

# **Volunteer Transportation Guide:** *A Screening Tool*

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This guide was developed as part of the Ontario Screening Initiative (OSI).

The OSI is a three-year project carried out by a consortium of five provincial-level voluntary sector organizations: the Ontario Rural Council, Sport Alliance of Ontario, Parks & Recreation Ontario, Ontario Community Support Association, and a coalition of faith groups (Anglican, Catholic, United, Unitarian). Volunteer Canada, through its Ontario Volunteer Centre Network, and in partnership with the OSI consortium, is leading the OSI. The project is designed to guide and support grassroots organizations within the networks of the consortium memberships to adopt screening practices and policies.

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Appreciation is also extended to all of you who work tirelessly to provide quality, safe services for vulnerable people in our communities. We hope that the outcomes of this guide will make your job easier and will save you valuable time.

Volunteer Canada acknowledges the ongoing support of the Government of Ontario's Ministry of Citizenship for the Ontario Screening Initiative (OSI).



The Ontario Community Support Association (OCSA) is a provincial association that supports, promotes and represents the common goals of its members, which are providers of community-based not-for-profit health and social services, so that they are better able to support people to live at home in their own communities.

## Section A

### Introduction

In 1999 the Government of Ontario made a unique and powerful commitment to volunteerism by creating the Ontario Screening Initiative (OSI). The OSI established a consortium made up of provincial organizations that mobilize volunteers and serve Ontario communities. Ontario Community Support Association (OCSA) joined the consortium determined to introduce screening concepts and practices to community support organizations in Ontario.

This guide has been designed to assist community support organizations to deliver safe volunteer transportation services to seniors and people with special needs. It addresses the security needs of vulnerable clients who are transported to medical appointments, shopping, social activities and organized programs (i.e. Adult/Alzheimer Day Programs) by volunteers in private vehicles.

The organization that engages volunteer drivers is liable for the actions of volunteers, and must ensure that everything reasonable is done to reduce risk to clients, including the risk of abuse.

McCurley and Lynch<sup>1</sup> identify these potential risks related to volunteer driving:

- Automobile accident
- Non-vehicle caused physical injury
- Failure of driver to meet scheduled appointment
- Difficulty with client while in transit
- Improper activity engaged in by the volunteer driver (define what is improper activity in your policies)

The information in this guide can lead to the development of policies and best practices related to volunteer driving. Overall screening standards and processes for volunteers working with vulnerable clients can be found in other OCSA resources.

The materials in this booklet are meant as a guide to organizations rather than legal advice. It is recommended that organizations check with their legal and insurance representative to ensure that they are taking appropriate steps to protect participants from harm.

<sup>1</sup>See Resource section for source



## Section B

# Qualification Checks

### Core Qualifications

Each organization must decide what qualifications are required for accepting volunteer drivers, and for allowing volunteer drivers to continue their involvement. These qualifications seem reasonable for the risks inherent in the position:

- relates well to seniors, patient, empathetic, good listener
- enjoys driving and spending time with seniors or people with special needs
- would not be a known risk to vulnerable seniors in an isolated setting<sup>2</sup>
- punctual and reliable
- willing to escort door to door and to assist clients as needed within the boundaries of the position
- knowledge of driving area, able to navigate to locations
- a valid Ontario Driver's License
- minimum of \$1 million liability insurance (agency policy or funder may require more)
- a safe driving record<sup>3</sup>
- access to a vehicle that is roadworthy, reliable and suitable for client needs
- no health conditions that may impair ability to drive safely (vision, hearing, perception, reflexes)
- good judgement; able to gauge client and driving conditions
- physically able to offer support to frail clients
- trustworthy, and able to handle a small cash flow

### Initial Checks

Both before and during the placement, it is important to be clear that volunteers who drive must meet specific qualifications. People who apply to volunteer and who do not meet the qualifications will screen themselves out or

<sup>2</sup>Due to the high risk inherent in the position, it is reasonable to require a police records check before accepting a volunteer driver

<sup>3</sup>A Drivers Abstract is becoming the standard method for checking a person's driving record. It is a printout from the Ministry of Transportation that outlines driving violations for the past 3 years.

