



# K.A.R.E DRIVER PROGRAM

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*Volunteer Guide*



***Dear Volunteer,***

Thank you for your interest in the KARE Volunteer Driver Program. Your commitment to helping others strengthens our community and provides vital support to those in need.

We are pleased to provide you with the driver handbook, which contains essential information about the program. After reviewing it, the FCSS Programmer will reach out to you shortly to confirm your application status and offer any assistance or clarification you may need.

We appreciate your dedication and look forward to welcoming you to our team of valued volunteers. Together, we can make a meaningful difference.

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 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 KARE 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 administrative staff. The FCSS administrative staff will randomly follow up with clients after trips and request for client feedback (see section 4.0 *Grievances*).

#### **2.3 Volunteer Reviews**

Volunteers will undergo an annual review based on their initial acceptance date as a volunteer. During this review, an updated driver's abstract will be required. FCSS will reimburse the cost of obtaining the driver's abstract; please retain the receipt to ensure reimbursement.

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 administrative 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 administrative staff 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 administrative staff 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 administrative staff 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 reimbursement, 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 FCSS office.

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 office for information regarding donating.

### **3.2 Trip Purpose**

The Volunteer Driver Program operates for transportation for medical appointments only.

### **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**

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 office 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.

In the event of a suspected emergency, drivers are advised to contact local police, EMS, or dial 911 immediately.

### **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).

In the event of a suspected emergency, drivers are advised to contact local police, EMS, or dial 911 immediately. Volunteers are recommended to complete First Aid training, which is available through local continuing education councils.

### **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 office.

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 is acceptable only if they are related to medical needs (e.g., pharmacy, x-ray, hospital) and agreed to by the driver. These stops **should** be mentioned at the time of booking whenever possible. Please note that a fee will be applied for additional stops.

### **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.

### **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 office immediately.

### **3.14 Seatbelts**

In the interest of safety and in compliance with the law, seatbelts must be always worn by both passengers and drivers.

### **3.15 Accidents**

At the time of application, Volunteer Drivers receive a copy of the automobile accident guide (see Appendix 2). This guide can be kept in the glove box of the driver's vehicle for ready access if needed.

## **4.0 Grievance Policy**

### **4.1 By a Driver**

If a driver has any problems during their volunteer assignment, they are asked to contact the FCSS office 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 office, 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 office and the Manager and Director of Community & Protective Services



depending on the severity and frequency of those grievances.

A record will be placed in the driver's file and all grievances and or feedback received through spot checks will be discussed with volunteers during their annual review.

## *Appendix 1*

### **Strathmore FCSS KARE Volunteer Driver Program Expense Recovery Reimbursements**

<b>Starting</b>	<b>Ending</b>	<b>Reimbursement</b>
<b>Strathmore</b>	Strathmore	\$0.72 per km
<b>Strathmore</b>	Calgary	\$75.00 return
<b>Strathmore</b>	Outside of 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*

### **Strathmore FCSS KARE Volunteer Driver Program Automobile Accident**

#### **What to Do in the Event of an Automobile Accident**

If you are involved in a collision, follow these steps in the order listed:

**1. Check for Injuries and Call 911 if Necessary**

Ensure everyone's safety and call emergency services if there are any injuries.

**2. Exchange Insurance Information**

Share your insurance details with any other parties involved in the collision.

**3. Gather Witness Information**

Obtain the names and contact details of any witnesses to the accident.

**4. Determine if Police Should Be Notified**

Alberta law requires you to contact the police if:

- There is death or personal injury (no matter how minor).
- The property damage is \$2,000 or more.
- You've struck traffic-control signals, railroad signs/signals, or a parking meter.
- There has been a breach of the *Criminal Code of Canada* (e.g., driving while impaired).

**5. Report the Accident to Strathmore FCSS**

Contact Strathmore FCSS as soon as possible to provide details about the incident.

**6. Report the Claim to Your Insurance Company**

Notify your insurance provider to initiate the claims process.

## *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 medical 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 office.
- Inform the FCSS Office of any changes in address or phone number.

## 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
- Confidentiality and Application Agreement
- 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.