



SENIORS ASSISTED TRANSPORTATION

# Becoming a Drive Happiness Volunteer Driver

*Thank you for taking time to complete this application.  
We understand it is lengthy and appreciate your commitment to this role,  
our organization, and your community!*

Please submit this **completed** application to LSCO along with the following documents:

- Criminal Record Check with Vulnerable Sector Search
  - If you do not have one completed within the past 6 months, you must complete the Police Information Check application form (provided)
- Include copies of 2 piece of government ID. One with a photo and one with your current living address.
- If the address on your Id is not current, provide an original piece of mail with your current address (ex. utility bill, internet bill). Print out of e-bills will not be accepted. They must have been mailed to you.
- 5-year drivers abstract
  - You will be reimbursed for this by Lethbridge Senior Citizens Organization if you are accepted into the program. There is a 1 speeding ticket leniency. If you have other driving related charges, speak with the coordinator before applying and ordering the abstract.  
**Abstracts with tickets without prior approval will not be reimbursed.**
- Copy of your current driver's license
- Copy of your current vehicle registration
- Copy of your current insurance slip

**\*\*Please note: Only *completed* application packages with all the documents listed above will be accepted. Call LSCO before delivering your application\*\***

After your application is processed, LSCO will be in contact regarding the next step.



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# VOLUNTEER APPLICATION

## DRIVE HAPPINESS

500 - 11th Street South, Lethbridge, Alberta T1J 4G7

Phone: 403.320.2222

E-mail: volunteer@lethseniors.com

### Personal Information

Name (First/Last) \_\_\_\_\_

Phone # Day \_\_\_\_\_ Evening \_\_\_\_\_ Cell \_\_\_\_\_

E-Mail \_\_\_\_\_

How best to contact you?  Phone  e-mail Do you text?  Yes  No

Address \_\_\_\_\_

*Street*

*City*

*Postal Code*

Date of Birth: mm/dd/yr \_\_\_\_\_ Gender  M  F  Other

Spoken Languages \_\_\_\_\_

### Emergency Contact

Name \_\_\_\_\_ Relationship \_\_\_\_\_

Phone \_\_\_\_\_ E-mail \_\_\_\_\_

### Other

Insurance Expiry Date \_\_\_\_\_ Driver's License Expiry Date \_\_\_\_\_

Colour and Make and license plate of car \_\_\_\_\_

Is your vehicle smoke free?  Yes  No

### Personal References

1) Name \_\_\_\_\_ Telephone \_\_\_\_\_

Relationship \_\_\_\_\_

2) Name \_\_\_\_\_ Telephone \_\_\_\_\_

Relationship \_\_\_\_\_

**How did you hear about us?**

- Family/friends     Health Providers     211/Sage Directory     Radio     Twitter  
 Service Organization     Facebook     Other \_\_\_\_\_

**Note that your personal information travels too.**

Drive Happiness partner organizations all use the same software service provider in the USA. To schedule transportation for senior citizens in and around Lethbridge, the service provider collects, uses, and discloses your personal information.

The service provider is subject to both Canadian and American legal requirements about privacy. For example, there may be requirements to disclose personal information to Canadian or American government authorities, to courts, to law enforcement or national security authorities.

If you would like written information on Drive Happiness’s privacy policies and practices on service providers outside Canada, or if you have any questions about the collection, use, or disclosure of personal information by the service provider outside Canada, please contact Lethbridge Seniors Citizens Organization at 403-320-2222.

**Release of Information Authorization**

I authorize LSCO to collect and store the information on this application, and the indicated documents, as required for this volunteer position. Further, I authorize LSCO and/or the Drive Happiness Edmonton program for their use in onboarding and managing volunteers.

Name \_\_\_\_\_ Date \_\_\_\_\_

Signature \_\_\_\_\_ Witnessed by \_\_\_\_\_

# Volunteer Signatures

## Volunteer Application Agreement

***The signature below indicates that:***

1. You agree that the information you provided is true and if it is found to be false, Drive Happiness partner organizations have the right to terminate your volunteer application and/or status; and
2. You authorize Drive Happiness to submit an application for a Police Information Check with a Vulnerable Sector Search. This release continues in effect as long as you continue to serve as a volunteer driver.
3. You agree to inform Lethbridge Senior Citizens Organization immediately if you are charged with an offence that may affect your volunteer position (ex. Traffic fines, criminal offenses)

Name \_\_\_\_\_ Date \_\_\_\_\_

Signature \_\_\_\_\_ Witnessed by \_\_\_\_\_

## Statement of Understanding

***The signature below indicates that:***

1. You have received a copy of the Drive Happiness Statement of Understanding (page 4 of this application).
2. You have read, understand, and agree to all the statements contained therein; and
3. You understand that if your actions as a volunteer contravene the Statement of Understanding, Drive Happiness has the right to terminate you as a volunteer at any time.

Name \_\_\_\_\_ Date \_\_\_\_\_

Signature \_\_\_\_\_ Witnessed by \_\_\_\_\_

## Oath of Confidentiality

***The signature below indicates that:***

1. You have received a copy of the Drive Happiness Oath of Confidentiality (page 5 of this application).
2. You have read, understand, and agree to all the statements contained therein; and
3. You understand that if your actions as a volunteer contravene the Oath of Confidentiality, Drive Happiness has the right to terminate you as a volunteer at any time.