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can be screened out through the following mechanisms:

- Recruitment materials
- Application form
- Position description
- Interview
- Reference calls
- Orientation and training

For further information about these and ongoing screening mechanisms during the placement, see [Taking Care](#) and [Beyond Police Checks](#), which can be located in *Additional References and Other Sources*, p. 27.

## **Ongoing Checks**

Ongoing checks to ensure that the volunteer driver still meets the core qualifications are necessary in order for the organization to meet its standard of care when providing services. This can be accomplished through:

- Continuing training
- Supervision and support
- Evaluation; formal and informal
- Updating records

Each organization will need to determine how often the qualifications should be checked.

See the *Annual Driver Checklist* in the Record-Keeping Section on p. 21.

## **Qualification Tips and Tools:**

At the bottom of the application form, have the potential volunteer sign for permission to check his or her driving record and to perform a check of police records, and to update this information as required.

Develop a policy that identifies what background information obtained through a Driver's Abstract or Police Records Check would preclude someone from becoming a volunteer driver. Refer to attached information from the Insurance Bureau of Canada (see *Additional Information* on page 25 and sample on page 5) for guidance in developing policies. Driving offenses that may alert you to an aggressive or unsafe driver include: careless driving, speeding (several convictions), dangerous driving, impaired driving, driving with over 80mgs of alcohol, failure to stop for a school bus,

following too closely, or failing to yield to a pedestrian.

Ensure that you have procedures in place to protect the privacy of the information that you collect, and to guarantee that it is only used for the purposes for which it is collected.

Going out on a test drive with each new volunteer can be part of the screening process.

Consider starting a safety committee, including representatives with related expertise such as insurance brokers, attorneys, police officers and mechanics. The mechanics can develop a process for vehicle safety checks or perhaps can encourage local service stations to get involved.

Sample unacceptable driving record policy<sup>4</sup>: An individual will be denied driving privileges if, within the last ten years, he or she has had:

- A felony conviction involving a motor vehicle
- A conviction for reckless driving, driving while intoxicated, driving under the influence, or driving without insurance
- Two or more moving violations or “at fault” accidents

## **Insurance:**

Volunteer drivers are liable, under their own personal insurance policy, for any injuries sustained as a result of an accident. Volunteer drivers must inform their insurance company of their volunteer driving in order to ensure that the insurance coverage remains valid. Agencies need written confirmation that adequate insurance is in force.<sup>5</sup>

No additional coverage or premium should be required to be a volunteer driver.

Organizations providing transportation services through volunteer drivers should also check with their own insurance companies to determine if non-owned automobile insurance is required as an additional risk management mechanism.

From Ontario Insurance Commission Bulletin #A-8/98, Property & Casualty-Auto: Volunteer driving should not be considered as a situation involving paying passengers. Therefore, no additional coverage is required...and no additional premium should be charged to volunteer drivers.<sup>6</sup>

<sup>4</sup>From Mission Accomplished, page 41. Note that this is an American example.

<sup>5</sup>See OCSA Managing Volunteer Resources: Policies and Procedures for Community Agencies, Policy # VM-1V-40, page 42.

<sup>6</sup>Pass on this information if your insurance company is not aware of the bulletin.



## Section C

### Setting Boundaries

Since the organization is responsible for the work that volunteers do, the organization must define what falls within and what falls outside of the expectations of the position. Appropriate duties, activities and responsibilities are listed in the position description. Boundaries can be identified in the position description, the training, and through agency policies. Formal supervision and evaluation sessions, and informal check-ins and feedback are useful tools to ensure that boundaries are being adhered to.

