



Volunteer Guide & Application



Strathmore FCSS

Address: 1 Parklane Drive

Phone: 403-934-9090

Dear Volunteer,

Thank you for applying to becoming a volunteer for the KARE 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 Programmer. The Programmer will advise you of your status as a volunteer. The FCSS Programmer 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,

KARE Volunteer Driver Program

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Job Description & Application

1.0 Program Administration

1.1 FCSS Office

The Strathmore FCSS office is responsible for volunteer and client screening, record keeping, ride booking, volunteer recruitment and appreciation, along with program advertising and promotion. Contact the Strathmore FCSS office with any concerns or questions about the KARE 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 KARE Volunteer Driver Program, volunteer activities will be overseen by the FCSS Programmer. The FCSS Programmer 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 feed-back the volunteer has received.

2.4 Volunteer Records

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

Accurate records need to be maintained at all times. Volunteers will be contacted by the FCSS Programmer 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 the office. Volunteers are required to notify the FCSS Programmer

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 Programmer 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 Programmer will discuss the feed-back 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 Reimbursement

Clients are directly responsible for providing the driver with their expense recovery reimbursement for the ride provided. It is recommended that this recovery reimbursement 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 reimbursements, see the attachment *Appendix 1: Expense Recovery Reimbursements*. If you have any concerns regarding this Reimbursement see section *4.0 Grievances*. Expense Recovery Reimbursements may be changed at any time by the Coordinator.

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

3.2 Trip Purpose

The Volunteer Driver Program operates for transportation to healthcare and personal appointments.

3.3 Pick-Up Times

When coordinating a ride the FCSS office 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 office 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 reimbursement. Additional passengers must be cleared through the FCSS office 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 criteria 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 office 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 Programmer 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 office 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, 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 Programmer.

Some clients may have placards for disabled parking. These may be used by volunteer drivers.

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 **should** be mentioned at the time of booking whenever possible.

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.

Drivers will use the Journey Management program when transporting clients. See appendix 6 for procedures.

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 Programmer immediately after the transport with details of the incident.

The FCSS Programmer 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 Programmer 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 Programmer and the FCSS 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.

Appendix 1
**Strathmore FCSS KARE Volunteer Driver Program
Expense Recovery Reimbursements**

Starting	Ending	Reimbursement
Strathmore	Strathmore	\$.55 per Km
Strathmore	Calgary	\$55.00 return
Strathmore	Outside of Strathmore or Calgary	\$.55 per Km

- The first stop is \$.55 per km or a Minimum \$5.00 whichever is greater.
- Additional stops are a flat rate of \$2.00 per stop
- All reimbursements listed are return trips
- Passengers are responsible for any parking charges incurred

Appendix 2
Strathmore FCSS KARE Volunteer Driver Program
Automobile Accident

What to do in the event of an Automobile Accident

There are several steps to take if you are involved in a collision.

These steps should be followed in the order listed:

1. If there are any injuries, dial 911
2. Exchange insurance information with any other parties involved in the collision.
3. Obtain the names and contact information of any witnesses to the collision.
4. Alberta's laws require drivers to call the police if they are involved in a collision that results in death or personal injury (no matter how slight the injury); if there is property damage of \$2,000 or more in total; if the driver has knocked down traffic-control signals, railroad signs/signals or a parking meter; and if someone has breached the Criminal Code of Canada, such as driving while impaired.
5. Contact the Strathmore FCSS with details of the accident.
6. Contact your insurance company to report the claim.

Appendix 3
**Strathmore FCSS KARE Volunteer Driver Program
Confidentiality Policy**

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 client.
- 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 contract 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.

Volunteer Driver Job Description

Duties and Responsibilities

- Provide rides for clients to healthcare and personal appointments.
- Coordinate all trips through the FCSS Office.
- Be punctual and dependable in picking up the client at the scheduled time.
- Keep the FCSS Office informed regarding your availability
- Provide the FCSS office with as much notice as possible when cancelling a trip
- Maintain confidentiality regarding client information.
- Regular vehicle maintenance to ensure safety of clients - seat belts must be available.
- Provide annual updates on vehicle insurance policy and registration.
- Immediately report incidences, accidents or concerns to the FCSS Programmer.
- Inform the FCSS Office of any changes in address or phone number.
- Read the FCSS Driver Handbook and become familiar with program policies and procedures

Time Requirement

There is no minimum time requirement, however volunteers are asked to keep the FCSS Office updated of their availability.

