



Policy Governing Volunteer Drivers

Adopted – Board of Directors
2016
MOTION #2016/10/27 -05

1. Policy Objectives

TransporAction Pontiac, hereinafter referred to as TAP, is a non-profit organization mandated by the MRC Pontiac to provide adapted and collective transportation on the MRC's territory. TAP's objectives are to organize, provide, and maintain a rural adapted and collective transportation service within the territory of the Pontiac MRC by promoting the mobility of its rural citizens and the sustainable development of its communities.

Transportation services are performed mainly by volunteer drivers.

This policy was developed by TAP and was presented to volunteers at an information meeting October 2016.

2. General Provisions

TAP recognizes the value and importance of volunteers upon whom rests a good portion of TAP's transportation services. Volunteers are committed individuals who contribute to the well-being and quality of life of transport users who are often fragile and vulnerable.

A volunteer is a person who agrees to be part of TAP and collaborates for the welfare of TAP. The volunteer agrees to transport users, free of charge and within established guidelines, while only receiving compensation as set by TAP which is limited to costs for use of the volunteer's car.

TAP is subject to several laws, regulations, policies, and programs. This policy complies with these requirements, but in case of disparity, the laws, regulations, policies and programs shall prevail.

TAP has prepared this document to clarify the status of volunteers within its organization.

3. Prerequisites

To be a volunteer with TAP, the person must first complete the TAP volunteer information sheet, possess a valid driver's licence, and have no criminal record. To this end, TAP must request a criminal record verification from the relevant authorities before the volunteer begins providing services to TAP. The volunteer must notify TAP of any change in his/her situation or physical condition that might prevent him/her from being a volunteer driver.

In addition, the volunteer must provide TAP with the vehicle registration and proof of vehicle insurance, as well as a cheque specimen.

At any time, when asked, the volunteer must provide but not limited to, his/her SAAQ information, a photograph for his/her volunteer card (when required) and any other documents and information required.

4. Transportation Assignment

TAP is responsible for assigning transportation. Such assignments to volunteer drivers are made fairly and equitably, taking into particular account the municipality of residence of the volunteer and of the user. The TAP dispatcher makes the decisions regarding assignment.

The pairing will be applied to the extent possible, without any additional allowance to the volunteer.

Users reserve 48 hours ahead of time. Wherever possible, the volunteer assignment is done within the same period. In exceptional circumstances, the assignment notice may be less than 48 hours.

At all times, the volunteer is free to refuse a transport assignment except if the refusal is because the transport is local.

5. Documentation

5.1. Trip Record

Volunteers must complete and submit to TAP a trip record for every transport indicating the information listed below. Trip records must be submitted at the TAP office on or before 4 p.m. on the Friday following the transport conducted. Trip records may be delivered in person, by fax, email, in the black box outside the office or by mail. At all times, the volunteer is responsible for ensuring receipt of his/her trip records.

All requested information must be entered. If information is missing, the volunteer will not receive any compensation until the trip record is complete.

Trip record information needed:

- Date of transportation
- Volunteer's name and address
- User's name and address
- Destination address
- Kilometres travelled
- Rate per kilometre
- Time of departure and arrival
- Cost of parking (original receipt is compulsory)
- Cost of transport
- Amount of money received from the user
- Volunteer's signature
- Any other relevant information regarding the transport

5.2 Certificate of Transport

Certain organizations for which TAP provides transportation need documents to comply with their requirements. The volunteers must fill out and return to TAP transport certificates for all transports as required. Certificates of transport must be submitted along with the trip records or every two weeks, and must be completed in full under penalty of non-repayment.

6. Transport Reimbursement

The volunteer will receive a compensation that is limited to fees set by TAP for using his/her car. The compensation paid is fixed at a rate calculated according to the shortest distance from the point of origin to the destination.

