

# Freemasons Cancer Cars

Phone: 604 872-2034

## Volunteer Drivers Handbook

**Dear Volunteer.**

Welcome to the Freemasons Cancer Care Driving Program. We appreciate your support. Remember, this program only works because you give. Thank you.

The following allows volunteers to work from the same page and is meant as a guideline. All security codes will be given to you at a later date.

**Please respect all clients and their privacy.**

### **HISTORY:**

- ❖ The Freemasons of British Columbia and Yukon Cancer Car program began in 1998 in the Lower Mainland, eventually expanding to Vancouver Island, Okanagan and Prince George. Every Freemason contributes annually to purchase and replace new vehicles and to pay for gas, insurance, maintenance and IPADs. Donations also help to support this program. Many, but not all, volunteers are Masons.

### **VOLUNTEER INFORMATION:**

- ❖ Arrive 30 minutes prior to your shift. That way, we know you are ready. As well, it gives you time to connect with other volunteers on your shift. **AM shift 6:30am-  
PM shift 11:30am**
- ❖ Lunch: sandwiches, soup, fruit and coffee are provided
- ❖ Complimentary parking is provided in the BCCA parkade at Ash and 10<sup>th</sup>. Try not to use spots designated for hospital patients. Exiting the lot, hand in your parking ticket with your name and ID # on the reverse to the attendant
- ❖ Volunteers are sent out on a rotation basis from the office
- ❖ Submit a Drivers Abstract from ICBC to FCCP every two years there after
- ❖ Insure the Day captain has your updated personal information
- ❖ Wear your ID badge at all times
- ❖ Always lock the car when you are not in it
- ❖ Please give as much notice as possible if you are unable to commit to your shift

- ❖ Cancer Cars dispatch office is located: 2567 Ash St. at lane. Two volunteers operate this office; one *Computer Operator* taking new appointments etc., the other *Dispatcher*, they dispatch volunteers drivers to pick up clients

### **PRIOR TO FIRST CALL:**

- ❖ Each car must be checked prior to starting your shift
- ❖ Clipboards hang on the wall In the Lunch Room; each clip board relates to the car number. Complete these forms at the beginning of the AM and PM shifts

### **PARKING CARS:**

- ❖ AM Drivers: Please bring all cars outside to the parking area
- ❖ PM Drivers at the end of your shift, park cars in the garage, backing into the allocated spaces
- ❖ PM Drivers: Check IPad is turned off and car locked
- ❖ Exit through the side door to the office
- ❖ After 5pm, the office is closed, take the keys upstairs (Cancer Society) to the office left of the front door
- ❖ Remember to take your personal items from the car

### **KEYS:**

- ❖ All car keys have numbers corresponding to each car and IPAD
- ❖ Starting your shift check which number car is available, take the key from the office (hooks on the right side after entering the office) inform the Dispatcher which number car you have
- ❖ On the key ring is:
  - a flat fob to open the front door
  - a key to gain entry, after hours, to the main building from the garage
  - a round grey fob for use when paying for gas. (*See buying gas section*)

### **BUYING GAS:**

- ❖ Insure, at the end of AM and PM shift the car is at least ½ full for the next volunteer
- ❖ Use only **ESSO** gas, the IPAD highlights each location
- ❖ Press the **grey round fob** to the **tiger** (*shown on the gas pump*)
- ❖ Receipts: write car number, your name, driver # and mileage. Place receipts in bag in office on the filing cabinet

### **CAR ACCIDENTS:**

- ❖ Speeding, parking tickets along with other violations are the driver's responsibility
- ❖ Depending on the type of accident, you may need to call 911
- ❖ Take pictures of both vehicles (if your phone takes pictures)
- ❖ Always notify the office of **any** accident. They will provide you with further information.
- ❖ Complete **Accident Report Form** available in the office
- ❖ When the office is closed please contact the Day Coordinator (insure you know their cell number and name)

