

# **Family and Community Support Services**

*Volunteer Driver Program*

*Volunteer Driver Handbook*



A joint venture between  
local FCSS Offices

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 your application you will be hearing from the FCSS Transportation Coordinator, who 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

## Volunteer Driver Program

### Table of Contents

#### **1.0 Program Administration**

- 1.1 Regional FCSS Offices

#### **2.0 Volunteer Policies**

- 2.1 ID Badges
- 2.2 Volunteer Supervision and Evaluation
- 2.3 Volunteer Reviews
- 2.4 Volunteer Records
- 2.5 Volunteer Dismissal

#### **3.0 Trip Policies**

- 3.1 Expense Recovery Fees
- 3.2 Trip Purpose
- 3.3 Pick-Up Times
- 3.4 Companions or Helpers
- 3.5 Transferring Passengers
- 3.6 Wheelchairs and Walkers
- 3.7 Entering a Passenger's Home
- 3.8 Escorting Passengers
- 3.9 Parking
- 3.10 Additional Stops
- 3.11 Smoking
- 3.12 Driving Practices
- 3.13 Weather
- 3.14 Seatbelts
- 3.15 Accidents

#### **4.0 Grievance Policy**

- 4.1 By a Driver
- 4.2 About a Driver

#### **5.0 Driver Release**

### Appendixes

Appendix 1: Expense Recovery Fees

## **1.0 Program Administration**

### **1.1 Regional FCSS Offices**

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

## **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.

### **2.3 Volunteer Reviews**

Volunteers will be reviewed annually, based on the date they were accepted by staff as a volunteer, and 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, and at that time 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, and volunteers will be contacted by the FCSS Transportation Coordinator when their Insurance and/or registration is about to expire. Volunteers will need to update their records either by faxing the applicable paperwork or dropping it off to their regional office, or Volunteers with out-of-date records are not permitted to drive for the Volunteer Driver Program.

## **2.5 Volunteer Dismissal**

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, with or without cause.

## **3.0 Trip Policies**

### **3.1 Expense Recovery Fee**

Clients are responsible for providing the driver with their expense recovery fee directly for the ride provided. It is recommended that whenever possible, 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*.

Drivers **must** accept this expense recovery fee in all situations. If a driver does not feel comfortable accepting this fee, they are welcomed to donate it to the program. Please contact the FCSS Transportation Coordinator for information on 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 take advantage of the Taxi-Pass program provided by their local FCSS office (if 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, and to contact the FCSS Transportation Coordinator if extenuating circumstances will effect the pick-up time.

### **3.4 Companions or Helpers**

Occasionally, passengers may be required to bring a helper or companion to their appointment. If the additional passenger is for the assistance of the passenger the companion does not pay an additional expense recovery fee.

### **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 will assist only 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 are requested to alert the FCSS Transportation Coordinator.

### **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, he or she is asked to indicate this on the volunteer application. If a driver's level of comfort changes in this regard, he or she is asked to contact the FCSS Transportation Coordinator.

### **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 Drivers 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 are advised to notify the FCSS Transportation Coordinator.

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 to their appointments; however it is considered a kind gesture.

Drivers are not required to stay at the appointment site. It is acceptable for drivers to run other errands, however drivers are asked to exercise caution as long days away from home may be difficult for some passengers. If a driver is going to leave the passenger, they are asked to provide the passenger with reasonable means for contacting them when their appointments are completed (ex. a cell phone number).

### **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 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, as 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, it is requested that drivers and passengers refrain from smoking while partaking in the Volunteer Driver Program.

### **3.12 Driving Practices**

Drivers are expected to drive in a defensive, courteous manner. 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 as soon as possible.

### **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 as soon as possible after the transport with details of the incident.

The FCSS Transportation Coordinator will work with the driver and any passengers or volunteers involved ensuring 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 repeated grievances will be dismissed from the program.

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

I, \_\_\_\_\_, state that by signing this release, I have read and understood the policies and procedures enclosed in this driver handbook. I intend to do my best to abide by these policies and understand the responsibilities that I have agreed too.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness

\_\_\_\_\_  
Date