

As a volunteer, you are a representative and ambassador who promotes the mission and values of the SCSS organization. It is important that you become familiar with the SCSS website to learn about the organization and its programs and services and adhere to all SCSS policies, procedures, standards and guidelines including client confidentiality.

## MINIMUM 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)

## PROCEDURES

### Providing a Ride

Your local Volunteer Coordinator is the liaison between yourself and the client. The 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.

- Should you receive a message from a Coordinator and you are not available to take that ride, kindly respond and let them know so they are not waiting on you.
- 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.
- All rides must be booked through the client's coordinator. If a client calls you directly to book a ride, please ask them to contact their Coordinator. Radiation clients should provide weekly schedules directly to the Volunteer Coordinator as well, even if you are already scheduled to drive them.

### Once A Ride is Booked:

- If this is a new client, please contact the client immediately to introduce yourself and confirm the ride details.
- For all rides, please 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. Please provide the client with your phone number so they may call you when their appointment is complete.

### Payment & Reporting

#### Driver Honorarium

- Current honorarium is 50 cents per kilometre. This amount is reviewed regularly and is subject to adjustments at any time.
- Kilometers should be calculated to and from your point of departure (usually your home).
- Any parking expenses will be reimbursed. Parking receipts are to be submitted.
- Drivers may opt to receive a tax receipt for the payment value, if they choose.

## VOLUNTEER DRIVER POLICIES & PROCEDURES

- Drivers may be reimbursed for the cost of meals up to \$15.00 when a trip encompasses 5 or more hours including regular mealtimes. Receipts are required.
- 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.

### Driver's Log

- Please ensure your driver's log includes your name, email address, phone number and submission date
- Driver's logs should be **submitted on or before the 15<sup>th</sup> of each month** and can include runs up until the 14<sup>th</sup> of that same month. (November 15 report includes Oct 15-Nov 14 runs). Driver's logs can be submitted in person or by emailing [info@secancersupport.ca](mailto:info@secancersupport.ca). Any meal or parking receipts should be submitted with your report as well.
- Submissions received after the 15<sup>th</sup> of the month may not be processed until the following month.
- We aim to try to process driver's logs within 2-3 office days of the submission deadline.
- Honorariums are sent out once driver's logs are processed and are sent by eTransfer to the email address on your account, unless other arrangements have been made in advance.

## POLICIES

### Alcohol/Tobacco/Cannabis

- Drivers must not smoke tobacco or vape while transporting clients.
- Drivers must refrain from the use of cannabis, alcohol or other substances that may impair their driving ability for at least 12 hours before each ride.

### Additional Passengers:

- **SUPPORT PERSON FOR CLIENT:** The client may wish to have a support person accompany them. In general, we encourage this, but the client should make the coordinator and driver aware in advance and it is at the driver's discretion.
- **MINORS:** From time to time, a client may wish to have a minor accompany them or the client may be a minor themselves. This is at the discretion of the driver. If the client is a minor, they must be accompanied by an adult support person (parent/guardian or individual appointed by the parent/guardian). The client/support person must provide the necessary car seat or booster seat if required and the minor must remain with the adult client/support person at all times. The driver must not, at any time, assume responsibility for the care or control of the minor.
- **ADDITIONAL PASSENGERS:** Driver's may not bring their own passengers on rides. Exceptions may be made at the discretion of the SCSS staff with the client's comfort and safety being the top priority. Couples who wish to volunteer together should have both spouses registered with SCSS.

### Accident/Incident Reporting:

- A Volunteer Driver Occurrence Report Form must 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.

## VOLUNTEER DRIVER POLICIES & PROCEDURES

- 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 driver may provide support, if necessary.
    - 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 driver has serious concerns for the patient's wellbeing (ie. patient has trouble breathing) the driver should park in a safe place and call 911 immediately.
    - Encourage a family member to attend the drive, if there is a risk of patient needing care during the drive or assistance with entering the hospital, finding the doctor's station, and so on.
- 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.

### Vacations/Leave:

- Drivers must inform SCSS staff of any changes in their ability to safely drive clients eg. Illness, injury, etc.
- Drivers should inform SCSS staff if they plan to be away for an extended period of time. We will note this on the driver's list for the coordinators.

### Illness/Weather:

- 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 – 204-846-4673.
- If a driver needs to turn back due to weather or an accident, please encourage the client to call their treatment clinic to inform them, or assist them to make that call, if needed.

### Extra Errands:

- We do allow extra stops for specific items related to the client's treatment/health. This includes picking up prescriptions or stopping for a meal for clients who have had longer treatments and have been unable to eat.
- All other stops/errands (grocery shopping, banking, etc) are not the driver's responsibility and you are asked to not make any unscheduled stops.

### Physical Assistance and Advice:

- 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. If they need extra assistance, it is encouraged they bring another family member or friend,
- Drivers should not offer medical opinions or advice at any time to clients.

### Payment & Tipping:

- Payment or tips are not to be accepted from a client or their family under any circumstances.
- Clients are charged \$25 per ride. This will be invoiced directly to the client at the end of each month. The driver is not allowed to collect any ride fees from the client.

### Confidentiality:

- All drivers are required to sign a Confidentiality Agreement and must always maintain strict confidentiality. This includes:
  - Discussing SCSS policies, procedures and honorariums with others in a manner that does not reflect the values of the SCSS organization
  - Discussing clients and clients' care or diagnosis with others. This includes:
    - Your friends, family or acquaintances even if they do not know the client
    - Friends, family and acquaintances of the client. This includes answering any questions about the client's care to family or friends of the client. If you have concerns about a clients' care or condition, this should be directed to the SCSS staff and they will decide on the best course of action.
    - The client themselves should you meet them in a public setting. If they bring up your services or their treatment, you may discuss this with them but should not be the one to start that discussion or refer to their cancer treatment/diagnosis.
    - The general public or any organization or agency outside of SCSS.

For further information or questions, please call Cindi or Crystal at SCSS at 204-846-4673 or by email at [info@secancersupport.ca](mailto:info@secancersupport.ca). Office hours are Monday to Thursday, 10 am – 3 pm. Our office location and mailing address is Room 215F – 98 Brandt Street, Steinbach, MB R5G 0V6

A few extra notes:

- 1) Have you checked our Website? [www.secancersupport.ca](http://www.secancersupport.ca)
- 2) Follow Steinbachonline.com for information on SCSS news and events
- 3) SCSS has a pizza HOPE SUPREME on the Rocco's Pizzeria menu for a year – when you order any size of this speciality pizza, \$5 goes to SCSS! Please share this with family, colleagues and friends.
- 4) Ensure you are getting emails/newsletters from SCSS – many upcoming events in support of SCSS.
- 5) Sign up on the Volunteer list if you want to participate in any other events.

Thanks again for your time and consideration for our cancer patients and their families in southeast Manitoba.