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Welcome

Welcome to the East Hants Alternative Transportation Service.

EHALA (East Hants Adult Learning Association) recognizes that transportation is a problem for people who are trying to obtain a better education or employability services. While attempting to address this need, EHALA realized that transportation for any number of reasons was especially a problem for people with disabilities, seniors, persons of low income and youths.

Our goal is to enhance the lives of persons living in East Hants by providing a cost effective, inclusive and innovative solution to their transportation barriers. We believe that transportation is the tool needed by East Hants residents to help them access educational programs, employability services, quality health care services, business opportunities and community service organizations.

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1. POLICY STATEMENT

1. The East Hants Alternative Transportation Service (EHATS) provides inclusive transportation to individuals living in East Hants. A minimum of forty-eight (48) hours notice is required to book a drive. This allows us ample time to schedule and match a volunteer driver for that ride. EHATS will do everything possible to accommodate its members.

2. OBJECTIVE

1. The objective of this policy is to provide a safe, reliable and cost efficient transportation service to all residents of East Hants. Every effort will be made to consider individuals needs.

3. DEFINITIONS

1. In this policy:

“Service Coordinator” refers to the staff person responsible for the day-to-day operation of the transportation services.

“Driver” means a qualified volunteer who, under the direction of the Service Coordinator operates their own vehicle and/or the Accessible Van for EHATS.

“Member” means any person who has applied for membership and whose account is in good standing.

“Attendant” means a person who helps a member meet his or her personal needs.

“Guest” means a person, other than an Attendant, traveling with a member. Guests must have the same origin (pick-up) and destination (drop-off) as the member.

“Accessible Door” means the first exterior entrance designed for accommodating person with physical disabilities. This includes any

entrance with level or ramp access, or any entrance the member is able to negotiate with minimal assistance from the driver. Such entrances must be within sight of a safe, reasonable parking position for the volunteer driver.

“Subscription Trip” means a pre-booked, regularly scheduled trip that occurs on the same days of the week and at the same time. Only one call is needed to create a subscription reservation that will continue until a change is requested. A change may be made to this type of reservation one time over a three-month period. If you need frequent changes, your needs will not be met under the subscription service.

“Demand Service Trip” means those trips that require a separate booking for each trip.

“Cancellation” means a trip cancelled by a member within the allowable cancellation period (3:00 p.m. the day before the scheduled trip).

“Late Cancellation” means a trip cancelled by a member, (without valid reason), that does not fall within the approved cancellation period (by 3:00 p.m. the day before the scheduled trip).

“No-Show” means a member who does not present themselves at the agreed pick up time or location, (without valid reason), within 15 minute timeframe outlined elsewhere in this policy.

“Valid Reason” means a sudden change in a members situation, beyond their control, that precludes the member from traveling at their pre-arrange time. This can include, but is not limited to, change in weather, changes in health status, verified cancellation of a medical appointment and such.

“Missed Trip” means a trip where a member arrives at the pick-up point after the permitted pick-up time and the driver has been authorized to leave.

“Disruptive Behavior” refers to any violent, illegal or any disorderly behavior that endangers members or the driver.

“Service Animal” means a dog guide assisting, or being trained to assist, the visually impaired, deaf, physically disabled, or other person with disabilities.

4. EAST HANTS ALTERNATIVE TRANSPORTATION SERVICE (EHATS)

1. EHATS has the authority to administer this policy and to approve the eligibility for service based on the Membership Application screening process.
2. EHATS retains the right to apply approved sanctions and suspensions for eligible members who fail to abide by, or observe, the approved policies.
3. EHATS shall, wherever possible, provide transportation service to residents of East Hants.
4. EHATS shall provide transportation service within the hours of:

daytime to early evening - Monday through Friday
5. The hours of service may change subject to available resources and demonstrated demand.
6. Demand service trips are dependent upon vehicle availability. If medical and social appointments are booked the same day and a driver is only able to accommodate one, the priority will be placed on the medical appointment – refer to Drive Priority Categories.
7. The number of subscription trips will be limited to ensure that all individuals have equal access to the service. The Service Coordinator will establish trip limits based on the available capacity in the system. Trips limits will be reviewed and adjusted whenever the capacity changes.
8. Limiting the number of subscription trips available is not intended to place restrictions on the number of trips a member may take. Limiting the number of trips that can be pre-booked allows the Service Coordinator to ensure that sufficient capacity remains for demand trips.
9. Upon the implementation of this policy, or at any time when the service may be reduced, existing subscription trips will be honored, provided they are within the set hours of service, until they expire or lapse.
10. Members are requested to notify the Service Coordinator, as far in advance as possible, of any changes in their pre-arranged pick-up or drop-off locations to permit the schedule to be adjusted. Changes in pre

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arranged pick-up or drop-off locations may be made between the hours of 8:30 a.m. and 4:30 p.m. Monday through Friday. EHATS recognizes that members' schedules may change beyond their control, with little or no warning. Drivers are authorized to make trip changes outside the hours noted above. However, trip change requests are discouraged and will only be accommodated on an exceptional basis. No specific commitments can be made. Pre-scheduled trips will take priority.

