match the driver with other clients

7.5 Client or Volunteer Termination

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 or for any reason without cause.