

Volunteer Driver Agreement



Effective date: _____

This Volunteer Driver Agreement (“Agreement”) sets out the requirements and expectations for individuals who volunteer as drivers for the ElderEase Transportation Program facilitated by the Raymond Handi-Bus Society (“ElderEase”).

1. Volunteer Status

- You are a volunteer and are not an employee, contractor, or agent of ElderEase.
- You may decline any ride request and may stop volunteering at any time.
- ElderEase may pause or end your participation if program requirements are not met or if safety concerns arise.

2. Minimum Eligibility Requirements

- Valid driver’s license and at least 2 years of driving experience.
- Driver’s abstract with zero distracted driving infractions within the last 2 years.
 - Required once per year. (reimbursement if required)
 - Criminal record check, including vulnerable sector. (reimbursement if required)
- Valid vehicle registration
- Proof of insurance
- Vehicle is mechanically safe, equipped with working seat belts, and maintained to manufacturer standards.

3. Insurance and Vehicle Use (Important)

- You will use your own vehicle at your own risk. Your personal automobile insurance is primary for any claim arising from your driving.
- You are responsible for confirming with your insurer that you are insured for volunteer transportation and for disclosing program participation if required.
- You must maintain automobile liability coverage of at least \$1,000,000 and provide proof upon request.
- You must immediately notify the Program Coordinator of any change to your license, insurance, registration, vehicle condition, or any collision/charge that may affect your ability to drive safely.

4. Scope of the Volunteer Driver Role

- Provide transportation from the pickup point to the destination and return as scheduled.
- Provide reasonable non-medical assistance.
- Do not provide medical care, personal care, lifting, transfers, or handling of mobility devices beyond what you can do safely without lifting a person.
- Do not enter a rider’s home unless specifically authorized by ElderEase’s policy and only if you feel safe.

5. Safety Rules While Driving

- Obey all traffic laws and drive defensively.
- No texting, emailing, or handheld phone use while driving.
- No alcohol, cannabis, smoking, or impairing substances before or during any ride.

- Seat belts must be used by all occupants; refuse transport if a seat belt cannot be used safely.

6. Boundaries, Money, and Gifts

- Do not request, accept, or solicit tips, gifts, meals, loans, or personal items from riders or their families.
- Do not handle cash, debit cards, PINs, cheques, or banking on behalf of riders.
- Do not sign documents for riders or act as a witness for legal/financial documents.
- Do not buy/sell products or services to riders or promote business opportunities.

7. Confidentiality and Privacy

- Treat rider information as confidential. Use it only to complete the scheduled ride.
- Do not share a rider's personal information except with the Program Coordinator, emergency services, or as required by law.
- If you learn of a safety concern (abuse, neglect, immediate risk), report it to the Program Coordinator as soon as possible.
- You acknowledge that ElderEase may collect and use your personal information to administer the program and arrange for reimbursements in accordance with this Agreement. When required, de-identified or program-level information may be reported to funders. Drivers may request access to their personal information in accordance with applicable privacy legislation.

8. Incidents, Emergencies, and Reporting

- If there is an emergency, call 911 first, then notify the Program Coordinator when safe to do so.
- Report any incident, near-miss, injury, allegation, conflict, or unusual event to the Program Coordinator the same day (or as soon as possible).
- If a rider appears medically unstable, you may refuse transport and contact the Program Coordinator.

9. Scheduling and Cancellations

- Arrive on time and notify the Program Coordinator immediately if delayed.
- ElderEase may cancel rides due to severe weather, road conditions, volunteer availability, or safety concerns.
- You may cancel a ride if you are unwell or feel it is unsafe to drive; notify the Program Coordinator as soon as possible.

10. Reimbursement

- The program provides mileage reimbursement of \$0.50 per Km, which will be paid only upon submission of accurate trip logs and according to ElderEase's approved rates and processes.
- Reimbursement is not wages and does not create an employment relationship.

11. Acknowledgement and Release

I agree to follow all ElderEase policies and procedures. I understand that ElderEase does not control my vehicle or driving decisions and that my personal insurance is primary for claims arising from my driving. I acknowledge that driving involves inherent risks, including risk of collision, injury, or property damage, and accepts those risks as a condition of participating in the program.

To the fullest extent permitted by law, I release and hold harmless (Raymond Handi-Bus) ElderEase, the Town of Raymond, its elected officials, employees, and agents from claims arising from such risks or from the negligent or unlawful operation of my vehicle. Nothing in this Agreement limits rights that cannot be waived by law.

Volunteer Information (for program records)

Full legal name	
Address (Physical)	
Phone / Email	
Preferred contact method	<input type="checkbox"/> Phone <input type="checkbox"/> Text <input type="checkbox"/> Email
Driver's license / Province	
Insurance provider/policy #	
Vehicle make/model/year/plate	
Emergency contact name/phone	
Availability	Days: _____ Times: <input type="checkbox"/> AM <input type="checkbox"/> PM <input type="checkbox"/> Eve Notes:

	<p><input type="checkbox"/> 1 <input type="checkbox"/> 2+</p> <p>Passenger capacity</p> <p>Notes: _____</p>
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Volunteer signature: _____	Date: _____
Printed name: _____	Phone / Email: _____
Witness (ElderEase): _____	Date: _____



ElderEase is a community-based transportation program dedicated to supporting senior independence. By providing safe, reliable, and compassionate rides, ElderEase helps older adults stay connected to healthcare, essential services, social activities, and the people who matter most. With support from volunteer drivers and community partnerships, ElderEase ensures seniors can continue living active, independent lives.

