

KENT REGIONAL SERVICE COMMISSION
25-05 - REGIONAL TRANSPORTATION SERVICE POLICY

1. Reach

The purpose of this policy is to outline regulations of the regional transportation service offered by the Kent Regional Service Commission (KRSC).

2. Services and Modes of Operation

a) Transport service – by car

The transport service is provided by volunteer drivers approved by the KRSC, using their own vehicles. Each volunteer provides transportation from the person's home to the destination and provides the required accompaniment. The service is offered during normal working hours and is based on volunteer availability. However, a trip can be scheduled during business hours to take place outside of business hours (region dependent).

b) Accessible transportation service

The transportation service is provided by a KRSC employee using the accessible van. The employee provides transportation from the person's home to the destination and offers the required accompaniment. The service is normally offered during normal working hours and according to volunteer availability. However, a trip can be scheduled to take place outside business hours (depending on the region).

c) Mode of operation

Clients communicate with the person responsible for dispatching the transportation service by telephone or email and provide the information necessary to ensure transportation. The person responsible for dispatching the transportation service communicates with a volunteer driver who goes to the client's home to pick him up and bring him back from his appointment. The service operates by **reservation only**.

d) Eligible trips

The regional transportation service enables customers to travel to access essential services. The types of trips covered by this program include medical appointments, food requirements (grocery stores or food banks), pharmacies, banks, training, community or government services, etc.

e) Customers

All residents of the KRSC territory are eligible to receive regional transit service.

3. Reimbursements for Volunteers

a) Reimbursement of mileage and meals

The KRSC reimburses volunteer driver at the rate established in accordance with the KRSC Expense Reimbursement Policy to cover transportation costs. Meals are reimbursed at the same KRSC rate.

The volunteer is reimbursed at the beginning of each month for the previous month. They submit his receipts and time sheets (if applicable) to the KRSC finance department which, in turn, verifies the information in the computer system that manages trip reservations.

The money that volunteers receive as payment from clients during the month is deducted from their total reimbursement amount for the month, hence the importance of submitting all receipts.

The KRSC reimburses meals in accordance with its expense reimbursement policy when a trip and/or waiting time during the trip occurs during the entirety of these time windows: 7:00 a.m. and 9:00 a.m. for breakfast, 11:30 a.m. and 2 p.m. for dinner, and 4 p.m. and 6:30 p.m. for supper.

b) Auto Insurance Coverage

Volunteer drivers must provide proof of auto insurance that includes coverage of at least \$2 million. The KRSC reimburses the volunteer driver the difference in the cost of the insurance premium from 1 million to 2 million. A copy of proof of insurance and the difference in cost of additional insurance premium is required on an annual basis (old and new coverage) to obtain reimbursement.

c) Volunteer Recruitment Incentive

The regional transportation service is offered thanks to the participation of generous volunteers. To assist in the process of recruiting new volunteer drivers, this policy offers referral bonuses to volunteers who recruit new drivers based on the following criteria:

- i. The new volunteer driver submits all documents in due form;
- ii. The new driver's file is complete and accepted by the KRSC staff;
- iii. The driver accepts and completes a first trip;
- iv. The volunteer who referred him will receive a gas card worth \$100.

4. Rates for Clients

Clients pay a rate of \$0.30 per kilometer based on the calculated distance between the driver's place of residence, the customer's residence and the destination (round trip if necessary). In the case of the accessible van, the distance calculated covers only the customer's place of residence to the destination (round trip if necessary). The mileage of the requested drive is calculated by the person responsible for the dispatch and in turn informs the client and the driver of the amount to be paid or collected. Transportation service clients must pay volunteers for their trip in cash upon the driver's arrival. The minimum amount a customer will pay for a ride is \$10, regardless of the distance travelled. A customer may have an attendant with them if they are unable to travel alone between the parking lot or drop-off area and their destination.

Volunteer drivers are not allowed to accept tips - all tips received will be given to the KRSC and returned to the Regional Transportation Program in the form of donations.

The only exception is for clients whose trip is paid for by an agency, government department, other company, etc. In these cases, the rate payable per kilometer is determined by agreement between the KRSC and the organization in question.

5. Hours of Operation

The telephone reservation service is offered Monday to Friday, from 8:00 a.m. to 4:30 p.m. with a lunch break between midday and 1p.m. All reservations must be made at least two business days in advance to allow the person in charge of dispatch sufficient time to process the information.