#### Sample Boundaries

These may be suitable for a volunteer driver:

- do not transport clients with wheelchairs unless specific permission and training is provided
- do not drive in unsafe weather conditions
- do not drive a client whose medical condition is unstable
- do not drive for trips other than those cleared with the organization
- do not lift clients in or out of the vehicle
- do not give personal toileting assistance
- do not give medications or medical advice
- do not arrange for a substitute driver
- do not drive while under the influence of illegal drugs or alcohol, or prescribed drugs that negatively influence driving ability

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OCSA Final Draft Standards for Services, Standard 2.3.1, Criterion C, page 68: Volunteers should not lift or transfer clients nor transport persons with severe medical needs unless accompanied by a trained escort/caregiver.

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## Section D

# Volunteer Training

Volunteer training equips volunteers to do a good job and enhances their commitment to the organization. Each organization must decide what training is required and what training is optional for volunteer drivers. The type of training required before a volunteer begins a placement, and the type of training that will be offered or required on an ongoing basis is also an area for decision-making by each organization.

### Topic List

Topics specifically related to risk management and volunteer driving include:

- Volunteer responsibility for insurance coverage
- Volunteer responsibility to maintain vehicle in safe condition and good working order
- Relevant agency policies and procedures, including safe driving policies<sup>7</sup>, confidentiality and boundaries
- Guidelines for emergency situations
- How to deal with clients who are unstable or unwell
- Conditions under which clients cannot be transported
- Accident and incident reporting procedures
- Organizational on-call system
- Sensitivity to client needs
- Safe driving and defensive driving skills
- Controlling infections (standard precautions)
- Methods for assisting clients in and out of vehicles
- Transporting and transferring clients with specific equipment and devices (walkers, oxygen)
- Transporting people with cognitive<sup>8</sup> and physical challenges
- Door to door versus curb to curb expectations
- Determining need for an escort
- Reporting client conditions
- Suggested equipment to have in the vehicle
- Carbon Monoxide precautions

<sup>7</sup>For examples, see Mission Accomplished, p. 41

<sup>8</sup>See OCSA Final Draft Standards for Service, page 69, Standard 2.3.2, Criterion F for guideline on transporting people with Alzheimer Disease (and other cognitive impairments)

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Do volunteers who drive while performing their duties follow defensive driving practices? This would include:

- not driving when sleepy;
- not taking medication that causes drowsiness;
- not driving after drinking alcohol;
- not using reverse gear excessively;
- driving with headlights on;
- everyone in the vehicle wearing seatbelts.

**–Nonprofit Risk Management Center**

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## **Training Tips and Tools:**

In the interview process or initial training, check suitability for the position by asking the volunteer how he or she would respond to sample driving problem scenarios.

Match experienced volunteers with new volunteer drivers for the first trips to act as mentors, instructors, and to report on any potential problems or areas for development.

Invite a representative from the *Canadian Automobile Association* or an Insurance representative to talk about safe, winter, or defensive driving methods.

*The Ministry of Transportation* publishes “The Official Driver’s Handbook”, a useful reference manual available for a nominal charge from a *Driver’s Examination Office* or a *Vehicle License Issuing office*.

*55 Alive* training is available from the *Canadian Safety Council*. Consider sending a few volunteers to a *55 Alive* training session; they can then come back and train additional volunteer drivers for your organization. Or, recruit an instructor from the Council to assist in your volunteer training.

## Section E

# Supervision and Support

All volunteers are more successful with appropriate supervision and support. As part of the risk management process for volunteer drivers, monitoring and feedback is both a benefit to the volunteer and a requirement to ensure that the organization is meeting its duty of care to the clients.

