

Canadian Cancer Society/ Freemasons' Cancer Car Program VOLUNTEER AGREEMENT

GOALS

- To provide cancer patients who have no other means of transportation access to and from their cancer treatments.
- To recruit and retain a group of high-quality volunteer drivers.
- To operate the program efficiently and effectively.
- To assure a safe and comfortable ride for all.
- To be treated with and treat others with respect and dignity.

Your Relationship with Passengers

Understandably, the diagnosis and treatment of cancer is usually traumatic for people. It can be difficult for volunteer drivers to know what to say to passengers who may be suffering emotionally and physically. Each situation will be unique, and only you can decide how best to react. Common sense, tact and compassion are essential. Here are some tips:

- Let passengers take the lead in conversation. If they want to talk, be a good listener. If they would rather sit quietly, don't be concerned about lulls in the conversation. For some people, silence can be comforting.
- Be sensitive to passenger concerns, but do not offer any medical advice or counselling. Instead, suggest that they speak to their health care team or refer them to the Cancer Information Service.
- Remember that people living with cancer don't want to talk or think about their disease all of the time. It adds to the quality of life to laugh and relax.
- All information about passengers must be kept confidential. Even if you don't mention names, do not discuss any person's situation with other people.
- Individuals diagnosed with cancer often have heightened sensitivity to perfumes. Please refrain from wearing heavily scented products.
- Should a passenger require biological relief, stop at the nearest accessible facility and wait for the client.

POLICIES AND PROCEDURES

Confidentiality

Confidentiality is fundamental to all programs of the Society. The security and confidentiality of the Society's information on its operations, donors, clients and workforce will be protected. During your engagement with the Society, you may have access to confidential matters or materials. It is your obligation to keep these matters confidential throughout and beyond your engagement with the Society. This confidentiality includes, but is not limited to, the nondisclosure of terms and conditions of engagement, and client, donor or workforce information. Should you be given any property of the Society, including keys and/or access passes, or copies of confidential material, you acknowledge that they remain the property of the Society; they must not be duplicated for personal purposes and must be returned at the end of your engagement with the Society.

You must not disclose in any manner to a third party (other than to Society attorneys, auditors, or authorized government officials, as directed by your staff partner) any information without the prior express written consent of the Society. If any concerns regarding confidentiality should arise,

you should address this with your staff partner or the Senior Director of Workforce, if applicable, as quickly as possible.

These are the minimum standards of conduct and do not cover every contingency. Any material failure to comply with these standards can be deemed sufficient grounds for disciplinary action including, but not limited to, termination of engagement. If you are uncertain of the application of this Agreement in relation to your volunteer role, you should consult with your staff partner.

Expressing Personal Opinions, Beliefs and Ideals

No personal beliefs or ideals should be imposed on passengers. This includes religious or other personal beliefs or philosophies.

Code of Conduct

As a member of the Society's workforce, you are an invaluable contributor to the success of our initiatives. Your efforts will help shape the community's perception of the Society, and will have an impact on our shared ability to promote and advance the three pillars of our strategic plan: prevention, research and support.

The Society has a reputation for honesty, integrity and the faithful discharge of public trust and confidence. As a volunteer, we ask that you honour this reputation and conduct yourself at all times in a manner that will enhance it, and not detract from the public trust and confidence. All volunteers must adhere to the following policies and procedures as a condition of engagement with the Society.

Giving Medical Advice

Volunteers will refrain from offering advice about treatment, therapy or medications to any passengers. Do not compare health experiences or discuss health professionals. Requests can be referred to the Canadian Cancer Society's Cancer Information Service. Cards with contact information are available for cars upon request.

Smoke-Free

Volunteers must not smoke while carrying out any responsibilities as a volunteer. You must provide a smoke-free environment in your vehicle.

I HAVE READ AND UNDERSTAND THE ABOVE POLICIES AND PROCEDURES

***CONFIRM BY SIGNING THE SIGNATURE ONE SHEET**

(download link at the end of this document)

ROAD SAFETY

Accident/Incident Reporting

A Motor Vehicle Accident Report must be completed for all accidents and a Critical Incident Report must be completed for all critical incidents that are not motor vehicle accidents.

***Please see the attached Critical Incident and Motor Vehicle Accident Policies for accurate completion.) All incidents must be immediately reported to the program Coordinator.**

SAFE DRIVING

Part of safe driving is being prepared. Before each trip go over your maps and plan your route, find the location of the entrance and parking lot at your destination. Once on the road, drive defensively

and follow safe driving procedures at all times. If you are involved in an accident be sure to submit an accident report to your coordinator.

YOUR VEHICLE

Pre-road Inspections

- Check all lights and turn signals are in working order.
- Check your tires are properly inflated.
- Check your car for damage.
- Set your rearview and side-view mirrors after adjusting your seat. Side-view mirrors should not see the side of the car until your head is slightly moved to the side.
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Seat-belts

Your vehicle must have functioning seat-belts. As the driver, you are responsible for buckling yourself and any passenger under age 16. Other passengers are responsible for themselves but some may need a reminder or assistance. For children up to nine years old, the parents are responsible for providing a suitable restraint system.

If a passenger refused to buckle up, please report the situation to your coordinator.

Defensive Driving Tips

Driving defensively means allowing enough visibility, space and time to control your vehicle under any circumstances. Check your mirrors frequently and look far ahead down your path of travel to be aware of potential hazards.

Four Handy Safe Driving Rules

1. The three-second following distance: when the vehicle ahead reaches a fixed point beside the road, count "one thousand and one, one thousand and two, one thousand and three." If you reach the fixed point before this three second estimate, you are following too closely.