Skills and Qualifications

1. Valid driver's license and safe driving record with a maximum of 3 demerit points.
2. A minimum of one million dollar liability insurance and current vehicle registration.
3. Access to a vehicle that is demonstrably roadworthy, reliable and suitable for client's needs.
4. No health conditions that may impair ability to drive safely (vision, hearing, perception, reflexes, certain medications, etc.).
5. Understand the limitations experienced by some individuals, such as mobility and hearing/vision loss.

Screening

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

Volunteers will provide and/or complete:

- Application
- Interview
- Oath of Confidentiality
- Reference check
- Police Security Clearance Check (including vulnerable persons sector)
- Driver's Abstract (to be updated annually- cost reimbursed)
- Proof of One Million Dollar Liability Insurance and current registration

Benefits

1. Meet new people and gain new experiences.
2. A sense of pride and accomplishment for helping an individual to maintain their independence.
3. Experience personal growth.
4. Give back to your community.
5. Complementary personal development and education opportunities.

Volunteer Driver Application

Please complete application and return only the application.

Date: _____

Contact Information

Name: _____ Sex: M / F Age: _____

Address: _____

City: _____ Postal Code: _____

Email Address: _____

Home Phone: _____ Cell Phone: _____

Emergency Contact: _____ Phone: _____

Relationship: _____

Driving and Medical Information

This information is collected to allow the Volunteer Driver Program to assess a potential volunteers' suitability for the program and to provide the best and safest level of service possible. Please ask to view the Privacy Policy.

Do you have any conditions attached to your driver's license?

Do you feel comfortable lifting a folding wheelchair or walker into your vehicle?

Yes No

Have you had any driving convictions or accidents in the last 5 years? Yes No

If you answered yes to the above question, please explain:

Do you have any driving preferences (no driving on the Deerfoot, no driving at night, etc.)?

Do you have any medical conditions that may affect your ability to fulfill the duties of a volunteer driver (heart conditions, vision difficulties, etc.)?

Do you know of any reason your vehicle may not be suitable for this program (vehicle recalls, damage, and mechanical problems)?

The personal information being collected herein is collected under the authority of the Freedom of Information and Protection of Privacy (FOIP) Act, R.S.A. 2000 Chapter F-25; Section 33(c). If you have any questions regarding the collection and use of this information please contact the Town of Strathmore Records Officer.

Vehicle Information

Make: _____ **Model:** _____ **Year:** _____

Copy Insurance Policy Taken **Copy of Registration Taken**

Can your vehicle accommodate a folding wheelchair or walker? Yes No

Can your vehicle accommodate a physically large passenger? Yes No

References

1) Name: _____ **Relationship:** _____

Telephone: _____

2) Name: _____ **Relationship:** _____

Telephone: _____

3) Name: _____ **Relationship:** _____

Telephone: _____

Comments (office use only):

Agreements

Confidentiality and Application Agreement:

I, _____ of the town of _____, have received, read and understood a copy of the Volunteer Driver Program’s Confidentiality Contract, and agree to abide by the policies listed therein and I attest that all of the information I have provided herein is accurate and complete. I understand that acceptance into the program is entirely at the discretion of the FCSS Volunteer Driver Program Coordinator.

Program Waiver:

I, _____ of the town/Municipality of _____, agree that I will not hold the Strathmore FCSS KARE Volunteer Driver Program, the Town of Strathmore, its agents or assigns, any employee of the participating municipalities, program user, or volunteer responsible for any loss or liability I should incur while fulfilling my duties as a volunteer driver.

Information Disclosure:

I, _____ of the town / Municipality of _____, state that I have provided the Volunteer Driver Program with all information that may affect my ability to fulfill my duties as a volunteer driver, including (but not limited to) any applicable medical conditions, insurance considerations, etc. that may apply to or affect me.

Signature

Date

Witness

Signature

Internal Use Only

Interviewer Notes:

Application Checklist:

- Copy of Volunteer Driver job description given to volunteer
- Application complete (including signed confidentiality contact)
- Copy of Driver Handbook and Confidentiality Policy given to potential volunteer
- What to do in an Automobile Accident guide given to volunteer
- Release from last page of handbook signed and copy taken
- Copy insurance policy taken
- Copy of registration taken
- Drivers abstract received (max. of 3 demerit points)
- Criminal record check received (including vulnerable persons sector)
- Photo copy of driver's license taken
- References Checked
- ID Badge created for volunteer

Records Checklist:

- Volunteer notified of results
- Volunteer entered in Volunteer Spreadsheet,
- Volunteer Record and Volunteer File created
- Review date, insurance and registration expiry dates entered on Important Dates Spreadsheet

Annual Review Date: _____