### Methods

Some methods for providing supervision and support include:

- let the volunteer know that participation will be monitored, how this will take place, and what expectations must be met in order to continue as a volunteer
- put in place policies related to discipline and dismissal
- maintain regular contact with the volunteer
- require the volunteer to submit regular reports
- reduce volunteer isolation by requiring volunteer attendance at training sessions and meetings
- encourage clients and families to report any concerns that they may have
- check in with clients or, if appropriate, family members
- a formal annual evaluation with the volunteer is an opportunity to ensure that ongoing qualifications are met, and to identify any potential problems before they become serious
- perform spot checks

While you will want to be supportive and to act as a coach to volunteers, any concerns or problems related to client safety or the ability of the volunteer to perform required duties must be followed up on quickly and efficiently. Be sure to follow Protection of Privacy and other laws when developing process for supervision and support. These may require that you get written consent when collecting or using certain information.

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## Sample Questions

Asking the right questions of the right people can give you valuable information for supervision and support.

### ***Sample questions to ask when following up with clients:***

- Does the volunteer driver pick you up and get you to your destination on time?
- Do you feel comfortable being alone with the volunteer driver?
- Do you have any concerns about the safety of the vehicle or the person's driving habits?
- Did the driver assist you appropriately when getting in and out of the vehicle?
- Was it clear to you when and where the driver would pick you up?
- Do you have any other comments or suggestions about the driving program?
- Are there ways that we can better serve you?

### ***Sample questions to ask when following up with volunteer drivers:***

- Have you encountered any problems or concerns in your volunteer work that we should be aware of?
- Do you feel comfortable transporting frail clients and dealing with situations that you have faced?
- Do you need any additional training or support?
- Are you aware of any unmet client needs?
- Would you be willing to work in other situations that are not one-to-one?<sup>9</sup>

### ***Sample questions to ask when following up with a family member:***

- Are you aware of the driving that is provided through our organization?
- Have you met the volunteer driver?
- Are you comfortable with the type and quality of service provided?
- Do you have any concerns that we should be aware of?
- Have the health or service needs of the client changed in the last year?

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<sup>9</sup>An unwillingness to work in a group or supervised setting may indicate someone who is seeking isolated access to vulnerable people.

## Section F Record-Keeping

Maintaining records is good management. If your obligation to provide a certain standard of care is ever questioned, records can also be a means of demonstrating in court that you have put into place appropriate risk management and screening processes.

When deciding on what records to keep and how the information will be used, be familiar with current privacy legislation. Generally, such legislation is designed to protect the privacy of personal information and to ensure that it is used only for the purposes for which it is collected.

Photocopies of required documents should be included in the driver's file. To avoid concerns about document storage and access, the Executive Director or a designate can indicate that he/she has seen the documents and that the volunteer meets the specified qualifications.

Forms and records appropriate for a volunteer transportation program include:

- Volunteer Position Description
- Volunteer Driver Application
- Driver Selection Checklist
- Driver Agreement
- Notification to Insurance Company
- Annual Checklist

A lawyer who knows the specific purpose for which the form will be used should review all forms developed from these samples. The samples are meant as guidelines only.

(In addition to the forms selected here, you may wish to include:

“Driver’s Statement of Medical Condition” on page 151 from the *Volunteer Transportation Service, Co-ordinator’s Manual*, and the “Vehicle Inspection Form” from *Arrive...Safe and Sound* on page 23).

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# Volunteer Driver Position Description

## ***Volunteer Driver/Escort***

**Client Group:** Seniors or people with special needs

**Location:** Off-site, in community

**Purpose of the position:** To transport and escort clients to medical appointments, activities or services.

**Risk Level:** *High*

**Minimum Time Commitment:** One half-day per week, at a pre-arranged time, for a period of 6 months.

### **Duties/Activities/Responsibilities**

- drive the client, in your own vehicle, to an appointment/activity, and pick up the client at an appointed place and time
- assist the client to get in and out of the vehicle safely
- escort the client to and from the residence and the appointment/activity
- collect a small fee and submit to agency (if applicable)