2. The two-second start: when stopped at an intersection, or in heavy traffic, wait two seconds after the light has changed, or after the vehicle ahead has moved, before you move forward. Applying this rule when you drive will help avoid late vehicles and pedestrians entering the intersection. It will also help you set a safe following distance behind the vehicle ahead.

3. The 10-foot space: when stopped at an intersection, or in traffic, allow a 10-foot (three metre) space between your vehicle and the vehicle ahead. As a rule, if you can see where the rear tires of the front vehicle meet the road, you are far enough back. This safety cushion will help protect you if the car ahead stalls or rolls backwards. In addition, if you are hit from behind, the extra space may prevent a collision with the car in front of you.

4. Do your best to avoid blind spots: all drivers have blind spots to the left side and the right, rear side of any vehicle. The larger the vehicle, the larger the blind spot. Unseen vehicles are accident prone.

5. Computer aided dispatch (CAD): the tablets in the cars are supplied as a tool for dispatching the clients. The mapping system is a convenience and should be considered as a map and referred to while not driving the vehicle. The tablet does give a suggested route of travel though it does not require one to travel the suggested route. A driver must comply with all rules and laws pertaining to the safe operation of a vehicle and avoid distractions while operating a motor vehicle. Should your tablet require adjustments or configuration do so while pulled over in a safe manner.

6. Motor vehicle act and bylaw infractions: as a driver you are responsible for any and all moving or standing tickets. It will be your responsibility to pay any tickets or infractions. Copies of photo infractions will be provided to the driver as soon as possible to avoid any surcharges.

More Driving Tips

- Shoulder-check your blind spot when changing lanes or making right turns.
- Shoulder-check when changing lanes, even at painted medians.
- U-Turns are not permitted within city limits.
- Make smooth turns. Brake before turning a corner or turning into an intersection.
- Avoid bunching or being boxed in while city or highway traffic, always have a way out.
- Watch for rough road surfaces such as railroad crossings, potholes and construction areas.
- Some passengers will be in pain, so please go easy on rough roads.
- Avoid the jerking of power brakes by easing up slightly on the brake just before your vehicle comes to a full stop.
- Be cautious of pedestrians in crosswalks, do not cut them off.
- Your vehicle is well marked, persons notice what you do and will make note or call in complaints regarding our driving habits.
- Always assure passengers are clear of the vehicle prior to driving away.
- Always be on the watch for bicycles and motorcycles, shoulder-check and check your blind spots
- Drive according to the road and weather conditions.
- Left turns are one of the most hazardous maneuvers on the road. Wherever possible use right turns only.
- Review the ICBC safe drivers Manual. It is updated constantly.
- Before you drive, ask yourself, "How you feel today? Am I well rested. Am I preoccupied with issues? Would I want someone driving me while feeling this way?"
- As drivers we are not out to set records. You as a driver are important to all of us in this program, as are our clients. Make sure we all get home safe.

HEALTH & SAFETY

The possibility of communicable diseases being transmitted between passengers and volunteers or vice versa is quite small. The risks can be reduced by following some simple hygienic practices.

- Wash your hands regularly, use hand sanitizer when available, cough into your sleeve, and stay home when sick. Many clients are immune deficient.
- Consider getting the appropriate vaccinations in accordance with Public Health recommendations. (Note: flu shots are available free of charge through the Public Health Unit and doctors' offices for those who qualify).
- Treat all blood and bodily fluids as potentially infectious and employ proper cleaning techniques as required.
- Report any concerns about the potential spread of infection using the critical incident report.
- Should you be made to feel uncomfortable by a passenger, fellow volunteer or any other person in your line of volunteerism, report it to your Day Captain, Dispatcher and or the local Coordinator.
- Should there be any issue which you feel requires special attention report it to your day Captain and or you local Coordinator. They shall deal with the issue. (Note, there are going to be times when a client or health worker may not be having a great day. This is true with ourselves. In these cases rather than exacerbating a situation please refer it or them to the appropriate Coordinator in a most congenial manner.)

Accidents

If you are involved in an accident while serving as a volunteer driver, please take the following steps:

- Ask your passengers if anyone has been injured but remember that people in shock may not be aware of their injuries. If you are injured, or suspect that a passenger has been injured, call an ambulance or fire department (911, if your area has that emergency phone service).
- If no one in the vehicle is injured, another vehicle (taxi or other volunteer driver) should be obtained for passengers.
- Contact your coordinator to arrange for an alternate vehicle to transport passengers home or to their appointment.
- At the accident scene, jot down important facts while you remember the details of the incident.
- If another vehicle is involved, make sure you have recorded the license plate number of the vehicle and that you get the other driver's name, phone number and insurance information. Record the name and phone number of witnesses.
- Follow the policies and procedures as outlined in the Critical Incident and Motor Vehicle Accidents Policies document and fill out associated forms.
- Submit information about the accident to your coordinator.
- Should a passenger or yourself require assistance after a fall or injury call 911. (The fire department will be the fastest respondent in most cases) assess whether an ambulance is necessary. Do not attempt to pick someone up yourself avoiding the chance of further injuring the person or yourself. Keep the person warm and comfortable until help arrives. Do make dispatcher aware of the incident, request another vehicle to get any other passengers to their destination.

CCS does not have medical coverage for volunteers. However, the society does have liability insurance that will provide coverage if the injury results in a claim for negligence on its part and the Society is found to be legally liable for the injury.

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RELATED POLICIES AND FORMS

Motor Vehicle Accident Reporting Protocol

In the case of a motor vehicle accident, please follow the attached "Motor Vehicle Accident Reporting Protocol"

Critical Incident Reporting Protocol

Definition: It is an event outside the range of normal experience and outside of an employee's/volunteer's control that may have reputational, legal or insurance implications to the CCS.

In the case of a critical incident please follow the "Critical Incident Policies and Procedures"