

SCSS TRANSPORTATION PROGRAM

Information and Policies for Clients

SCSS is a community based non-profit organization providing education, hope, and support to individuals with cancer and their families. As a non-government funded organization, this program is made possible through the generosity of private donors, fundraising efforts, and community support. This welcome package will introduce you to the transportation programs and services available to our clients.

SELF-DRIVE ASSISTANCE

Our Self-Drive Assistance Program is intended for clients who have access to transportation through a family member or friend, but who may be experiencing financial hardship related to the cost of travel for cancer-related treatments and appointments. Through this program, we assist with fuel and parking costs to help reduce the financial burden of getting to and from care. Whenever possible, this is our preferred transportation support option, as it allows clients to travel with familiar supports while also helping to preserve our volunteer driver resources for individuals who have no other transportation options available.

Program Details:

- We currently reimburse at a rate of 25 cents per kilometre plus any parking costs. This will cover the distance traveled from your home to the clinic/hospital and back. Please Note: if using a driver who does not live with you, please record only the travel from your home and back.
- Included coverage: doctor appointments related to your diagnosis, cancer treatments and testing, follow up testing, cancer-related surgeries, etc. Not covered: preventative treatments, naturopathic treatments, massage, chiropractic, dental, or other indirect wellness appointments unless approved by SCSS in advance. If you are unsure if a trip you have taken qualifies, feel free to reach out to ask.

Self-Drive Reporting and Reimbursement:

- Please fill out a Self-Drive Report provided by our office and submit it monthly on or before the 15th of each month.
- Reimbursements are issued within 2-3 working days after the 15th of each month.
- Payments are issued by eTransfer to the client email address on file unless otherwise requested.
- Payments can only be issued in the client's name.

VOLUNTEER DRIVER PROGRAM

Our Volunteer Transportation Program is designed to support individuals who would otherwise have difficulty accessing transportation to their cancer-related treatments and appointments. Through our volunteer driver program, we provide door-to-door service for eligible clients who have no other transportation options available.

Your Coordinator Is: _____

Email: _____ Phone: _____

Program Details and FAQ:

Booking a Ride: All rides need to be booked directly with your coordinator. **A minimum of 3 days notice is required to book a ride (please give more notice if possible).**

The Coordinator will need the complete address for your pick up location, cell phone number, your appointment address and time as well as the type of appointment and how long it will take eg. Radiation treatment, or blood work, or doctor consult. Please ask Cancer navigation/nurse for these details and the time they require, in advance.

Our Drivers: Our volunteer drivers have been approved by SCSS and have completed all the appropriate forms and training required.

Ride Fees & Tipping: We charge a fee of \$25/ride (round trip). This fee will be invoiced to you once a month. We request that you do NOT give these funds to the driver as he/she is not responsible for these funds or for delivering the funds to the SCSS Office.

SCSS will look after payment to the Volunteer Driver for mileage and any parking fees. **Please do not tip your driver as SCSS as a strict no tipping policy.** If you wish to make additional donations to help cover our driver's costs, you can do so by contacting the SCSS office.

Support Persons: You may bring a support person as long as you let the coordinator and your driver know this ahead of time. Please note: if the support person is a minor, it is at the driver's discretion if they are comfortable having them come along and the driver cannot watch or care for the minor at any time. They must remain with you at all times.

Extra Errands and Unscheduled Stops: Your driver's responsibility is to transport you to your appointment and return you home afterwards. They are not responsible for additional stops or errands. Some reasonable stops, such as picking up medication just prescribed at your current appointment, or something to eat if it has been a long appointment, are okay but this is completely at the discretion of your driver.

Medical/Communication/Physical Assistance: Our drivers are volunteers and do not necessarily have the training or experience to assist beyond driving. If you have difficulty communicating, need assistance with walking or need medical assistance during your ride, please bring a support person with you as our drivers are not allowed to provide any physical or medical assistance.

RESOURCES & TIPS

BINDER & RECORDS

It is suggested that you record everything regarding your cancer diagnosis in a binder.

Keeping everything is valuable for many reasons. Keep a record of appointments and lab results. Keep your receipts for meals and parking to use as a medical expense on your tax return. Always document mileage, sites of care, appointments, treatments, dates, doctors, medications and medication changes.

PARKING AT HSC

If making multiple trips to CancerCare in Winnipeg, there are weekly parking passes you can purchase at the front desk of HSC, for up to 4 weeks at a time. The Volunteer Driver may purchase it and be reimbursed by the SCSS office. The pass will remain with the patient, as he may have several different drivers.

There is a transponder for William Street Parkade and Emily Street Parkade. This transponder will allow you to come and go as you please and there will always be a parking spot for you.

SUPPORT GROUPS

Cancer Connect offers a safe, supportive space for individuals currently in treatment and cancer survivors to connect, share experiences, and build community. We also offer a **Caregiver & Family group** for those supporting a loved one facing cancer. Both groups meet weekly at the SCSS offices and are facilitated by a professional counsellor. There is no cost to participate. Contact our office for information on the current group schedules.

UPCOMING EVENTS

For information on upcoming events, fundraisers, clinics and wellness programs, please visit our website at www.secancersupport.ca

DONATIONS

As a non-government funded organization, this program is made possible through the generosity of private donors, fundraising efforts, and community support. If you would like to make a donation to support SCSS and our programs, please visit our website at www.secancersupport.ca or visit our office. Tax receipts are available for donations of \$20+.