### **Skills/Qualifications**

- possess a valid Ontario Driver's license and a safe driving record
- have access to a road worthy and safe vehicle
- minimum of \$1M liability insurance
- patient and understanding, sensitive to the needs of frail seniors
- a good listener
- reliable and punctual
- knowledge of the community where travelling will take place
- physically able to offer physical support to frail clients
- trustworthy, and able to handle a small cash flow (if applicable)

**Boundaries** (organizational policies may include additional limitations)

- do not transport clients with wheelchairs or lift clients in/out of vehicle
- do not drive for trips other than those cleared with the organization

**Orientation/Training:** Orientation to agency programs, policies and procedures. Training in topics such as safe driving, client conditions and first aid. Road test with Co-ordinator.

**Supervision and Evaluation:** Reporting to the Volunteer Co-ordinator on a regular basis. Client and family feedback and annual performance appraisal. Periodic checks of vehicle, insurance, license and driving safety.

**Benefits:** Assist seniors to access needed health and other services. Be a valued member of a service delivery team. Mileage and parking expenses re-imbursed.

# Volunteer Driver Application Form

(use in addition to a generic volunteer application)

Areas requiring explanation or description can be completed on a separate sheet.

Name: \_\_\_\_\_

Date: \_\_\_\_\_

## *Drivers License and Insurance Information*

License Class: \_\_\_\_\_

Driver's License #: \_\_\_\_\_

Expiration Date: \_\_\_\_\_

# of years driving: \_\_\_\_\_

Any license limitations: \_\_\_\_\_

Name of Automobile Insurance

Company: \_\_\_\_\_

Policy #: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

Limit for bodily injury: \_\_\_\_\_

Limit for property damage: \_\_\_\_\_

If you answer yes to any of the questions below, please explain.

Have you ever been refused automobile insurance?

Yes

No

Has your license ever been suspended, revoked or cancelled?

Yes

No

Have you ever been denied a license to operate a vehicle?

Yes

No

Have you ever been convicted of a criminal offense involving operation of a vehicle, fraud, violence, abuse, weapons, alcohol or drugs?

Yes

No

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What type of vehicle will you drive in this volunteer work? \_\_\_\_\_

Year of vehicle: \_\_\_\_\_

Have you ever attended a driving safety course?

Yes

No

If so, when and who sponsored the program?

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Have you ever attended a first aid, CPR, or medical emergency training course?

Yes                      No

If so, when and who sponsored the program?

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Approximately how many kilometers have you driven per year over the past five years?

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Have you been involved in a traffic accident in the past 5 years?

Yes                      No

If so, please provide: the approximate date, the nature of the accident(s), whether you were at fault or charged with the accident and whether anyone was injured or killed.

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Are you aware of any health conditions that may affect your vision, hearing, perception, reflexes, flexibility or judgement?

Yes                      No

If yes, please describe:

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Are you physically and emotionally capable of meeting our client's needs?

Yes                      No

Please provide three references who are familiar with your driving ability and skill.

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*I give the organization permission to collect information regarding my qualifications relevant to the position of volunteer driver and to update this information as needed. I certify that the above information is true and complete.*

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Driver Selection Checklist

From information gathered through the application process, interview, references and other screening processes, you can rate the volunteer to determine suitability and whether selection is appropriate.

Rating Scale<sup>10</sup>:

0 = not acceptable for the position

1 = below expectation

2 = barely meets expectation

3 = meets minimum expectation

4 = exceeds minimum expectation

5 = outstanding

Qualification	Rating	Interview Comments
Driving experience		
Previous volunteer experience		
Has worked with seniors		
Personable		
Verbal communication		
Knowledge of the area		
Reliability		
Availability		

Overall Rating:

If the individual meets the above selection requirements, ensure that these steps are completed:

- Copy of Current License on file
- Check of Driving Abstract; driving record meets criteria
- References checked and approved
- Check of Police Records; any convictions meet criteria for acceptance
- Passed Road Test

