

# ACCOMPANIED TRANSPORTATION SERVICE POLICY



**ADOPTED November 2nd, 2016**

## 1. INTRODUCTION

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The Centre d'action bénévole Ascension Escuminac has been offering a medical transportation service on the territory of Ascension-de-Patapédia - Escuminac since 1989. This is a very important service designed to help our clients remain in their homes, using volunteer drivers who also offer support to our clients when they go to their medical appointments.

A policy has now been adopted related to the accompanied transportation service to improve the decision-making process when a person requests this service.

## 2. DESCRIPTION OF THE SERVICE

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This is an accompanied transportation service by vehicle to fulfill the lack of personal resources. It is intended to offer transportation by car with physical and emotional support for persons who need this service to attend medical appointments.

## 3. THE REASON FOR AN ACCOMPANIED TRANSPORTATION SERVICE

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A person is eligible for this accompanied transportation service when his<sup>1</sup> autonomy is diminished and he is unable to have help from someone close (family, friends). Most of the time, the client is elderly and has undergone a slight loss of autonomy (see points: 4.1 and 4.2).

Younger persons can use the service, as long as they accept the policy set out for each type of clientele (see points: 4.3 to 4.6).

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<sup>1</sup> The masculine form is used to simplify the text and refers to both men and women.

We remind you that the Centre d'action bénévole Ascension Escuminac should be the last resource to intervene, and only after we first check with the client about help that exists in the client's immediate circle.

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## **4. THE SERVICE'S CLIENTELE (THE CLIENT)**

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### **4.1 Persons aged 65 years and older living at home**

A person aged 65 years of age and older living in his own home or in private lodgings, who has no physical or human resources to go with him to his medical appointment or other appointment essential for his development.

### **4.2 Persons aged 65 years and older living in a nursing home, private nursing home or private seniors' residence**

Since May 1, 2004, the health and social services agency, the *Agence de santé et services sociaux*, considers these types of accommodation as equivalent to a person's own home or private lodgings. The Centre d'action bénévole Ascension Escuminac must, therefore, assume the responsibility for accompanied medical transportation for those living in residences or seniors' facilities.

### **4.3 Persons receiving Income Security payments (social assistance or welfare) living at home**

Any person who receives Income Security payments (welfare) from *Sécurité du Revenu du Québec* (Aide Sociale). These clients must provide an "attestation de présentation" to the Centre d'action bénévole Ascension Escuminac. This is a form stating that the person has been to his medical appointment, completed by his doctor or a member of the hospital staff. This attestation will be sent to the local employment centre for reimbursement as per an agreement between the local employment centre and the Centre d'action bénévole Ascension Escuminac.

### **4.4 Children with specific problems**

This relates to a child who needs treatment for his physical health or his social, intellectual, emotional or psychical development. Because of the parents' lack of resources or in the case of a single-parent family, the Centre d'action bénévole Ascension Escuminac may play an important support role.

### **4.5 Single-parent families dealing with various challenges**

The problem may be a lack of resources, isolation and/or poverty. The Centre d'action bénévole Ascension Escuminac may intervene to improve the quality of life of these families.

#### **4.6 Any other person person under 65 years of age whose autonomy is declining and who is living at home**

This may also, in rare cases, include a homeless person. It may also include someone with Alzheimer's or a severe mental health problem who is temporarily without support and resources to offer support and assistance to accompany him. The Centre d'action bénévole Ascension Escuminac shall exercise good judgment with regard to this type of clientele and may assess each on a case by case basis.

#### **4.7 War veterans living at home**

A person aged 60 years and over who is recognized by the Canadian Ministry of Defense as a former combatant is entitled to a 100% reimbursement of his transportation for medical reasons. The Centre d'action bénévole Ascension Escuminac agrees to escort a veteran who is losing his autonomy and lacks the necessary resources, if this person covers the cost in total of the services.

## **5. THE STRUCTURE IN PLACE TO MEET THESE DEMANDS**

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### **5.1 The role of the person handling the request for services**

Since the very beginning of the Centre d'action bénévole Ascension Escuminac there has always been someone to answer the telephone and take requests for services from clients wanting accompanied transportation from Monday to Friday, 8 am to 12 noon, and from 1 to 4 pm, at: 418-865-2740.

Here, specifically, is how the process works:

- When it is the first time a client contacts us, it is important for the CAB to assess the request for services by asking several questions to determine whether the person is eligible, before proceeding to register the person.
- The CAB informs the client about the policy concerning the fee to be paid and the reason for this financial contribution;

- Reassures the client that his request for services is being dealt with;
- Contacts a volunteer to check whether the person is available to take the client to his or her appointment;
- Calls the client to tell him who will accompany him, the cost of the transportation, the time of departure and any other relevant information.
- Should no volunteer be available to meet the request, the persons in charge of the Centre d'action bénévole Ascension Escuminac will find out if it is possible to change the time of the appointment.

