



Headingley Seniors' Services Volunteer Driver Program Policy (updated March 2026)

Purpose

Headingley Seniors' Services (HSS) Volunteer Driver Program supports seniors living independently by providing transportation to approved appointments. This program depends on volunteer drivers who generously donate their time and the use of the personal vehicles. These guidelines outline expectations for both riders and drivers to ensure safety, respect, and sustainability.

Scope of Service

The program provides point-to-point transportation for pre-approved appointments only, such as medical or essential services approved by Headingley Seniors' Services. This program does not include errands, shopping or unapproved stops unless preapproved and arranged in advance.

Cost of Service

Mileage is reimbursed to drivers at a rate of \$0.51/km and return rides longer than 1 hour will cost an additional \$5/hour charge. Mileage is calculated in advance by Headingley Seniors' Services (HSS) office and agreed upon at the time of booking. Drivers do not receive additional compensation for this service.

Rider Responsibilities

Riders are expected to:

- Provide accurate booking details including:
 - Appointment location
 - Appointment date & time
 - A rough estimate of how long the appointment is expected to last
- Be ready on time for pick-up and return
- Use the ride only for the approved appointment
- Pay for all parking costs during ride
- Respect the volunteers time & boundaries
- Understand that additional stops, errands, or appointments are not permitted unless approved in advance.
- Pay the agreed upon mileage reimbursement directly to the driver at the completion of the ride
- Contact the office if issues arise during a ride

Driver Responsibilities

Volunteer drivers agree to:

- Provide transportation only for the approved booking
- Communicate with Headingley Seniors' Services if concerns arise
- Maintain appropriate boundaries during rides
- Decline requests that fall outside approved booking
- Treat riders with respect and courtesy
- Keep all rider information confidential

Safety, Boundaries & Risk Reduction

To protect both riders and drivers:

- Drivers do not assist with lifting, transfers, or physical support
- Drivers do not carry personal belongings, including groceries, bags or mobility devices
- Drivers do not stop at banks, financial institutions, lenders or handle money. This protects drivers and riders from fraud or misunderstanding. Financial transactions between riders and drivers are limited to the pre-approved mileage reimbursement only

Communication

- All rides must be arranged with HSS office - drivers are not to be contacted directly
- Requested changes to a ride must be communicated before the day of the ride
- If an appointment runs significantly longer than expected, the driver may be unable to wait. If the driver needs to leave and return due to the length of an appointment, additional mileage will be reimbursed by rider.
- Drivers are encouraged to contact the office if issues arise during a ride
- If an appointment is cancelled outside of HSS office hours, riders are asked to contact driver directly to cancel- rides must be rebooked with HSS office.

Non-Compliance

- Failure to follow policy guidelines outlined here may result in a ride request being declined or transportation services being paused or discontinued. These measures help to protect volunteers and riders, and ensure the programs remains available to the community as a whole

Questions

Please contact the HSS office if you have any questions.

HSS contact info: 204-889-3132 / seniors@rmofheadingley.ca

Public office hours are held Mon-Thurs 9-3