Our Mission

To support senior independence by providing safe, reliable, and compassionate transportation that connects older adults to healthcare, community services, and the people and activities that enrich their lives.

Our Vision

A community where every senior has the freedom, mobility, and support needed to live independently, stay connected, and continue contributing to the life of their community.

Days & Hours of Operation

The Program Coordinator is available Monday to Friday from 9:00 AM – 2:00 PM to assist with scheduling and administrative duties.

Until June 1st, Joy will still be utilizing the Handi Bus cell phone. 403-795-4943

Please call Stacey Horlings at 780-915-3031 to sign up or email

elderease@iamraymond.ca

Information is also available on iamraymond.ca

Volunteer Role & Status

- You are a volunteer and not an employee, contractor, or agent of ElderEase.
- You may decline any ride request.
- You may stop volunteering at any time.
- ElderEase may pause or end participation if requirements are not met or safety concerns arise.

Eligibility Requirements

All drivers must:

- Hold a valid driver's license (minimum 2 years of driving experience)
- Provide a driver's abstract (annually, no distracted driving infractions in the last 2 years)
- Complete a criminal record check with the vulnerable sector (reimbursable if required)
- Provide proof of valid insurance and vehicle registration
- Maintain a safe, well-maintained vehicle with working seat belts.

Insurance & Vehicle Use

- Drivers use their own vehicle at their own risk
- Personal insurance is primary for any claims
- Minimum \$1,000,000 liability coverage required
- Notify the coordinator of any changes (license, insurance, vehicle condition, incidents)

Recruitment & Screening

- Complete application
- Submit all required documentation
- Pass screening requirements

Getting Started

- Sign up as an approved volunteer
- Log in to assistedrides.com (also through iamraymond.ca)
- Manage your profile
- Add or change your availability
- Schedule rides
- Complete trips

Drivers receive:

- Program orientation
- Emergency & Safety Procedures
- Identification Badge
- Magnets for a vehicle
- Bin with useful tools

Scope of the Volunteer Driver Role

Identification

- Wear the ElderEase ID badge during all trips
- Display ElderEase vehicle magnets while driving
- Maintain professionalism at all times

Drivers are responsible for

- Transporting clients safely to and from destinations
- Providing reasonable non-medical assistance

Drivers must not

- Provide medical or personal care
- Lift or transfer clients
- Enter homes unless authorized and safe

Trip Guidelines

- Arrive on time
- Notify the coordinator of delays
- Clients must be ready at the scheduled time

Companions

- Support persons are allowed, and will be on the dispatch information

Mobility Aids

- Canes, walkers, and foldable aids permitted
- Drivers may decline unsafe situations

Assistance & Escorting

- Assistance is optional and at the driver's discretion
- Escorting is not required
- Drivers may leave and return later with clear communication

Additional Stops

- Allowed at the driver's discretion if it does not impact the schedule
- Any extra stops must be marked in the dispatch notes

Animals

- Service animals allowed
- Pets only for vet visits and must be in carriers
- Must be identified at time of booking

Smoking

- Prohibited during all trips

Safety & Driving Rules

- Follow all traffic laws
- Drive defensively
- No phone use while driving
- No alcohol, drugs, or impairing substances
- Seatbelts required for all passengers

Weather Policy

- Trips may be cancelled under extreme conditions:
- Below -30°C (with wind chill)
- Above 35°C without proper cooling

Boundaries & Conduct

Drivers must not:

- Accept tips, gifts, or money
- Handle client finances
- Sign documents on behalf of clients

Confidentiality & Privacy

- Treat all client information as confidential
- Only share information when required for safety or by law
- Report concerns such as abuse or neglect immediately

Incidents & Emergencies

- Call 911 first in emergencies
- Notify Program Coordinator as soon as possible
- Report all incidents, near misses, or concerns the same day
- Refuse transport if the client appears medically unstable

Scheduling & Cancellations

- Notify the coordinator immediately if delayed or unable to attend
- Rides may be cancelled due to weather, safety, or availability
- Drivers may cancel if unwell or unsafe to drive

Reimbursement

- Mileage reimbursement: \$0.50/km
- Requires accurate trip logs
- Reimbursement is not considered wages
- Reimbursement will be once per month

Client Eligibility & Booking

Clients must:

- Be 55+

- Transfer independently
- Be registered before booking

Booking:

- Must go through the Program Coordinator, online or through a trusted partner.
- 24–48 hours notice
- Medical appointments may be prioritized

Risk Management & Liability

- Drivers are responsible for their own vehicle and insurance
- ElderEase is not responsible for violations or damages

Feedback & Complaints

- Report concerns to the coordinator immediately
- All complaints are documented and reviewed
- Repeated issues may result in dismissal
- Client feedback is used for program improvement

Reporting & Program Accountability

ElderEase tracks:

- Number of rides
- Distance travelled
- Active clients
- Volunteer hours
- Cancellations
- Client satisfaction
- Reports are used for funding and program improvement

Acknowledgement & Release

- By participating, you agree to follow all policies and procedures. You acknowledge that:
- Driving involves inherent risks
- Your insurance is primary
- ElderEase and associated parties are not liable for claims arising from your driving
- You voluntarily accept these terms as a condition of participation.

Thank you for being a vital part of ElderEase. Your time, care, and commitment help seniors remain independent, connected, and supported within our community.