



ANCASTER COMMUNITY SERVICES

Assisted Volunteer Driving Program

This program is for seniors who require assisted medical and medical-related transportation. Please feel free to call the office with your transportation requests during business hours, Monday to Friday from 9 a.m. to 4 p.m. Clients are required to give **at least seven business days** notice to provide sufficient time to book a volunteer driver. Please keep in mind that our volunteers are volunteering their time, but there is a fee for service, as we reimburse our volunteers for their mileage.

Please note that only one drive per client per week may be requested and only one destination per day.

Please call the office to book a volunteer assisted drive. We ask that you do not arrange any drives through the volunteer.

Our program policy stipulates that:

1. All clients must be **independently mobile, physically stable and cognitively sound** in order to independently use the service. Please contact us if you require further clarification.
2. A support cane may be used or a lightweight collapsible walker. The walker must be easily manipulated without posing any risk to the volunteer driver or the client.
3. A wheelchair cannot be brought on a drive.
4. The volunteer will wait for the client no longer than **2 hours** from the time of drop off. If the appointment will be longer than two hours, the client must arrange an alternate way home in advance.
5. If a client will be fully sedated at an appointment, we cannot provide a drive that day.
6. A companion is able to come along for the drive (for support at the appointment). Please advise the office in advance.

Cancelling Rides:



If a client needs to cancel a ride, please contact the office. **Please do not contact the volunteer yourself.** Clients should provide a **minimum of 24 hours notice** or an administration fee may be charged.

Invoicing:



An invoice will be mailed at the *end of each month*. A description of fees is on the attached page. Clients should not offer payment to the volunteer drivers. There is no need to tip a volunteer driver either. All drivers are reimbursed for their mileage. If there are any discrepancies with the invoice please contact the office at **905-648-6675**. Prompt payment is appreciated as your payment is used to compensate the drivers for their mileage.

Parking:



If the volunteer driver needs to use a paid parking lot or metered parking, all fees must be **paid by the client** on the day of the appointment.

Accessible Parking Permit:



If the client has an Accessible Parking Permit, they are encouraged to bring it with you on the day of the appointment so that the volunteer can park in an accessible space.



We recommend that all clients contact D.A.R.T.S. www.dartstransit.com or the City of Hamilton's Accessible Transportation Services (905) 528-4200 to determine if they can qualify for DARTS or Taxi Scrip as a *primary* method of transportation.

If you have any questions about this program please contact our office between 9:00am and 4:00pm Monday through Friday at 905-648-6675 and ask for Kristin Shuttleworth.

Sincerely,

Kristin Shuttleworth
Administrative Assistant
kshuttle@hpl.ca

This program is partially funded through the United Way Halton & Hamilton as well as The City of Hamilton, City Enrichment Fund.



Ancaster Community Services • 300 Wilson Street East • Ancaster • Ontario • L9G 2B9
Phone: 905-648-6675 • www.ancastercommunityservices.ca

ASSISTED VOLUNTEER DRIVING PROGRAM FEES



From Ancaster to within the Ancaster area: \$11.00 return trip

From Ancaster to Dundas area: \$13.00 return trip

From Ancaster to West and Central Hamilton
(including mountain area) \$16.00 return trip

From Ancaster to East Hamilton
(including mountain area) \$18.00 return trip

From Ancaster to Stoney Creek \$20.00 return trip

From Ancaster to an area *outside* the Hamilton area (Brantford, Burlington), clients will be charged on a per kilometer rate at \$0.45 /km

Example: 60 km round trip x .45 =\$27.00. Our billing is done at the end of each month. Also, any parking fees must to be paid for by the client.

Note: If client is from rural Ancaster and/or outlying area (Alberton, Jerseyville, Lynden, Copetown), we may add \$2.00 to the total cost.

Our drivers are *volunteers* and are *not paid* for their time with this service, and this program currently receives minimal funding. We reimburse our volunteers for their mileage to offset the ever-increasing price of gasoline.

If you have any questions or concerns, please do not hesitate to call us at Ancaster Community Services at 905-648-6675. Thank you very much.

Sincerely,

Kristin Shuttleworth
Administrative Assistant
kshuttle@hpl.ca