



VOLUNTEER DRIVER DESCRIPTION

Volunteer driver mission: To transport clients from their home to their destination and provide required support. The service will be available in the Chaleur region during regular working hours and on the availability of volunteers. This service allows persons without transportation to get to medical appointments, access basic needs or to participate in community or government programs.

Level of risk: The driver is responsible to have sufficient vehicle insurance coverage and understands that he/she will be transporting persons who are vulnerable and every precaution must be taken to provide safe and respectful service.

Commitment: The driver agrees to be available regular working hours Monday to Friday for at least three (3) hours a month, over a period of at least six months.

Responsibilities: Use your own vehicle to drive customer to his/her appointment or his/her activities and ensure his/her return home at the agreed time.

Payment: The driver will be reimbursed for kilometers travelled on behalf of the CTC at a rate determined by the CTC from the point they leave their home to the designated locations, and to the point of return to their home. Payments will be made two weeks after the delivery of the reimbursement form. The CTC will also help offset additional insurance costs drivers may need to fulfill their driving requirements with CTC.

Requirements:

- Have a minimum of five (5) years driving experience
- No driving suspension in the past five (5) years.
- Possess a valid driver's license and a good driving record
- Have access to a reliable, safe and clean vehicle
- Owning liability insurance of at least \$ 2,000,000
- Pass a Criminal Record Check and Social Development “vulnerable persons check”
- Must provide driver’s abstract.

- Provide at least two references of character and ability
- Proof of annual vehicle safety inspection and registration
- Must sign confidentiality agreement, conflict of interest agreement
- Approval by CTC as a volunteer driver

Qualifications:

- Good physical health and good vision.
- Good knowledge of local area and driving routes
- Driving safely and obeying driving laws
- Strong judgement of when not to drive (poor weather, safety concerns, road conditions, client is unstable)
- Knowledge of driver rights and client rights

Strengths:

- Enjoy driving and spending time with elderly people, children or those with special needs.
- Patience, understanding and sensitivity to patient needs
- Good listening ability
- Reliability and punctual
- Honest and trustworthy

Optional skills:

- Offer drives at least two hours per week
- Ability to help clients with luggage, etc.
- Able to transport pets
- First Aid training
- Trained to install car seats

Limits:

- Will not drive if weather conditions are not favourable.
- Will not drive a client whose medical situation is not stable.
- Will not undertake trips that were not pre-authorized by CTC.
- Will not lift clients to enter or exit the vehicle.
- Will not consume alcohol, drugs, or any medications that would affect the driver's ability to drive safely.

Supervision and evaluation:

- Surveys with clients
- Annual performance appraisal
- Periodic verification of vehicle condition, insurance, safety inspection, registration.