



Transportation Program Volunteer Information

Thank you very much for your commitment to help people in our community. This service is an important part of the assistance we provide to enable our clients to attend medical related appointments.

Please review the following information. It covers issues of volunteerism and liability. If you have any questions after you have reviewed this document, please call the, Coordinator, Client Services. Please keep this information for future reference

GENERAL INFORMATION

As a volunteer for Pelham Cares:

1. You must have a current police clearance certificate on file.
2. You must provide proof of current driver's license, a copy of statement of driving record, vehicle ownership, and insurance. This information will be kept on file. It is your responsibility to ensure this information is current.
3. You must advise your insurance company of your volunteer activity with Pelham Cares.
4. You must sign a Confidentiality Agreement, which specifies that you will respect the privacy of anyone you transport or meet during your activities.

To provide transportation service to a client of Pelham Cares:

1. Phone the passenger the day before the appointment to confirm all the arrangements (i.e. time, address). Also please ensure the passenger knows your name and where you will meet him/her (i.e. Lobby of apartment building).
2. Make every effort to be on time or a few minutes early.
3. Wear your name badge issued by Pelham Cares while on duty.
5. In the case of a personal emergency, which prevents you from keeping an appointment, please notify both the client and the Pelham Cares office.
6. Complete and submit a Service Log (see attached; also available by email) at the end of each month.

PROCEDURES:

Insurance – overview for Transportation Volunteers

As a volunteer who uses your own vehicle on Pelham Cares business you:

1. Must carry adequate insurance as advised by your insurance carrier.
2. Advise your insurer that you do not receive financial compensation for driving.

Pelham Cares carries a non-owned insurance policy of \$1,000,000 for the protection of volunteer drivers in the event of an accident resulting in serious bodily injury.

Accident – steps to take

If you are involved in an accident you should follow standard reporting procedures to the police and 911 (if necessary) and your insurance provider. In addition, you must contact the Pelham Cares office to report the incident as soon as possible.

Tax Receipts

If requested, Pelham Cares will issue a tax receipt annually based on the annual mileage reported.

In order to do this, Pelham Cares will:

1. maintain a record of the reported mileage for each volunteer driver.
2. issue a cheque to the volunteer driver based on Pelham Cares established mileage allowance.
3. upon receipt of a donation equivalent to the amount, issue a tax receipt for the donation

If you are interested in receiving a tax receipt please contact the Coordinator, Client Services, for the applicable forms.

Out of Town Transportation Allowance

If you have volunteered to drive out of the immediate Niagara area, you will receive a small amount based on distance driven. Please contact the Coordinator, Client Services for more information.