### **USING IPAD:**

- ❖ Open the iPad, using the code
- ❖ Check number of people to pick up (top right)
- ❖ Check NOTES (top left) which may tell you more about the pick up
- ❖ ACCEPT pick up (press)
- ❖ SHOW ROUTES highlights how many and where the pickups and drop offs are
- ❖ Once client is picked up or dropped off, press DONE. The next client will then appear
- ❖ Once completed your assignment, the IPAD will display ROUTE HOME.
- ❖ BLUE LINE shows the route to your destination
- ❖ PHONE: use IPAD phone to notify the client of your arrival or call the office.  
Press End Call
- ❖ PM drivers shut down the IPAD before parking the car for the night in the garage
- ❖ IMPORTANT: always lock the car when you are not in it
- ❖ Ensure your IPAD is always charged

### **PICKING UP A CLIENT:**

Clients call two days prior to book a ride. Once their treatment is completed, they call the office for a ride home. Last call is 4:55 pm and may take you to New Westminster, Burnaby or Richmond. Be prepared

- ❖ If picking up client from home, call on the iPad phone to announce you have arrived
- ❖ If you cannot contact a client, call the office, using the IPAD (or cell phone if iPad call function is not in service) for further instructions
- ❖ If picking up at a Medical Centre, go into the waiting area announce the name of the client
- ❖ Introduce yourself to the client

- ❖ Helping clients in and out of cars is not recommended. This may cause more health issues as many are frail
- ❖ If you feel comfortable help lift the walker into the car. Wheelchairs, the client needs to bring a caregiver to lift it in and out
- ❖ Open car door, help them with any bags (**FCCP prefer that the clients put everything in the trunk on their own or have a caregiver do it**)
- ❖ Some clients like to chat, some may be angry, tired or unwell. Respect they may wish to communicate or sit quietly
- ❖ When taking the client home, they may request to be dropped off near their home rather than at their home. We do not wait for them
- ❖ When the office is closed and you have issues regarding the client; contact the Day Coordinator

### **PICK UP LOCATIONS:**

*These are a few of the main drop and pick up areas the office will give you further information for each pick up. **Should you need to use Handicap Parking there is a Handicap Tag in each car.***

1. **Blackmore** (was Centennial) 855 West 12<sup>th</sup> (down to the right as you drive in)
2. **Jim Patterson** 855 West 12<sup>th</sup> (up to the left as you drive in)
3. **Diamond Centre** West 12<sup>th</sup> at Laurel (off 12<sup>th</sup> on Laurel first on left in and out drive way)
4. **Eye Care Centre** 2500 Willow St at 10<sup>th</sup> Ave
5. **BCCA** 600 West 10<sup>th</sup> Between Ash and Heather on 10<sup>th</sup>
6. **St. Paul's Hospital** Burrard and Comox. Left off Burrard at Comox-as you turn onto Comox see Drop off and pick up area on left
7. **YVR Airport** International-Domestic pick up at Domestic Arrivals only. Use the Handicapped Parking space
8. **South Terminal** Look for signs and park in *Arrivals*, You may have to go inside for client
9. **Burnaby Hospital** 3935 Kincaid St Burnaby. Lower East entrance
10. **UBC Hospital** 2211 Westbrook Mall. Main Entrance
11. **Mount St. Joseph Hospital** 3080 Prince Edward at Kingsway. Main Entrance. Off Prince Edward Street (1<sup>st</sup> right off Kingsway at 12<sup>TH</sup>)
12. **Ronald MacDonald House** 4567 Heather St Enter at Children's, go right around the back to building "77"
13. **Fairmont Medical Centre** 750 West Broadway. Turn south on Willow St to back parking lot behind 750. Drive right round until you see a glass entrance
14. **Bay Shore Medical Clinic** City Square 555 West 12<sup>th</sup> Ave at Cambie between Cambie and Ash, north side. See drive in area

15. **Inspire Health** 1330 West 8<sup>th</sup> Ave
16. **Easter Seal** 39810 Oak St
17. **Skin Care** 835 West 10<sup>TH</sup> Avenue
18. **Royal Columbia Hospital** 330 East Columbia St. New Westminster Main E.R entrance
19. **Children's Hospital 45 Oak St.** The buildings are numbered turn left in the hospital grounds to find the numbered buildings