

VOLUNTEER TRANSPORTATION PROGRAM

VOLUNTEER DRIVER INFORMATION PACKAGE

Why we need you....

For people who live with cancer, transportation to treatments can be a challenge. You can help by providing rides for those who need lifesaving treatments. Volunteer to drive 1 to 2 times per week in your community, or as per your availability. Specific requirements apply

Southeast Cancer Support Services (SCSS) is committed to improving the cancer experience by helping people with cancer live their lives more fully. Our Transportation program provides rides to and from their treatment appointments, providing trips when people need us most. Our drivers not only provide a means for clients to get to their critical cancer treatments, but offer a safe, supportive ride along the way. You'll become an important part of each client's support team... an integral and caring part of their village!

QUALIFICATIONS:

- Possess and maintain a valid driver's license with a good driving record.
- Be at least 21 years of age and have at least five years driving experience.
- Provide a clean, licensed vehicle in reliable working condition.
- Maintain \$2,000,000 vehicle liability insurance (\$5,000,000 recommended).
- Possess a cheerful disposition and excellent communication skills.
- Sign a Confidentiality pledge to maintain client's confidentiality and a Volunteer Driver Agreement.
- Complete Criminal Record & Vulnerable Sector Checks. Fees are covered by SCSS.

EXPECTATIONS AND COMMITMENT:

You will enjoy working in a positive relationship with the Community Volunteer Coordinator, responding with regular, consistent communication with the Coordinator, the clients you are scheduled to drive, and other stakeholders, including other SCSS drivers.

- We ask that you dedicate a minimum of a half day to one day weekly, although we can accommodate those able to give a few days a month or during particular times of the year (ie summer months, winter months). You may arrange more or fewer driving times with the coordinator, as per your preference or availability.
- Notify the SCSS office of any significant changes in their health status while you are driving them.
- Adhere to all SCSS policies, procedures, standards and guidelines including client confidentiality.
- Become familiar with the SCSS website to learn about the organization and its programs and services.
- As a volunteer, you are a representative and ambassador who promotes the mission and values of the SCSS organization.

POSITION DUTIES:

- Your local Community Volunteer Coordinator is the liaison between yourself and the client. This Coordinator will contact you with details about an upcoming trip, usually at least 3 days in advance. Upon acceptance of the trip, the Coordinator will then provide you with the client's contact information.

www.secancersupport.ca

Office location: Room 215 (2nd floor) – 98 Brandt Street, Steinbach 204-326-8571

Mailing address: 20 Brandt Street – Unit 3, Box 231 Steinbach, MB R5G 1Y2

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- Respond to requests for client rides from the Coordinator ideally via email, so both parties have a written record of details discussed. You may agree to use phone or text if you both prefer those options. Confirm the initial travel arrangements with client(s) by phone, text or email as agreed upon.
- Contact the client 24 hours before the trip to confirm pickup time, location and applicable matters.
- On arrival at the client's appointment, please arrange the approximate pick-up time and how that will be communicated. This may require you to provide the client with your phone number that they may call you when their appointment is complete.
- Complete a Volunteer Driver Log each month and submit to the SCSS office. The honorarium for each trip will be deposited to your bank account upon receipt of your log at month end. Please provide a VOID cheque to our office for direct deposit. These forms are available on www.secancersupport.ca.

HONORARIUM PAYMENT

- As a Volunteer Driver you are offered an honorarium to offset the costs of gasoline, oil and wear and tear of your vehicle, and parking. The honorarium is based on the kilometers traveled to and from your point of departure when transporting passengers to appointments and home again. This amount is reviewed regularly and is subject to adjustments at any time. Fuel prices and SCSS's financial situation are factors that affect the per kilometre honorarium. Any parking expenses will also be reimbursed. Parking receipts are to be submitted. Drivers may also opt to receive a tax receipt for the payment value, if they choose.
- Drivers may be reimbursed for the cost of meals up to \$15.00 when a trip encompasses 4 or more hours including regular mealtimes. SCSS requires meal receipts for you to be compensated.
- Unexpected situations such as weather delays or accidents may involve associated expenses for food or lodging that may be reimbursed. Receipts are required for all extra expenses. These can be documented on the Driver's Log you will receive.
- Expenses not included are vehicle maintenance, insurance and depreciation costs of your vehicle; traffic violations or parking infractions incurred; meals for clients, family or friends.
- Payment or tips are not to be accepted from a client or their family under any circumstances.

THE RIDE:

- Passengers are responsible for informing the Community Volunteer Coordinator of any change in the appointment schedule. You will be notified of any reported changes.
- If you are delayed or must cancel a trip due to illness, inform your passenger and notify your Coordinator as soon as possible. They will assist with alternate arrangements whenever possible.
- If municipal or provincial authorities advise travel is not recommended, or, if the driver is not comfortable with road conditions, the driver should cancel the trip, inform the scheduled clients and notify the Coordinator immediately. If unavailable, please contact the SCSS Office – 204-326-8571.
- Any unscheduled stops for shopping or meals etc. are at the discretion of the driver and client (eg. prescription pickup). The driver is within their right to decline the unscheduled stop.
- Drivers must avoid lifting passengers at any time. The SCSS transportation program only provides transportation for passengers who are independently mobile with the use of a cane or walker. If the driver has concerns about a passenger's health or mobility, refer the issue to the Coordinator or SCSS office for resolution.
- Drivers must not smoke tobacco or vape while transporting clients.
- Drivers should not offer medical opinions or advice at any time to clients.

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MISCELLANEOUS:

- Drivers must inform SCSS staff of any changes in their ability to safely drive clients eg. Illness, injury, etc.
- A Volunteer Driver Occurrence Report Form will be completed in the event of a passenger incident or automobile collision. Our office will provide this form as needed. SCSS reserves the right in its absolute discretion to disqualify a volunteer driver from transporting clients
 - Treatment can sometime cause side effects; although we don't anticipate this may occur we want to be diligent and have a policy in place should a patient get sick during the drive.
 - The following procedure should follow:
 - The drive is not to provide health care support.
 - The driver will notify the SCSS office of any significant changes in the patient's health status while you are driving them by calling or emailing within 12 hours of the event.
 - If the drive has serious concerns for the patients wellbeing (I.e. pt has trouble breathing) the driver should consider parking in a safe place and call 911.
 - Encourage a family member to attend the drive, if there is a risk of patient needing care during the drive.
- A small first aid kit is recommended in case of illness. Items such as motion sickness bags, protective gloves, towel and band aids could be included.
- Child policy: from time to time, a client may wish to have a minor accompany them. This is at the discretion of the driver. Should you agree to transport the minor, the client must provide the necessary car seat or booster seat if required and the minor must remain with the client at all times. The driver must not, at any time, assume responsibility for the care or control of the minor.

Thanks for playing an important role in the client's cancer journey:

- *You understand that cancer can change everything and that accessing critical programs and services creates a whole new level of community.*
- *You are ready to do your best to make a client's ride to treatment one less thing they have to worry about, allowing them the space and focus to handle their journey in their own way.*
- *You recognize that this program requires flexibility, as we respond to the continually changing schedules of current clients and other drivers.*
- *You enjoy meeting a variety of people and have the patience to deal with the times you may be waiting for a client to finish treatment.*
- *You are comfortable using online tools, like email and texting.*
- *You represent SCSS positively as you interact with members of the public and are a guest in facilities like Hospitals, Cancer Centres and Facilities.*

For further information or questions, please call Cindi or Crystal at SCSS at 204-326-8571 or by email at info@secancersupport.ca