

Volunteer Information

The Bay St George Extended Seniors Transportation (BEST) is an *Age Friendly Community Initiative* committed to providing appropriate and affordable transportation to seniors over sixty years of age. There is also wheelchair accessibility for people ages twenty-five and over. This will be accomplished through fund raising by the Board of Directors and through the valuable time offered by community minded volunteers.

If you are interested in donating time to help others than please contact us. Donating this kind of time from dedicated volunteers will enrich our communities as we model respect and provide support to the oldest members of our population. We hope to maximize the generous offer of your time and that you will feel the personal satisfaction of a job well done.

The plan is to have enough volunteers in each category to ensure that a person will only be asked to participate for a maximum of one day per month. You may, if you wish, volunteer to participate more often. The three categories of volunteers needed and a basic outline of the duties of each are listed below. A sign - up sheet is attached.

Drivers will be responsible for:

- safely operating an eight - passenger and 4 wheelchair bus on a daily route.
- picking up and dropping off clientele at scheduled times and locations.
- ensuring that the most cost effective and time efficient routes are taken.

A volunteer for this position must have a valid Class 4 driver's license or be prepared to pass the **Class 4 Driver Testing** and **Medical Exam** required. Any driver testing incurred will be organized and paid for by BEST.

Assistants will:

- aid clientele with getting on and off the bus on daily routes.
- aid the drivers in other elements of their daily routes, such as contacting the office for updates and ensuring that clients are safe and comfortable.

Booking volunteers will:

- receive calls from prospective clients, check schedule against client's request and notify them if their request can be met.
- advise clients of the scheduled time of pick up and drop off.
- record all bookings and ensure that no daily route is overbooked.
- communicate to drivers and booking coordinator if any scheduling conflicts arise.

All volunteers for BEST will be required to undergo a **police records check**, the cost of which will be paid by BEST. Screening, training, and orientation for all categories will be provided to ensure that everyone is equipped to safely handle the position for which they have volunteered.

BEST

ASSISTANTS' DUTIES AND RESPONSIBILITIES

Assistants' main responsibilities are:

- ✓ Operate power lifts and ramps on the vehicle.
- ✓ Secure wheelchairs and scooters to the floor of the vehicle using the vehicle restraint system.
- ✓ Ensure customers have securely fastened their lap/shoulder straps and belts.
- ✓ Assist customers on and off the vehicle.
- ✓ Assist customers to and from their seats if needed.
- ✓ Ensure all packages and belongings are securely stored and not in the aisles.
- ✓ Assist customers between the vehicle and the inside of the first exterior set of accessible doors at the place of origin and/or destination. An accessible door is an outside door with no more than one step.
- ✓ Help with parcels or baggage which must be limited to those that a customer or the customer's assistant/caregiver can carry.
- ✓ Communicate with the dispatch centre.
- ✓ Make and accept calls to and from customers or others in order to facilitate efficient operation of the vehicle.
- ✓ Ensure the vehicle is in a clean and orderly condition.
- ✓ Assist drivers as required.
- ✓ Record any events or items which are of an unusual nature or may prove to be detrimental to the efficient and safe operation of the transport system.

Assistants will not:

- ✗ Assist customers in climbing more than one step
- ✗ Make any repairs or adjustments to customer equipment.
- ✗ Transfer customers from a wheelchair or mobility device to any kind of lift or mobility device. Customers who need assistance with mobility must have an attendant or caregiver who will provide required assistance.
- ✗ Search buildings or other areas for passengers not visible at the outside door during the scheduled pick-up window.
- ✗ Take customer's equipment down the steps and then go back for the customer. All equipment must be at ground level when the bus arrives.
- ✗ Enter customer's premises under any circumstances – including garages.
- ✗ Lock any doors to customer's premises on customer's behalf.

Bay St. George Extended Senior's Transportation (BEST)

Volunteer Application Form

First Name: _____ Last Name: _____

Address: _____

City: _____ Province: _____ Postal Code: _____

Home Phone: (____) _____ Work Phone: (____) _____

Cell: (____) _____ Email: _____

Driver's License #: _____ Classification: _____

Please select which area you would like to volunteer: *Please see volunteer information for more information on each position.*

DRIVER ☐

ATTENDANT ☐

BOOKINGS ☐

Availability:

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC

Do you have any experience in the following?

BUS DRIVING ☐

ADMINISTRATION ☐

CUSTOMER SERVICE ☐

When can you start?

Signature: _____ Date: _____

We want to thank you sincerely for your application. We are expecting a lot of interest and may only be able to accept a certain number of applicants. A BEST committee member will be in contact if successful.