

**BASHAW
& DISTRICT
SUPPORT
SERVICES**



Volunteer Driver Program Policy & Procedure



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Volunteer Driver Policies

Identification Badges

The BDSS Staff will provide volunteers with ID Badges upon successful completion of their application. Volunteer drivers are required to wear their ID Badges while participating in the Bashaw Regional Transportation Program.

Volunteer Supervision and Evaluation

Upon acceptance as a volunteer of the Bashaw Transportation Program, you will be pleasantly supervised by the BDSS staff. They will randomly follow up with clients after trips, and will address any concerns presented. A volunteer's first ride will be followed up with a phone call to both the client and driver. BDSS staff is always available to volunteers to discuss any issues or concerns.

Volunteer Annual Reviews

Volunteer privileges will be renewed annually, based on the date they begin as volunteers, who will be required to provide an updated driver's abstract at that time. The cost of the driver's abstract will be reimbursed by Bashaw and District Support Services. Volunteers must be sure to keep their receipts for the cost of their drivers' abstract. Staff will contact drivers directly to arrange for their review, and at the same time, discuss any feedback from the volunteers.

Volunteer Records

A volunteer record will be kept by BDSS staff, outlining important dates, feedback received, and hours contributed to the program. Accurate records need to be maintained, and volunteers will be contacted by BDSS staff when their insurance and license is about to expire. Volunteers will need to update their records by bringing them to the Bashaw CRC office for photocopying. Volunteers with out-of-date records are not permitted to drive for the Bashaw Regional Transportation Program.

Volunteer Dismissal

The Bashaw Regional Transportation Program reserves the right to refuse or dismiss a volunteer driver if he/she creates a potential risk to the organization or the transportation of clients.

Trip Policies

When coordinating a ride, BDSS staff will provide drivers and passengers with a pick-up time. Drivers are requested to arrive at a passenger's home promptly and to contact the BDSS staff if extenuating circumstances affects their assigned pick-up time.

Companion or Helpers

Occasionally, passengers may be required to bring a helper or companion to their appointments. If a helper provides assistance to the passenger, he/she will not be required to pay an additional fee.

Transferring Passengers

One criteria for accepting a person into the Volunteer driver program will be his/her ability to transfer a client into his/her vehicle without assistance. If a passenger requests assistance transferring in or out of the vehicle, drivers will assist only at their own risk. This practice is neither endorsed nor recommended.

Walkers

Although passengers must be able to transfer themselves into vehicles without assistance, occasionally, they may need to bring a cane, crutches, or walker for assistance. If the driver cannot accommodate any of these items (cane, crutches, folding walker) in his/her vehicle, or does not feel comfortable lifting these items, he/she is asked to indicate this on the volunteer application. If a driver's level of comfort changes in this regard, he/she is asked to contact BDSS.

Service Animal/Pet Policy

A service animal is permitted to accompany individuals with disabilities. Pets may be transported in a kennel-type pet carrier. Riders must notify BDSS when requesting that a service animal or pet accompany them. If you are willing to transport an animal in your vehicle, you will indicate this on the application form.

Entering a Passengers Home

Drivers are strongly discouraged from entering a passenger's home under any circumstances, and to do so will be at their own risk. The Bashaw Regional Transportation Program accepts no responsibility for volunteers who choose to enter passenger's homes. If there is no answer at the door upon arrival at a passenger's home, drivers are advised to notify BDSS. If a driver suspects an emergency situation, it is recommended that he/she contact 911 and then notify BDSS.

Out-of-Town Transportation

Drivers are not required to stay at the appointment site. It is acceptable for drivers to run other errands, however, drivers are asked to exercise caution as long days away from home may be difficult for some passengers.

Escorting Passengers

Drivers are not required to escort their passengers directly to their appointment, however, it is considered a kind gesture. Drivers are not required to stay at the appointment site. It is acceptable for drivers to run other errands. If a driver is going to leave a passenger, he/she is asked to provide the passenger with reasonable means for contacting them when their appointments are completed. This can be done by communicating through the BDSS staff, or it is up to the volunteer's discretion if choosing to give the client a personal phone number.