11. Only one drop-off per ride will be accommodated. Drivers will not wait while members conduct their business at a drop-off location. In such cases, a separate return trip is needed.
12. Wheelchairs, scooters and other mobility aids shall be in good working order with functioning brakes. Lap belts are required for all wheelchair members. Members are required to wear the Q-Strain safety equipment while traveling on the Accessible Van. All wheelchairs and other mobility aids must be secured. Canes, walkers and other portable mobility aids are always accepted.
13. All members using the seats equipped in the volunteer driver's vehicles and/or Accessible Van must wear the seatbelts provided by the manufacturer.
14. The volunteer driver is on time if the vehicle arrives 15 minutes before or up to 15 minutes after your scheduled pick-up time. Members are requested to be ready 15 minutes before the scheduled pick-up time. No vehicle will be authorized to leave the pick-up point before the scheduled pick-up time, or for a minimum of 5 minutes after arrival.
 - a) Example 1: Scheduled pick up time is 9:00 a.m. vehicle arrives at 8:50 and member is not ready. Driver will not be authorized to leave until at least 9:05, the scheduled pick-up time.
 - b) Example 2: Scheduled pick up time is 9:00 a.m. vehicle arrives at 9:10 and member is not ready. Driver will not be authorized to leave until at least 9:15, five minutes after arrival.
15. One attendant may accompany a member free of charge. The attendant must be picked up and dropped off at the same location as the member. Members requiring the assistance of an attendant must ensure this

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information is included in the initial Membership Application, or inform the EHATS Service Coordinator at the time of trip booking.

16. Guests are limited to immediate family members or one other person. Guests pay regular fare. Guests must be picked up and dropped off at the same location as the member. The Service Coordinator must be informed of guests travelling at the time of booking.
17. Members who require the use of a Service Animal must include this information on their initial Membership Application. These members may bring their animals on board any vehicle free of charge.
18. Members may use the EHATS to pick up groceries and other parcels. However, drivers will not assist with carrying groceries or similar packages. Members must arrange for an attendant or another person to assist with packages if required. All parcels must be limited to a number and size that do not restrict the movement of the vehicle.
19. Members are requested to cancel unwanted trips as far in advance as possible to permit the schedule to be adjusted so others may use the time. Trips must be cancelled by 3:00 p.m. the day before a scheduled ride by calling the EHATS scheduling line.
20. Trips cancelled after 3:00 p.m. the day before the scheduled trip shall be classified a late cancellation. Consistent late cancellations may result in sanctions.

5. RESPONSIBILITIES

The Service Coordinator shall ensure the implementation of the EHATS Policy by:

1. Hearing first stage appeals.
2. Amending Appendix "A", "B" and/or "C" if required.
3. Operating the service in accordance with the EHATS policy.

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4. Allocating and scheduling resources within the adopted budget.
5. Ensuring the members and passengers are treated with courtesy and respect as described in this policy.
6. Providing professional and/or volunteer drivers and dispatch personnel.
7. Provide safe and affordable transportation.
8. Applying the approved policy with respect to the sanctions and suspensions for members who fail to abide by the approved policies. This would include denying service to anyone who acts in a manner that endangers the safety of the driver or other passengers.
9. Recommending revisions to the policy.

6. VOLUNTEER DRIVERS

1. Deliver the service in accordance with this policy.
2. Treat members with courtesy and respect.
3. Provide a safe and comfortable ride.
4. Adhere to the established schedule, within the limits of safety and road conditions.
5. Wait at the designated stop until 5 minutes past the scheduled pick up time.
6. Park the vehicle in a safe location at all times. This may include parking at a pick up or drop off point other than the designated location of the driver feels conditions are such that the access to the designated location would be dangerous.
7. Operate their vehicle according to all prescribed policies and directives.
8. Deny service to any member or passenger who refuses to follow this policy.

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9. Keep the vehicle in sight at all times.
10. Upon request, escort members to and from the nearest visible accessible door. If no accessible door is available or if the accessible door is not in sight of the vehicle, the driver will not escort the member. Members must make their own arrangements for any additional assistance required.
11. Ensure the member is safely through the external accessible door.
12. It is the driver's responsibility to ensure that every member avails of the passengers' restraint system – seatbelts. This is to ensure every trip is a safe one for all members utilizing EHATS.
13. Ensure that the member and their mobility aids are secured using all available security devices.
14. Not enter a member's residence (except in the case of an emergency).
15. Under no circumstances are drivers to administer medication to passengers.
16. Drivers are not permitted to be custodians of keys (office, home, etc.) and/or other personal items belonging to members.
17. Drivers are not permitted to do personal errands for members on company time.
18. Drivers are not permitted to transport members before or after EHATS working hours, without prior authorization from Service Coordinator.
19. Complete volunteer driver qualifications as per job description.
20. There will be no smoking in vehicle while transporting members.

