



## HISTORY

- Need for Transportation to Health Care Appointments – outside of community of residence
- CARRTS and ASSIST had funding to study regional transportation needs, and begin a pilot program.
- M.D. of Bighorn, Town of Canmore and Town of Banff were invited into this program to provide a *rural* perspective.

## CANMORE PROGRAM

- 2009- 2010
- 6 volunteer drivers making 50 trips
- 2010- 2011
- 8 volunteer drivers making 150 trips
- 2011 – 2012
- 12 volunteer drivers making 99 trips so far

## VOLUNTEERS

- Application and interview
- RCMP Security / Vulnerable Sector Clearance
- Confidentiality agreement
- References checked (at least 2)
- Insurance & Registration Provided
- Driving License Provided
- Motor Vehicle Driving Abstract obtained
- VDP Photo Identification issued

## CLIENTS

- Application and interview
- Mobility limitations noted
- Health concerns noted
- Discuss the Recovery Expense Fee

## OUTCOMES

- Increased independence for clients
- Sense of giving back to the community for volunteers
- Senior clients learn more about our programs through their contact with us
- Volunteers get together at least once a year at a celebration/recognition event
- Increased socialization

## Frequently Asked Questions

Question: Who insures the drivers and their passengers?

- Alberta Municipal Services Corporation (Canmore's Insurer) was consulted regarding the legal liability of providing this volunteer service.
- As in any accident, the responsible party's insurer pays the loss to property damage and bodily injury. If the amount awarded exceeds the policy limits, then AMSC would be the secondary payer.

**Question: What about Policies and Guidelines for the Program?**

- CAARTS and ASSIST together with the three municipalities, drafted the guidelines and best practices around the program.
- The insurer of each municipality agreed that the guidelines were sufficient for their purposes.

**Question: What if a client cannot pay but still needs the transportation?**

FCSS was fortunate to receive a donation from an individual who was the parent of a former client. These funds are used to pay the driver if the client cannot.

**Question: Have you had to remove anyone from the program as a volunteer or a client?**

Yes, one client removed, and another under 'suspension'. The signed client agreement reinforced my decision.

**Question: Who are the clients?**

Senior Citizens and Persons with Disabilities primarily, but others can request service and will be considered if a volunteer is available.

The collage features several individual portraits of volunteers. The text 'Bow Valley Volunteer Driver Program' is prominently displayed in green. Below it, the slogan 'We'll Take You There!' is written in black. The background is a light green with a subtle pattern.

**Bow Valley  
Volunteer  
Driver Program**

We'll Take You  
There!



## CONTACT INFORMATION

Please email me at  
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I'll send it!

Thank you!