

# SOUTH INTERLAKE SENIORS RESOURCE COUNCIL INC.

## **CLIENT HANDBOOK VOLUNTEER DRIVING PROGRAM**

Dear Client, Welcome to the Volunteer Driver Program. It is our hope that by utilizing the services offered, you will have access to transportation to your healthcare and other appointments. This handbook outlines important policies and procedures for the program. Please read carefully and ensure that you have read, understand and agree to abide by the guidelines.

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## 1.0 Program Administration

South Interlake Seniors Resource Office is responsible for volunteer and client screening, volunteer recruitment, ride booking and record keeping. For any questions or concerns relating to any of these, contact SISRC @ 204-467-2719.

## 2.0 Client Policies

### 2.1 Client Criteria

Clients must be physically able to transfer themselves to a vehicle with arm assistance. Clients with walkers are welcome to use the Volunteer Driving Program as long as they meet this criteria.

## 3.0 Trip Policies

### 3.1 Availability

Riders are booked on a first-come-first-serve basis by calling the SISRC. It is recommended that trips are booked as far in advance as possible.

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 an expense recovery fee to volunteers directly for any rides provided, in cash only, prior to trip commencement. For a current list of fees, see Transportation Fees.

### 3.3 Parking

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

### 3.4 Trip Purpose

The Volunteer Driver Program operates solely for transportation to healthcare appointments and errands. This does not include shopping for a client, odd jobs, etc.

**In town trips include up to 2 stops for regular fee with additional charge per extra stop. The max number of stops is 3. Winnipeg trips include up to 2 stops max.**

### 3.5 Trip Cancellation

If a client needs to cancel their scheduled trip, they are asked to contact SISRC as soon as possible.

### 3.6 Pick-up Times

When coordinating a ride, the SISRC will provide the drivers and passenger with a pick-up-time.

It is recommended that clients be ready for pick-up 15 minutes prior to their scheduled pick-up time for in-town trips, 1 hour for Winnipeg trips. If a driver fails to arrive within 10 minutes of the agreed upon time, please contact SISRC.

### 3.7 Weather

Cancelling a trip due to weather is at the discretion of the driver unless the Interlake School Division cancels bus service due to road conditions, then any rides booked that day will automatically be cancelled. SISRC will notify the drivers and clients if this happens.

### 3.8 Companions or helpers

If a client would like to bring 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 for the benefit of the client, be there to assist and be able bodies to do so.

### 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 stop requests **must** be made through the SISRC office and are at the discretion of the driver.

### 3.11 Smoking

No smoking in the drivers vehicle unless permission has been obtained from the driver.

### 3.12 Seatbelts

In the interest of safety and in compliance with the law, it is mandatory that seatbelts are worn by both passenger and driver at all times.

### 3.13 Contacting Drivers

When 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 and booking trips directly through a volunteer driver is strictly prohibited!

**All arrangements for services are to be made through the coordinator!**

**\*\*PLEASE DO NOT CALL THE VOLUNTEER DIRECTLY!!\*\***

### 4.1 Grievance by a client

If a client has any problems during the course of their trip they are asked to contact the Seniors Resource office as soon as possible.

### 4.2 Grievance about a client

If a client receives a grievance about them, they will be contacted by SISRC Coordinator and the grievance will be discussed. Any client that receives repeated grievances against them may have their right to use the program withdrawn.