Tester: \_\_\_\_\_ Date: \_\_\_\_\_

Required pre-service training completed

Interviewed by: \_\_\_\_\_

Date: \_\_\_\_\_

Approved by: \_\_\_\_\_

Date: \_\_\_\_\_

<sup>10</sup>Based on Rating Form from Linda Graff, Beyond Police Checks, page 95

## Driver Agreement

*(to be signed in addition to the generic volunteer/agency agreement)*

I have informed my insurance company of my volunteer driving status. I will maintain a minimum of one million dollars (\$1,000,000) Personal Liability and Property Damage Insurance.

I understand that the organization is not responsible for insuring my vehicle.

I agree to read the organization's Drivers Handbook and to abide by the policies therein, including attendance at defensive driving and first aid/CPR training classes.

I agree to maintain the vehicle that I use while driving for the organization in good, safe operating condition.

I will ensure that all vehicle occupants wear seatbelts at all times.

I will check road conditions before each drive and contact the organization office if I am concerned about safety due to these conditions or any other conditions.

I will notify the Program Co-ordinator of any condition that may impair my ability to drive safely.

I understand that if there are concerns regarding my health, the Program Co-ordinator may ask me to provide a medical certificate regarding my ability to drive.

I will inform the Program Co-ordinator immediately of any moving violations or at-fault accidents, criminal conviction under the Highway Traffic Act, or any conviction related to violence, abuse, weapons, drugs or alcohol.

I understand that the organization can request a Driver's Abstract at any time there is a change of circumstance or cause for concern.

I understand that if I do not abide by the organization's policies and procedures, or if the organization deems me to be a risk to vulnerable clients, or if my qualifications for the position are not maintained, the organization has a right to immediately terminate my involvement as a volunteer.

Signature of Volunteer: \_\_\_\_\_

Date: \_\_\_\_\_

Interviewed by: \_\_\_\_\_ Date: \_\_\_\_\_

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_

## Notification to Insurance Company

This letter is to inform you that I am undertaking occasional driving as a volunteer for [name of organization]. This charitable organization provides support to individuals who are elderly or who have physical disabilities, and assists them to live independently in their own homes. While I may be re-imbursed for out-of-pocket driving expenses such as mileage and parking, I am not being paid as a driver.

Please certify below that the information contained herein is true, and that my insurance as specified will cover me while doing volunteer driving.

### **(This section to be completed by the volunteer)**

Name of Insured: \_\_\_\_\_

Name of Volunteer: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Name of Insurance Company: \_\_\_\_\_

Name of Insurance Agent: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Policy Number: \_\_\_\_\_

Amount of Insurance: \_\_\_\_\_

Expiration date: \_\_\_\_\_

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### **(This section to be completed by the insurance representative)**

I have been duly notified of the occasional volunteer driving activity of the person named above, and certify that the insurance information provided is correct.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

*A copy of this completed form must be filed with the volunteer's Application Form and Driver Agreement.*

## Annual Driver Checklist<sup>11</sup>

To be completed as part of the annual formal volunteer evaluation:

- Copy of current Driver's License on file
  
- Copy of current Insurance Certificate (minimum \$1M liability) on file
  
- If any change in insurance company, acknowledgement from insurance company that it has been informed of volunteer driving
  
- Vehicle Inspection (safe operating condition, regularly maintained)

Ask volunteer:

- Has there been any change in your driving status?
  
- Has there been any change in your ability to drive safely? (health conditions, abilities?)
  
- Has there been any change in your driving record?
  
- Have you been convicted of any crimes that, according to our policies, would prevent you from driving for our organization?