6. Confidentiality

The Confidentiality Guidelines set out and describe procedures for handling confidential information and apply to all employees, volunteers and delegated representatives of the organization.

Employee, volunteer driver and client information are confidential and all appropriate measures will be taken to ensure the confidentiality of such information.

a) Responsibilities and Guidelines

- i) All employees, volunteers and delegated representatives must protect the confidentiality of information obtained in the course of their duties concerning employees, volunteers, clients and the organization itself (financial and commercial information). Unless authorized in writing by the organization, they will not disclose this confidential information to any person or organization, either in the course of his employment or after leaving his employment.
- ii) The KRSC ensures confidentiality agreements are adhered to.
- iii) The KRSC must approve any changes to confidentiality agreements.

All volunteers are required to sign a Code of Conduct and Confidentiality Agreement, in addition to provide a full Social Development record check, a criminal background check and their driver's abstract, which is added to their personal file.

7. Harassment

The regional transportation service does not tolerate or condone any form of harassment by anyone involved in the service, be it an employee, a volunteer, a client, a representative, etc. If the Regional Transportation Department receives a complaint of harassment, the procedures set out in the KRSC Respectful Workplace Policy will be followed.

Employees or volunteers who have concerns about health and safety, or who identify hazards, should contact KRSC staff as soon as possible.

8. Good health and safety practices for volunteer drivers

Safety rules

- a) The driver does not enter the client's home.
- b) The driver does not smoke, eat or use his cell phone while driving clients.
- c) The driver is under no obligation to allow the customer and their companion to eat in the vehicle during the trip
- d) The driver must cancel their trip if they are sick or do not feel comfortable driving in bad weather.
- e) The driver does not drive customers unless all passengers are safe in the vehicle (e.g., wrong car seat = no drive, no seat belt = no drive).
- f) The driver must ensure that children under the age of 13 sit in the back seat of the vehicle.
- g) If a client or their companion experiences a medical emergency while on route, the driver should call 9-1-1 and seek professional assistance. If the driver is near a hospital, they should immediately take the customer to the emergency department and call the regional transportation personnel to report the situation. Staff will communicate the situation to the emergency contact identified in the customer profile.

9. Emergency Procedure and Road Accidents

In the event of an automobile accident or collision:

- a) The driver will not leave the premises if they are involved in an accident or incident.
- b) The driver will stay calm.
- c) The driver will try to ensure the safety of all involved.
- d) The driver will dial 9-1-1 or ask someone to do so.
- e) The driver will not move an injured person until emergency personnel arrive unless they could be further injured, for example: if the person is inside a burning vehicle.
- f) The driver will provide first aid as needed
- g) The driver will identify witnesses.
- h) The driver will take photos, if possible.
- i) The driver will not discuss responsibility.
- j) The driver will exchange insurance information.
- k) The driver will obtain a copy of the policy/incident report/report number, if applicable.
- l) The driver will inform KRSC staff as soon as possible and advise whether you are able to proceed with transportation. Otherwise, please request that we track the transport of the passenger(s). Staff will communicate the situation to the emergency contact identified in the customer profile.
- m) The driver will submit the motor vehicle accident report within 48 hours.

10. New Brunswick Child Seat Procedures

It is the law in New Brunswick that children traveling in vehicles are safe in a car seat or booster seat that is appropriate for their age, weight and size. The client is solely responsible for providing a suitable car seat for their child to access the service.

Rear-facing seat: Infants should be seated in a rear-facing seat until they are at least one year old and weigh more than 10 kg (22 lbs).

Forward-facing seat: A child must be at least one year old and weigh at least 10 kg (22 pounds) before they can be placed in a forward-facing seat. A child must remain in a forward-facing seat until they weigh at least 18 kg (40 pounds).

Booster seat: Children over 18 kg (40 lbs) must be in a booster seat until they reach the age of nine, or a weight of 36 kg (79 lbs) or a height of 145 cm (4 ft 9 in).

Seat belt: Children can use an adult seat belt when they are 9 years old, 145 cm (4 ft 9 in) tall or 36 kg (79 lbs).

The law sets the minimum safety standard for children in cars. You can choose to keep your child rear-facing, forward-facing, or in a booster seat longer. Check your car seat for size and weight limit.