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, he/she is to contact The Bashaw Regional Transportation Program. Some clients may have placards for disabled parking. Volunteer drivers may use these. If a client does not have a placard, drivers are encouraged to remind clients that they may be eligible to apply for one. Another option for parking is to park at off-site locations at free parking lots and to have the client contact the driver when he/she is finished. This is at the discretion of volunteers.

Additional Stops

Making additional stops at the request of a client (eg., at the bank) is acceptable if the request is agreed to by the driver.

Smoking/Vaping, Alcohol & Drugs

For the health, safety and comfort of all vehicle occupants, drivers and passengers must refrain from smoking/vaping while partaking in the Bashaw Regional Transportation Program. Drivers are not permitted to use or be under the influence of alcohol or narcotics.

Personal Hygiene

Drivers must be clean and presentable in appearance. Regular bathes/showers, use of deodorant, appropriate clothing, and oral hygiene are required.

Illness

Our program requires that the following symptoms constitute justifiable reasons for our drivers to remain home:

- Temperature over 100°, taken by thermometer
- A new or unexplained rash or cough
- Conjunctivitis; an eye infection commonly referred to as pink eye; observations will include a glossy pink eye, potentially with crust or mucus type appearance
- Bronchitis; hoarse cough and slight elevation in temperature
- Rashes that you cannot identify or have not been diagnosed by a doctor
- Impetigo: shows up as red pimples on the skin
- Diarrhea which is watery or greenish bowel movement that looks different. (Gastrointestinal illness is a term used to refer to any illness that affects the organs of the digestive system. Some, but not all, gastrointestinal illnesses can be caused by infectious organisms such as bacteria, viruses, or parasites. Some infections include salmonella, campylobacter, E. coli, giardia lamblia, etc.)
- Vomiting
- Severe cold with fever, sneezing.

Driving Practices

Drivers are expected to drive in a safe and courteous manner. The Bashaw Regional Transportation Program accepts no responsibility for any tickets incurred for parking or traffic violations while completing a volunteer driving assignment. Drivers will adhere to all traffic safety laws while transporting a rider, including refraining from using cell phones, headphones,

texting or emailing, and eating or drinking while driving. Drivers must honor speed limits, and use all required safety equipment. Drivers must ensure that transportation is only done when they are physically, emotionally, and mentally capable of providing a safe drive. Drivers must not operate a vehicle while impaired or under the influence of or use of the following; alcoholic beverages, narcotics, prescriptions causing drowsiness, smoking, vaping, or any other substance regulated by legislation, including sleep deprivation.

BDSS reserves the right to conduct random drug testing.

Weather

Passenger and Driver safety are our primary concerns. During adverse weather conditions, every effort will be made to maintain operations, however, any necessary cancellations will be made at the discretion of the BDSS staff in consultation with Bashaw Police Services and Alberta Transportation. Safety is always a priority. If a trip needs to be cancelled, drivers are asked to notify the BDSS staff as soon as possible.

If the weather reaches -30 Celsius with the wind chill, all trips will be cancelled. If the weather is 30 Celsius and your vehicle has no air conditioning, trips will be cancelled.

Seatbelts

In the interest of safety and in compliance with the law, seatbelts must always be worn by all vehicle occupants during transport.

Accidents

If an accident should occur, drivers are to immediately check on their clients. If unsure of a passenger's physical condition, call 911 immediately. Do not move the client out of the vehicle. Allow EMS to check them, and determine the best way of addressing the client's circumstance. If there is immediate danger, a driver can

get him/herself and clients out of the vehicle to safety. For small fender-benders, collect information from the other driver, and continue on if able. Once your passenger is dropped off at an appointment, phone BDSS to report the accident. If a driver is involved in an accident on the way to pick a passenger, he/she is to call BDSS right away. Other transportation will then be arranged.

Grievance Policy:

By a Driver

If a driver has problems during a volunteer assignment, he/she is to contact BDSS staff as soon as possible after the transport, and report details of the incident. BDSS will collaborate with the driver and any passengers or volunteers involved, ensuring a satisfactory resolution.

About a Driver

If there is a grievance or complaint regarding a driver, that individual will be contacted by BDSS, and the grievance will be discussed. Drivers guilty of committing repeated grievances will be dismissed from the program. A record will be placed in the driver's file, and all grievances and feedback received through spot checks will be discussed with volunteers during their regular supervision and/or annual review.