

Title: Volunteer Driver Programs – Family and Community Support Services

Resolution: 155-2015 (May 25, 2015)

Revised:

Special Notes/Cross Reference:

Next Review Date:

Policy Statement: Westlock & District F.C.S.S. Volunteer Driver Programs relies on volunteers to provide assistance to community members.

Purpose: To provide guidelines for the Volunteer Driver Program, for the Drivers and Clients of the service.

1.0 Program Administration

The FCSS Program is responsible for all aspects of the Volunteer Driver Program(s) - Medical Appointment Transportation and Meals on Wheels.

Medical Appointment Transportation is door to door services for seniors who require transportation to and from medical appointments in the City of Edmonton, City of St. Albert and Town of Barrhead. Service may be available Monday to Friday, with the exception of statutory holidays. Other destinations may be considered based on availability of Volunteer Drivers.

Meals on Wheels volunteer drivers are coordinated by the FCSS program to deliver meals to residents within the Town of Westlock. Applications to access Meals on Wheels, meal preparation, and collection of fees are coordinated by Westlock Foundation. Meals on Wheels is provided five days per week, Monday to Friday, with the exception of statutory holidays.

FCSS Executive Director has the authority to develop and make changes to the prescribed forms associated with this policy.

Client information shall be collected under the Freedom of Information and Protection of Privacy Legislation.

2.0 Volunteer Recruitment

Volunteer Driver Recruitment will be an ongoing process involving different approaches, but not limited to: word of mouth, website and presentations at service clubs, community groups and agencies.



2.1 Volunteer Driver Application Process

Potential Volunteer Drivers shall complete the Volunteer Driver Application Form.

- Drivers must be a minimum of 18 years of age.
- Own a trustworthy vehicle.
- Be responsible for the safe operation and maintenance of the vehicle.
- Be in good physical and mental health.

Volunteer Drivers will be contacted by the FCSS Program Staff for an interview.

Volunteer Driver requirements may include but are not limited to:

- Valid motor vehicle driver's license
- Valid vehicle registration
- Valid vehicle insurance, acknowledgment from insurance company that it has been informed of volunteer driving
- Criminal Background Check and Vulnerable Person Check
- Acceptable Driver's Abstract
- Reference Checks
- Valid First Aid and CPR.

2.2. General Duties

- Transport clients from their homes to their chosen destination.
- Drive defensively and responsibly, obeying all traffic safety laws.
- Immediately report all incidences and emergencies to the FCSS Program Coordinator.
- Adhere to applicable Town of Westlock and Westlock & District FCSS policies and procedures.

Volunteers Drivers accepted into the program will be required to acknowledge the Volunteer Driver Policy, Volunteer Driver Job Description and Oath of Confidentiality.

Volunteer Drivers are covered under the Town's Workers Compensation Program.

2.3 Release of Volunteer Driver

Reasons for disqualifying a Volunteer Driver include, but are not limited to:

- A Volunteer does not or no longer meets the Volunteer Driver Program requirements



- A Volunteer has a physical restriction that prevents the safe and proper use of a motor vehicle.
- A Volunteer will not comply with the Volunteer Driver Program Policies and Procedures.

3.0 Client Policies

Clients of the Volunteer Medical Appointment Driver Program shall make application to the FCSS program.

Information collected shall include:

- Client destination
- Time of appointment and duration of appointment
- Special needs – i.e. Mobility aides, allergies, oxygen usage, need of companion
- Other medical conditions.

FCSS Staff shall contact the Volunteer Medical Transportation Drivers for availability.

3.1 Client Criteria

Volunteer Drivers only provide rides to appointment sites and are not expected to accompany passengers to their appointments. Clients of the Volunteer Driver Program must be able to get themselves to their own appointment, or may bring a helper/companion on their trip. Clients wishing that a companion accompany them must notify the FCSS Program Coordinator at the time of booking.

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.

3.2 Release of Volunteer Driver Clients

The Volunteer Driver Program reserves the right to review a client's right to use the program. Clients may be refused service or discharged from the program should their condition deteriorate and not meet the program criteria.

4.0 Trip Policies

4.1 Availability

Through the FCSS Program Coordination, client/driver coordination is booked on a first-come-first served basis and subject to volunteer availability. Successful coordination may not be available at times. It is recommended that clients book their trips as far in advance as possible.



Volunteer Medical Transportation Drivers have the right of refusal to provide this service.

4.2 Expense

Volunteer Medical Appointment Drivers are responsible for the costs involved with fuel, their own meals, and parking costs.

4.3 Client Fees

FCSS is not responsible for any monetary arrangement or exchange made between the Volunteer Driver and the Client.

4.4 Parking

Clients who possess disabled parking placards are requested to bring these for use during their appointments.

4.5 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 contact the Handi Bus or a Taxi Service.

4.6 Cancelling a Trip

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

4.7 Pick-Up Times

When coordinating a ride, the Volunteer Driver will contact the passenger 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 Program Coordinator.

4.8 Weather

Cancelling a trip due to weather is at the discretion of the Volunteer Driver. Safety is always the most important priority. If a trip needs to be cancelled the client will be notified by the FCSS staff as soon as possible.



4.9 Entering a Client's Home

Medical Appointment Transportation - 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.

Meals on Wheels – Drivers will only enter the client's home to deposit the Meal if the client is physically unable to collect the meal at the door.

4.10 Additional Stops

Any additional stops (example: at the bank) are not recommended.

4.11 Smoking

For the health, safety, and comfort of all vehicle occupants, volunteers and clients are prohibited from smoking.

4.12 Volunteer ID Badges

All volunteers for the Volunteer Driver Program are provided with Identification Badges. Volunteers are asked to wear their ID Badges at all times while participating in the program. 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.

4.13 Contacting Drivers

When a Volunteer Medical Transportation 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.

Any trips booked directly through a volunteer driver are not recommended and will not fall within the program criteria and be covered by the Volunteer Driver insurance coverage.

5.0 Grievances

If a Client has any concerns or difficulties during the course of a trip, contact should be made with the FCSS Program Coordinator as soon as possible after the trip with details of the incident. If the concern is of an emergent matter the Client is to contact the FCSS Staff immediately. If a Client has concerns with the Meals on Wheels Driver the Client is to contact the FCSS Program Coordinator.

If a Volunteer has any concerns or difficulties regarding a Client, the Volunteer is asked to contact the FCSS Program Coordinator as soon as possible.




Grievances will be dealt with in a confidential and expedient manner and every effort will be made to resolve the grievance between the parties involved. The Program Coordinator will work with all parties involved, including family members and other supports to resolve the grievance.

Should the Client or Volunteer feel the grievance was not resolved, the Client or Volunteer may, in writing, file a grievance with the FCSS Executive Director. A written response will be provided within 10 working days to the Client or Volunteer.

Grievances will be recorded and filed in the Client or Volunteer file.


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