## **5.2 The role of the volunteer accompanying the client**

The volunteer chaperone is a new term to refer to the volunteer driver. We must remember that this is first and foremost a transportation and support service to make the client feel secure at his appointment. The volunteer's mandate is to support the client, to listen and to provide the support and assistance needed in his supporting role. It is therefore necessary at all costs to avoid referring to this service as a "volunteer taxi". The taxi service has its place, but our service has a different mission. Note that to become a volunteer chaperone, the person must sign a background check consent form, **Consentement à une vérification**, allowing those responsible for the accompanied transportation service at the CAB to carry out a security check with the Quebec provincial police, the Sûreté du Québec, and a background check with social services. He must also provide a copy of his valid driver's license.

Here are several specific rules that the driver must follow:

- He may never directly accept a request for service from a client for accompanied transportation.
- He must advise those in charge of the Centre d'action bénévole Ascension Escuminac if he is to be away for a time.
- He is to listen attentively to the experience of the client and not judge him.

- He is to lend moral support and physical assistance to the client when acting as an escort driver.
- He may not accept tips.
- He shall wait for the client while he is at his appointment.
- He may agree to make other stops, not planned in advance by the client, when he is accompanying him home, depending on the availability of the driver escort and the route. This decision is at the discretion of the driver-escort.
- He agrees to preserve the client's confidentiality
- It is important for the volunteer driver to bring his travel report to the Centre d'action bénévole Ascension Escuminac at the end of each month.
- The volunteer driver may not agree to be the volunteer chaperone if, for any reason, he has taken medication with side effects that could put him or others at risk and/or he has consumed alcohol several hours before the meeting with the client.
- All volunteer chaperones are entirely free to refuse to transport someone and they are under no obligation to give a reason for their refusal.

### **5.3 The role of those responsible at the Centre d'action bénévole Ascension Escuminac**

The staff at the Centre d'action bénévole Ascension Escuminac play a supporting and structuring role for the volunteer accompanied transportation service, as well as recruiting drivers and handling the administrative management of the transportation service. In addition, the staff at the Centre d'action bénévole Ascension Escuminac occasionally receive referrals from caseworkers in the health and social services network, and sometimes, from certain community groups in the region. The staff of the Centre d'action bénévole Ascension Escuminac are ready at any time to answer questions from the volunteer drivers and from the clients themselves.

#### **5.4 The client's responsibility**

- The client shall make his request for transportation a minimum of 24 hours in advance.
- The client must respect the pick-up time set by the volunteer chaperone.
- The client must pay his contribution to the driver-escort, and give him the attendance report if he is a recipient of income security (social assistance).

### **6. Fees for clients of the service**

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#### **6.1 Persons 65 years of age and older and no longer living at home**

The amount the client aged 65 years and over pays is 40% of the cost of the reimbursement of the volunteer chaperone.

N.B. Should the mileage fee rise for the reimbursement of the volunteer chaperones, a readjustment in the fee to be paid by the client will also be reviewed.

#### **6.2 Persons who receive income security (social assistance) who are living at home**

To offer support to this clientele and taking into account the agreement between the local employment centres (Centres local d'emploi) and the Centre d'action bénévole Ascension Escuminac, we receive \$ 0.41 per kilometre for accompanied transportation. The client shall pay 25% of the cost of the reimbursement to the volunteer driver, if he wishes to use this service. It must be remembered that the Centre d'action bénévole Ascension Escuminac should be the last resort for this clientele, as per the philosophy underlying our policy.

#### **6.3 Any other person under 65 years of age whose autonomy is diminishing, who is living at home.**

The amount the client is asked to pay could be 50% or 100% of the cost of the reimbursement for the volunteer driver, depending on the client's

situation. In case of doubt, each case should be considered on its own merits.

## **7. Fees to pay the volunteer drivers**

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N.B.: The amount of the reimbursement is subject to change in relation to the budgets authorized for the Centre d'action bénévole Ascension Escuminac.

Remember that the volunteer driver gives his own time, sometimes three or four hours, to escort the client. His reimbursement is therefore not a salary, but a reimbursement for the use of his vehicle.

### **7.1 The rate of reimbursement for the use of the vehicle**

The Centre d'action bénévole Ascension Escuminac agrees to pay \$0.40 per kilometre for the use of the vehicle. This amount covers the fixed and variable cost of the vehicle, such as gas, more frequent oil changes, tire wear, insurance, etc.