On the Friday of the week following transports carried out, subject to the submission of completed trip records within the prescribed timeframe, the volunteer shall receive, via direct deposit, reimbursement for the distance travelled less than the amount received from the user. The amount the user pays must comply with TAP's rate policy. Parking is not reimbursed if there is an agreement between TAP and the location of the destination for free parking.

7. Automobile

The volunteer's car must always be clean and in excellent condition. The volunteer must own the vehicle, which must be no more than 10 years old.

The volunteer may use a vehicle more than 10 years old if submitting proof of a vehicle audit by a recognized independent garage mechanic. The vehicle audit must include mechanical, frame and body verification.

TAP reserves the right to request such an audit at any time, even if the vehicle is less than 10 years old.

The volunteer driver must comply with all obligations under the Highway Safety Code and any other law.

When there is a change in vehicle, the volunteer must so inform TAP along with the new information.

The volunteer must ensure proper insurance coverage for volunteer transport and that the automobile is insured. All proof of insurance must be provided to TAP.

8. Ethics and Responsibility

The volunteer must:

- Demonstrate honesty and act in good faith and with loyalty to the interests of TAP;
- Act in compliance with current laws, statutes, regulations and policies adopted by TAP;
- Refrain from taking part in any act contrary to the public interest and generally accepted ethical standards;
- Promote the interests of TAP;
- Support all efforts to increase the effectiveness and efficiency of TAP;
- Refrain from receiving any gift, favour, tip and gratuity;
- Avoid discriminatory conduct based on race, colour, gender, pregnancy, sexual orientation, marital status, age, religion, political convictions, language, ethnic or national origin, social condition, disability or the use of ways and means to compensate for a disability;
- Provide transport services while respecting the user and by not disclosing any private and/or confidential information about the user;

The volunteer may refuse to carry out any task he/she deems dangerous for his/her safety or the safety of the user and must notify TAP immediately.

9. Obligations

The volunteer must comply with the following obligations:

- Dress appropriately;
- Respect the highway safety code and conduct himself/herself without reproach;
- Be sober and do not consume drink or use drugs or narcotics;
- Be punctual, available, and have a positive and constructive attitude;
- Be courteous and respectful;
- Be discreet, listening to the client and respecting the client's silence;
- Do not talk about TAP with clients;

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- Do not contact the client other than to obtain information related to transport;
 - Do not smoke in the vehicle;
 - Be on time and wait no more than 10 minutes at the point of departure;
 - No animals on board the vehicle;
 - Take care of the user from point of origin to the door of the destination;
 - Provide assistance, as needed, to the user for getting into and out of the vehicle;
 - Collect money as directed;
 - Confirm transportation with the user after being assigned the transport;
 - Complete all necessary documents;
 - Adhere to the destination as confirmed by the dispatcher;
 - Make no more trips than what is authorized by the dispatcher;
 - Do not make an appointment directly with the user nor make any trips not assigned by the dispatcher;
 - Use the volunteer card only when conducting transportation, never for personal use, and return it to TAP when no longer a volunteer;
 - Do not permit boarding the vehicle by any person not confirmed by the dispatcher;
 - Do not permit boarding by any person other than the authorized user or authorized attendant;
 - Notify the dispatcher of any information or problem arising relative to the transport and relative to the user's state of health that could affect the conditions of transport.

10. Compliance with this Policy

Should a volunteer violate one or more of the provisions of this policy, an investigation will be initiated by senior management who will apply all appropriate measures under the circumstances that could go as far as, and including, the expulsion of a volunteer.

11. Complaint

A volunteer having knowledge of a person wishing to make a complaint, comment, request or praise should direct such person to the TAP senior management and inform said management who will apply the policy relative to the filing, review, and treatment of comments, requests, and praise.

At all times, the volunteer may file a complaint, comment, request or praise in accordance with the policy regarding the filing, review, and treatment of comments, requests and praise.

12. Entry into Force

This present policy was adopted by the Board of Directors of TransporAction Pontiac on 2016 and comes into force on October 27th 2016.