



Family and Community Support Services

Bow Valley Volunteer Driver Program Client Handbook



A joint venture between the Town of Banff, Town of Canmore and the M.D. of Bighorn.

Dear Client,

Welcome to the Bow Valley Volunteer Driver Program. It is our hope that by utilizing the services offered you will have access to transportation to your healthcare appointments 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.

In the coming week you will be hearing from the FCSS Transportation Coordinator, who will introduce him or herself to you and answer any questions you may have.

Sincerely,

Volunteer Driver Program

Client Handbook

Bow Valley Volunteer Driver Program

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1.0 Program Administration

1.1 Regional FCSS Offices

Regional FCSS offices are responsible for volunteer and client screening, volunteer recruitment and appreciation, ride booking, record keeping, along with program advertising and promotion. For any questions or concerns relating to these things, contact your local FCSS office.

M.D. of Bighorn – 403.673.3611

Town of Canmore FCSS - 403.678.7129

Town of Banff FCSS - 403.762.1253

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 criterion.

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.

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.

3.0 Trip Policies

3.1 Availability

Rides are booked on a first-come-first served basis by calling the FCSS Transportation Coordinator at each local office. It is recommended that trips be booked as far in advance as possible.

While the FCSS Transportation Coordinator will work to ensure that all client needs are met, the availability of rides is based on the availability of program volunteers. Rides may be unavailable at times.

Clients will be notified if their ride request is successful within 3 business days of booking.

3.2 Expense Recovery Fees

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

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

Any client who fails to pay the fee three times, regardless of the resolution, will have their right to use the program withdrawn.

3.3 Parking

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

Clients who do not possess a placard will be provided with an application for one at the time of application and are encouraged to apply.

3.4 Trip Purpose

The Volunteer Driver Program operates solely for transportation to healthcare appointments that are inter-municipal (between communities). Individuals who need to travel within their own community may qualify for their local Taxi-Pass program (if available in their community). Contact your local FCSS office for details.

3.5 Cancelling a Trip

If a client needs to cancel their scheduled trip they must contact the FCSS Transportation Coordinator as soon as possible. Repeatedly failing to cancel trips in advance will result in a client be dismissed from the program.

3.6 Pick-Up Times

When coordinating a ride, the FCSS Transportation Coordinator will provide both drivers and passengers with a pick-up time.

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 Transportation Coordinator.

3.7 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 Transportation Coordinator as soon as possible.

3.8 Companions or Helpers

If a client would like a companion or helper to assist them on their trip they are welcome to ride along at no extra cost. 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 Transportation Coordinator at the time of booking.

3.9 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.

3.10 Additional Stops

Any additional stops (ex. at the bank) are not recommended and are at the discretion of the driver. Any additional stop requests **must** be made through the FCSS Transportation Coordinator. Additional stops that are not booked through the FCSS Transportation Coordinator are not covered by the program's insurance policy and will not be made.

3.11 Smoking

For the health, safety, and comfort of all vehicle occupants, drivers and passengers are asked to refrain from smoking in the vehicle.

3.12 Seatbelts

It is mandatory that seatbelts are worn by both passengers and drivers at all times both in the interest of safety and to comply with the law.

3.13 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.

3.14 Volunteer ID Badges

All volunteers for the Volunteer Driver Program are provided with laminated ID Badges. Volunteers are asked to wear their ID Badges at all times. 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.

3.15 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 Transportation Coordinator as soon as possible after the trip with details of the incident.

The FCSS Transportation Coordinator 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 the FCSS Transportation Coordinator 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 an expense recovery fee grievance, clients will not be permitted to book further transportation until the grievance is resolved, and any client who receives 3 expense recovery fee grievances, resolved or not, will have their right to use the program withdrawn.

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

I, _____, of the town of _____, state by signing this release, that I have read and understand the policies and procedures enclosed in this client handbook. Furthermore, I agree to abide by the policies and procedures as outlined in this document.

Signature

Date

Witness

Date

The personal information being collected herein is collected under the authority of the Freedom of Information and Protection of Privacy (FOIP) Act, R.S.A. 2000 Chapter F-25; Section 33(c). If you have any questions regarding the collection and use of this information please contact the Town of Canmore Records Officer.