### **7.2 The rate of reimbursement for a meal during a drive-escort//accompanied transportation**

The Centre d'action bénévole Ascension Escuminac suggests that the client give the driver the sum of \$10.00 to cover part of his meal. If several meals are necessary during the course of travel, the client should give the volunteer driver \$10.00 per meal.

### **7.3 Tips**

The volunteer must never accept a tip from a client. This could be seen as “the volunteer making money out of this arrangement...”, etc.

Remember: The voluntary act is freely given, but the reward is how good it makes you feel!

## 8. Accompanied transportation to day surgery

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When a volunteer driver escort accompanies a client to day surgery, and the waiting time is judged to be too long, he may return home and return later to pick up the client at a set time.

The volunteer escort driver therefore makes two trips and the Centre d'action bénévole Ascension Escuminac will reimburse him for two trips. As a result the client must pay for the equivalent of two trips, as per the fee schedule of the Policy for accompanied transportation in force.

## 9. Insurance

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### 9.1 Civil liability

Each volunteer escort driver registered with the Centre d'action bénévole Ascension Escuminac is protected in carrying out his duties by a general civil liability policy in the amount of \$2,000,000, single limit, and for personal injury.

### 9.2 Car insurance for the volunteer

According to the Insurance Bureau of Canada, a volunteer may drive someone using his own vehicle. Volunteer drivers often ask what insurance protects them when they drive a client in their vehicle. The answer is simple.

Each time one or several persons travel by car, they are covered by the Régie de l'assurance automobile du Québec (RAAQ). Recall the Payette law and its slogan "People before anything".

Where one must be careful is not to over-extend that premise and drive clients regularly, because that could be interpreted by the insurer as wanting to turn it into a business rather than driving clients for altruistic reasons.

## 10. Special instructions

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### 10.1 Timing of the request for service by the client

Taking into account that clients request service when they have an appointment with a professional that is made a week in advance most of the time, we ask clients to make their request at the same time that they are told of the date of their appointment or to call at least 24 hours ahead. Remember that the Centre d'action bénévole Ascension Escuminac must be the last resort in offering services to a client in most cases. The Centre d'action bénévole Ascension Escuminac does not offer emergency services; nevertheless, it is a matter of judgement. No matter, a client should not develop the habit of calling at the last minute. The Centre d'action bénévole Ascension Escuminac is not obliged to answer last minute requests for services.

### 10.2 The choice of volunteer by the client

It might happen that a client feels more at ease with one volunteer than another. Those in charge of the service, however, while trying to accommodate the client must also take into account the availability of the volunteer and other factors.

### 10.3 The reimbursement report of the volunteer-driver

It is very important to be sure to completely fill in the reimbursement form. It must be signed and taken to the Centre d'action bénévole Ascension Escuminac at the end of each month.

### 10.4 Request for a receipt by a client

If a client asks for a receipt for the fee he paid for the services he has received, you should refer him to the Centre d'action bénévole Ascension Escuminac and the staff will handle his request.

### 10.5 The declining ability of the volunteer

This situation is rather delicate, but it deserves a moment's reflection. Should a volunteer driver see that his ability to carry out the volunteer activity is declining, due to illness, advancing years, sensory decline

(sight), motor or intellectual ability, he must demonstrate his sense of responsibility for the volunteer role he is playing as driver, realizing that he himself could present a certain level of risk of accident on the road. We are reassured when the volunteers come to renew their driver's permits with no objection from the Régie de l'assurance automobile du Québec. It is possible, however, that a volunteer driver would be considered unable to continue to drive and accompany clients, after a consultation between the volunteer and the executive director to ensure the greatest possible degree of safety for our clients.

*This global policy for the medical escort and transportation service was unanimously adopted by the board of directors of the Centre d'action bénévole Ascension Escuminac during the regular board meeting held on November 2, 2016, in Matapédia and will be in force as of November 2nd, 2016.*



I, \_\_\_\_\_ confirm that I have received a copy of this policy on \_\_\_\_\_ to read, and I agree to respect what is set out herein.

\_\_\_\_\_  
Signature of the volunteer driver

\_\_\_\_\_  
Signature of client

\_\_\_\_\_  
Signature of the person in charge, C.A.B. Ascension Escuminac

\*Copy of client or volunteer driver



I, \_\_\_\_\_ confirm that I have received a copy of this policy on \_\_\_\_\_ to read, and I agree to respect what is set out herein.

\_\_\_\_\_  
Signature of the volunteer driver

\_\_\_\_\_  
Signature of the client

\_\_\_\_\_  
Signature of the person in chargevolunteer,C.A.B. Ascension Escuminac

\*Copy of the C.A.B. Ascension Escuminac