As part of this process the following have been reviewed and any areas of concern have been followed up:

- Client or family feedback
  
- Volunteer reports

<sup>11</sup>Based on OCSA Final Draft Standards, Standard 2.3.2 B, page 66



## Section G

### Conclusion

Volunteer drivers contribute to independence and enhance the quality of life of those they serve. However, there are inherent risks in the activities that volunteers undertake. Driving, by its nature, is a risky activity in terms of potential injury from accidents. Today, there is also an acute awareness of the potential for abuse of vulnerable clients, and of the need for organizations to implement screening mechanisms that reduce this risk. Individuals being driven by volunteers may have difficulty protecting themselves from harm due to frailty as well as cognitive or physical impairments. The organization that engages volunteer drivers is liable for the actions of volunteers, and must ensure that everything reasonable is done to reduce risk to clients, including the risk of abuse. This abuse could be physical, emotional, sexual, psychological or financial.

Volunteer screening is one important part of an overall risk management strategy that Boards of Directors can use to protect and support everyone involved in community program delivery.



## Additional Information

- **Ministry of Transportation**

[www.mto.gov.on.ca/english/pubs/](http://www.mto.gov.on.ca/english/pubs/) (go to 'for drivers')

Information that may be of interest for organizations include:

- 1) Frequently Asked Questions
- 2) Senior Drivers in Ontario
- 3) Driver Handbooks
- 4) The Driving Safety Cycle
- 5) Winter Driving (Be Prepared, Be Safe)
- 6) Ontario Demerit Point System

- **Health Care Health & Safety Association of Ontario and Workplace Safety and Insurance Board (April 2000), *“Health and Safety in the Home Care Environment”***

- ***Chapter 6: “Motor Vehicle Safety”***

[http://www.wsib.on.ca/wsib/wsibsite.nsf/LookupFiles/DownloadableFileHealthandSafetyintheHomeCareEnvironment/\\$File/HomeCare.pdf](http://www.wsib.on.ca/wsib/wsibsite.nsf/LookupFiles/DownloadableFileHealthandSafetyintheHomeCareEnvironment/$File/HomeCare.pdf)



## Additional References and Other Sources

The materials in this guide are based on these external resources and existing Ontario Community Support Association publications. Information and samples based on the expertise and involvement of OCSA/OSI Steering Committee members was also valuable.

Arrive...Safe and Sound: Tips to Help With Your Nonprofit's Vehicle Safety Program, Nonprofits' Insurance Alliance of California, NonProfit Risk Management Centre, 1996

Beyond Police Checks, The Definitive Volunteer & Employee Screening Guidebook, Linda Graff, Dundas, Ontario, 1999

Community Care Peterborough, Driver's Handbook, 2002

Final Draft Standards, Criteria, Guidelines for Good Practice and Indicators for Selected Community Support Services, Ontario Community Support Association, 1998

Frequently Asked Questions about Automobile Insurance in Ontario, Insurance Bureau of Canada, 1998 (available from 1-800-387-2880)

Managing Risk: Policies & Procedures for Community Agencies, Ontario Community Support Association, 2000

Managing Volunteer Resources: Policies & Procedures for Community Agencies, Ontario Community Support Association, 2000

Mission Accomplished: A Practical Guide to Risk Management for Nonprofits, Peggy M. Jackson, Leslie T. White and Melanie L. Herman, Nonprofit Risk Management Centre, 1997

Taking Care: Screening for Community Support Organizations, Volunteer Canada, Ontario Screening Initiative, 2000

Volunteer Management Manual, Durham Region, Community Care Association, 1998

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Volunteer Management, Mobilizing all of the Resources of the Community, Steve McCurley and Rick Lynch, Heritage Arts Publishing, Downers Grove, Ill, 1996

Volunteer Transportation Service, Coordinator's Manual, Linda Graff, Ontario Ministry of Citizenship, Office for Seniors' Issues, 1992

*Websites with screening related information include:*

Volunteer Canada at [www.volunteer.ca](http://www.volunteer.ca)  
Nonprofit Risk Management Centre at  
[www.nonprofitrisk.org](http://www.nonprofitrisk.org) (Check out the “No Surprises Tutorial”)

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