*****It is very important for the volunteer to ensure that the car seat is installed correctly. In the event of an accident, it is the latter's responsibility to have checked that the seat is correctly installed. *****

11. Specific information for volunteers

Requirements for volunteer drivers:

- a) Purpose of the program:** Transport clients from their home to their destination and then provide the return trip. The transport service is punctual and will be strictly provided within the Kent Region or neighboring areas if services are not available within Kent, unless related to medical appointments. Service will be provided during normal working hours and based on volunteer availability.
- b) Commitment:** The volunteer driver agrees to be available for a minimum of a few hours per month, at the agreed time.
- c) Duties, Activities and Responsibilities:** Use your own vehicle to drive the client to their appointment or activity and ensure their return home.
- d) Position Requirements:**
 - i) Have at least 5 years of experience as a driver.
 - ii) Have a registered vehicle in good standing with a valid and up-to-date inspection.
 - iii) Possess liability insurance of at least \$2,000,000.
 - iv) Have a valid driver's license and a good driving record.
 - v) Criminal Record Check (5 years) and Social Development - Full SD record check
- e) Skills:**
 - i) Patience, understanding and sensitivity to client needs
 - ii) Good listening skills
 - iii) Reliability and punctuality
 - iv) Good knowledge of the localities where the trips take place
 - v) Good physical health
 - vi) Safe driving
 - vii) Confidentiality
- f) Limits:**
 - i) Do not drive in weather conditions that make driving dangerous.
 - ii) Do not drive a client whose medical condition is unstable.
 - iii) Do not undertake travel that has not been previously authorized by KRSC staff.
 - iv) Do not declare trips with clients who reside at the same address as them when submitting their reimbursement claims.
 - v) Do not lift clients inside or outside the vehicle (unless instructed otherwise).
 - vi) Do not drive under the influence of drugs, alcohol or prescribed medication which could impair driving ability.

12. Criteria for Using the Service

- a) Punctuality**

Respecting the established schedules is essential to the credibility and efficiency of the service. All volunteer drivers and clients must understand and respect the importance of punctuality. Volunteer

drivers are required to arrive at clients' homes on time, and clients must be ready to leave on time. If the client is more than ten minutes late, the client may have to give up their ride. Exceptions can be made as needed, but these should be kept infrequent so as not to damage the reputation of the service.

b) Scheduled stops

All planned stops for a given itinerary must be pre-approved by KRSC staff at the time of booking. Volunteer drivers will not make unscheduled stops so as not to interfere with the planning of subsequent trips, unless it is a request from the healthcare professional that the client has consulted.

c) Emergency service

The service operates on a reservation system with reasonable notice. It does not provide emergency transportation services.

d) Weather conditions

The safety of clients and volunteer drivers is of paramount importance. If the KRSC offices close due to weather conditions, transportation services will also be canceled for the day.

e) Service priority

All requests will be processed on a first come, first served basis. However, some cases may be prioritized based on the good judgment of the dispatcher and service priorities, which are to meet essential needs (e.g., a medical appointment will take precedence over a trip to the bank).

f) Denial of service

Volunteer Drivers reserve the right to refuse to provide transportation services if the customer is behaving in a manner that is considered socially unacceptable i.e. has poor hygiene, is or appears to be under the influence of alcohol or drugs, is abusive or otherwise uncooperative.

g) Courtesy

All employees, volunteer drivers and clients should always conduct themselves with courtesy and respect.

h) No pets

No animals are permitted in the volunteer driver's vehicle, unless they are registered service animals.

13. Employee-Volunteer Relationship

a) Supervision and support of volunteer drivers

Volunteers do best when they have proper supervision and support. Monitoring and feedback are beneficial and enable the organization to fulfill its duty of care to its clients.

b) Ongoing assessments

Assessments help ensure that the volunteer driver continues to demonstrate essential skills and allow the organization to meet the standard of care. These checks can be carried out as follows:

- Ongoing training.
- Supervision and support.
- Assessment: structured and unstructured

- Client Satisfaction Survey
- Updating records: The organization should determine the frequency of competency checks.

c) Volunteer management

The organization's volunteer management policy is based on that of Volunteer Canada (www.volunteers.ca) "Canadian Code for Volunteer Engagement". The Volunteer Management Policy provides a framework for volunteer involvement in the organization. It presents the values, principles and standards that aim to ensure the effectiveness of voluntary practices.

16. Disciplinary Policy

KRSC employees reserve the right to document any disciplinary action taken against an employee or volunteer and may be placed on file with the employee or volunteer in question. However, any disciplinary proceedings or documentation taken from such disciplinary proceedings remain confidential.