



# **K.A.R.E DRIVER PROGRAM**

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*Client Guide*



***Dear Client,***

Welcome to the KARE Volunteer Driver Program. It is our hope that by utilizing the services offered you will have access to transportation 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.

Once your application is reviewed, you will receive a call from an FCSS staff member with the status of your application.

Sincerely,

***KARE Volunteer Driver Program***

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## **Application**

### **Program Administration**

#### **1.1 FCSS Office**

The Strathmore FCSS office is responsible for volunteer and client screening, volunteer recruitment and appreciation, ride booking, record keeping, along with program advertising and promotion. For any questions on concerns relating to these things, contact the Strathmore FCSS office at 403-934-9090 or email [fcss@strathmore.ca](mailto:fcss@strathmore.ca)

### **2.0 Client Policies**

#### **2.1 Client Criteria**

Volunteer drivers only provide rides to appointment sites. Drivers 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 criteria.

Clients who initially meet these conditions but find their condition deteriorates after a time will be subject to a review of their suitability for the Volunteer Driver Program.

Clients must meet the income requirements for the program based on Line 15000 from the previous year's income tax as outlined in Appendix 3.

#### **2.2 Releasing Clients**

The Volunteer Driver Program staff reserve the right to review a client's suitability for the program at any time, for any reason.

#### **2.3 FCSS Office**

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## **2.4 Client Criteria**

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Clients must meet the income requirements for the program based on Line 15000 from the previous year's income tax as outlined in Appendix 3.

## **2.5 Releasing Clients**

The Volunteer Driver Program staff reserve the right to review a client's suitability for the program at any time, for any reason.

## **3.0 Trip Policies**

### **3.1 Bookings/Availability/Cancellations**

Rides should be booked THREE FULL BUSINESS DAYS in advance by phoning 403-934-9090, giving your name, phone number, address, as well as the appointment time, return time, destination (full address, postal code and phone number) and estimated length of the appointment. Our business hours are from 8:30am to 4:30pm daily except Saturday and Sunday and all holidays.

When inquiring about a ride, clients will be required to contact the FCSS office to organize transportation with our volunteer drivers. FCSS staff will confirm whether transportation is available and relay any relevant information to the volunteer driver. FCSS staff will then contact the client and confirm the trip details.

If a volunteer driver cannot be found, the client will be called 24 hours prior to their appointment so that the client can make other travel arrangements.

If the client must cancel, they will be required to contact the FCSS office as soon as possible so that staff can connect with our drivers.

**Volunteer drivers do not book rides. This must be done through FCSS.**

### **3.2 Expense Recovery Reimbursements**

Clients are responsible for paying, in cash only, an expense recovery reimbursement to volunteers directly for any rides provided. Payment must be made prior to trip commencement.

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

**If reimbursement of the volunteer driver is not completed, the client will forfeit their use of the program.**

### **3.3 Parking**

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

### **3.4 Trip Purpose**

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

### **3.5 Pick-Up Times**

When coordinating a ride, the FCSS office will provide the volunteer driver with the telephone number of the client. They will then agree on an appropriate time for the driver to pick up the client.

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 office.

### **3.6 Weather**

Cancelling a trip due to weather will be 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 office as soon as possible.

### **3.7 Companions or Helpers**

If a client would like a companion or helper to assist them on their trip, they are welcome to ride along. Companions and helpers must be along for the benefit of the client; there to assist and able bodied to do so.

Clients wishing to have companions accompany them must notify the FCSS office at the time of booking.

### **3.8 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.

### **3.9 Additional Stops**

Any additional stops (ex. at the bank) are at the discretion of the driver. Any additional stop requests should be made mentioned at the time of booking whenever possible. See *appendix 1* for additional stop reimbursements.

### **3.10 Smoking**

For the health, safety, and comfort of all vehicle occupants, drivers and passengers will not be permitted to smoke in the vehicle.

### **3.11 Seatbelts**

It is mandatory that seatbelts are always worn by both passengers and drivers both in the interest of safely and to comply with the law.

### **3.12 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.

### **3.13 Volunteer ID Badges**

All volunteers for the Volunteer Driver Program are provided with laminated ID Badges. Volunteers are asked to always wear their ID Badges. 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 volunteer's vehicle.

### **3.14 Contacting Drivers**

In the event that a volunteer driver is unable to stay at a client's appointment site, clients may be given the volunteer driver's cell phone number as a means to contact them when their appointment is done. Cell phone numbers are to be used for this purpose only.

**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 office as soon as possible after the trip with details of the incident.

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

Any grievances and a record of their resolution will be recorded in both the driver's and the client's file.

### **4.2 About a Client**

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

In the case of a client not reimbursing the driver, the client will not be permitted to book further transportation until the grievance is resolved, or they will have their right to use the program withdrawn.

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

# *Appendix 1*

## Expense Recovery Reimbursements

Starting	Ending	Reimbursement
Strathmore	Strathmore	\$0.72 per km
Strathmore	Calgary	\$75.00
Strathmore	Outside Strathmore or Calgary	\$0.72 per km

### Additional Information:

- The first stop is **\$0.72 per km or a minimum of \$7.00**, whichever is greater.
- Additional stops are billed at a **flat rate of \$3.00 per stop**.
- All reimbursements listed are based on **return trips only**.
- Passengers are responsible for **any parking charges incurred**.

# *Appendix 2*

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

# *Appendix 3*

## Income Thresholds

Threshold amounts are guided by the Government of Canada income threshold and Alberta Seniors Benefit income threshold. This amount may change yearly to reflect changes made to the above threshold amounts.

To qualify for the KARE Program, income from previous year's tax assessment **Line 15000** must not exceed:

**Single person annual income amount of \$35,000 add \$2500 for each child.**

**Couple annual income of \$48,120 add \$2500 for each child.**