Name \_\_\_\_\_ Date \_\_\_\_\_

Signature \_\_\_\_\_ Witnessed by \_\_\_\_\_

# Statement of Understanding for Volunteer Drivers

*\* Initial beside each statement to demonstrate understanding\**

- \_\_\_\_\_ I will abide by the standards and procedures of the Drive Happiness Volunteer Driver Program
- \_\_\_\_\_ My vehicle is mechanically sound and is equipped with seat belts, which I will use and require my riders to use.
- \_\_\_\_\_ I am physically capable of driving my vehicle in a safe and responsible manner.
- \_\_\_\_\_ I will adhere to all traffic safety laws while transporting a rider. I will not use my cell phone, text, wear headphones, eat, or consume beverages while driving.
- \_\_\_\_\_ I understand that my personal automobile insurance is my primary liability protection while driving for the Drive Happiness Volunteer Driver Program. I will immediately notify my Drive Happiness supervisor if my personal insurance is revoked, cancelled or altered in such a way that I no longer meet the minimum insurance requirements for the Province of Alberta.
- \_\_\_\_\_ I will not use alcoholic beverages, prescriptions, narcotics, or any other substances that affect driving performance while serving as a volunteer driver. I will not accept these substances from riders.
- \_\_\_\_\_ I will refrain from smoking while transporting a rider. I will not allow a rider or an attendant to smoke in the vehicle.
- \_\_\_\_\_ I will conduct myself with dignity, courtesy, and consideration. I will be friendly, polite and respectful when serving riders.
- \_\_\_\_\_ I will be reliable and punctual in the performance of my duties.
- \_\_\_\_\_ I will refrain from assisting a rider to and from, in and out of the vehicle and buildings as appropriate.
- \_\_\_\_\_ I will maintain a clean and neat appearance of myself and my vehicle.
- \_\_\_\_\_ I will respect the privacy and confidentiality of the riders that I serve.
- \_\_\_\_\_ I will not accept or solicit money or tips, personal items or loans from my riders or request that my meals be paid for by my riders. Any donations a rider wishes to make will be made directly to the organization. If refusal of a donation or personal item is considered an insult to the rider, I will document the activity and my response and notify the organization.
- \_\_\_\_\_ I will not accept cheques for cashing, sign documents, or arrange to buy or sell anything that belongs to a rider. I will not accept responsibility for any rider's personal items.
- \_\_\_\_\_ I will not give or sell the rider any products from which I will receive personal or financial benefit.
- \_\_\_\_\_ I will not witness legal documents or legally represent a rider or a member of their family as Power of Attorney.
- \_\_\_\_\_ In the performance of my volunteer duties, I will avoid actual, perceived and potential conflicts of interest that might compromise Drive Happiness' integrity or reputation.
- \_\_\_\_\_ I will not make discriminatory or derogatory remarks to or about riders based on race, creed, religion, national origin, gender, disability, age, marital status, sexual orientation or status with regard to public assistance.
- \_\_\_\_\_ I will not impose my religious beliefs on riders.
- \_\_\_\_\_ I will not make any actions towards a rider that constitute abuse, including sexual remarks or harassment, verbal or physical abuse, neglect or abandonment of the rider, or theft.

## **Drive Happiness Oath of Confidentiality**

All contractors, staff, and volunteers involved in Drive Happiness have a set of ethical responsibilities by which they are bound to the rider, volunteers, the community and themselves. The principle of confidentiality is basic to the maintenance of professional ethics and community respect.

The riders and volunteers of the member organizations of Drive Happiness act in good faith, expecting their circumstances and personal matters to remain confidential.

The member organizations, contractors, staff, and volunteers of Drive Happiness are obligated to reciprocate. Confidentiality of information is maintained for the protection of the rider and volunteers and for all contractors, staff, and volunteers involved with Drive Happiness.

All contractors, staff and volunteers will take responsibility for protecting the confidentiality of riders and volunteers' personal information.

All electronic, verbal, written, and unwritten information about riders and volunteers are considered confidential.

I understand that any information about riders or volunteers secured by me, or available to me, in the pursuit of my duties in support of Drive Happiness is of a confidential nature and must not be divulged except as required by the Memorandum of Understanding;

I know as a condition of my involvement that I am to maintain the confidentiality of riders and volunteers of the member organizations of the partnership Drive Happiness.

## **Insurance Requirements for Volunteer Drivers**

- 1) Do I need extra insurance coverage to volunteer drive?
  - No. Volunteer drivers are not required to have additional insurance coverage beyond the legal requirement of liability which is \$200,000.
  - The Insurance Bureau of Canada recommends liability coverage of \$1,000,000.
- 2) Do I need to inform my insurance company that I am a volunteer driving with my own vehicle?
  - No. Volunteer drivers are not required to notify their insurance company.
  - Most drivers are classified as "pleasure driving" (O1 rating) because all their driving in one year does not exceed 16,000 km.
  - If you do exceed 16,000 km a year for all your driving (personal and volunteer), you should notify the insurance agent. You will likely be reclassified to a different level (O2) and your premium may increase.
- 3) What if something happens and the claim exceeds my personal coverage?
  - Very few claims will exceed \$1,000,000 dollars, but it is an individual choice to get higher liability insurance.
  - If the claim exceeds your personal coverage, the insurance company will make a claim against the Drive Happiness organization. And we are insured for that!
  - As a volunteer, you are covered under our Comprehensive General Liability insurance when you are volunteering for the organization. This offers you protection if someone sues you for actions while operating within the scope of your duties as a volunteer.
  - Drive Happiness organizations cannot insure vehicles we do not own, so our Non-Owned Automobile coverage protects us against liabilities connected to any individuals using a vehicle to undertake work for our organizations. The Non-Owned Automobile coverage will cover our organizations beyond the driver's personal insurance coverage for bodily damage or injuries.