7. MEMBER

1. Use the East Hants Alternative Transportation Service in accordance with this policy.
2. Complete and submit the appropriate membership application to EHATS for review and approval. Booking for the service will be accepted (**ONLY**) following the Service Coordinator's approval.
3. Treat EHATS staff and other passengers with courtesy and respect.
4. Ensure that their mobility aid is in proper working order so that they may be transported safely.
5. Pay the appropriate fare or show their pass when boarding.
6. Present the approved photo identification upon request.
7. Plan and prepare for their travel so as not to inconvenience the service or other passengers.
8. Provide reasonable access to an external accessible door within sight of the EHATS vehicle at their locations. This includes arranging for such things as snow removal on steps, walkways and assistance if required.
9. Provide correct addresses (house numbers and stairwells should be well lit) of their pick up and destination points.
10. Advise EHATS immediately of any changes in their contact, medical or address information.
11. Be at their pick up / destination points and ready for transport 15 minutes before scheduled trip time.
12. Cancel unwanted trips (cancellations should be made as far in advance as possible) in accordance with this policy.
13. Notify EHATS of any changes in their pre-arranged pick-up or drop-off locations in accordance with this policy.

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14. Be accompanied by an attendant when traveling if the requirement for an attendant was specified in their Membership Application. Attendants must also accompany members when additional assistance such as carrying parcels is required, or any time during their trip, including accessing and disembarking from the vehicle if the accessible door is not within sight of a safe, reasonable parking position for the vehicle.
15. Not use radios, cassette or disc players on the vehicle without earphones.
16. Not smoke in the vehicle.
17. Not transport hazardous materials such as corrosive or flammable liquids and explosives. Members who must travel with a portable oxygen unit or service animal shall provide such information to the Service Coordinator at the time the reservation is made.
18. Lock and secure doors as necessary prior to departing on their trip. If a driver is requested to unlock a door, EHATS or its drivers will not be held responsible for any consequences.
19. Supply a child's car seat if required by any children accompanying the member. The member or their attendants will be responsible for both securing and removing the car seat from the volunteer's vehicle.
20. Should a member have a complaint regarding a driver, it is their responsibility to inform the Service Coordinator immediately.

8. EMERGENCY TRANSPORTATION

1. Members requesting emergency transportation to a hospital for immediate personal medical treatment will be directed to call an ambulance. EHATS vehicles are not equipped to deal with medical emergencies.

9. WINTER CONDITIONS

1. On particularly stormy winter days, when road conditions are hazardous, it may pose a danger to EHATS drivers and their members to travel in certain sections of the Municipality of East Hants. In these situations, members will be advised if, for safety reasons, scheduled bookings have

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to be changed or cancelled. Members must realize that if they are dropped-off at their initial destination on particularly stormy winter days, there is no guarantee that EHATS vehicle can return for them. The Service Coordinator will arrange for notification to be broadcast over local radio stations. Please respect the volunteer's decision for your safety.

10. WARNINGS AND SUSPENSIONS

1. In order to ensure the EHAT service is delivered in an efficient and effective manner, a record shall be kept of all incidents or no-shows and late cancellations, with members explanations. It will be reviewed on a regular basis by the Service Coordinator to determine if any policies are being abused. EHATS recognizes that member's schedules or ability to travel may change, beyond their control, with little or no notice. Incidents with valid explanations will not be considered violations of the policies.
2. If members have unsatisfactory explanations for more than three late cancellation reports in one calendar month, a warning letter shall be issued.
3. The warning letter shall inform the member of the late cancellation policy, warning of possible suspension of service, and request the member to discuss their situation with Service Coordinator.
4. A second warning letter within a six-month period will result in a two-day service suspension, and cancellation of subscription trips arrangements.
5. A third warning letter within a twelve-month period will result in a seven-day service suspension.
6. A fourth and each subsequent warning letter within a twelve-month period will result in a suspension of service until the customer has met with the Service Coordinator to discuss their situation. The resumption of service will only occur once the Service Coordinator is satisfied that the situation has been dealt with in accordance with this policy.

7. For the safety and well being of the member, drivers, and the general public EHATS will not tolerate behavior which is disruptive or endangers their safety.
 - a) For serious offences that do endanger safety or are disruptive, service will be suspended immediately until such time as the member can prove he/she is not a danger or disruptive to other members, drivers, or the general public.
 - b) In less threatening cases where the behavior does not endanger the safety or disrupts the service, a written warning will be issued stating the offence and potential for suspension of service, if repeated.
 - c) In the case of a member with a cognitive disability that expresses such behaviors, EHATS shall require that an attendant accompany the member until they are satisfied that the behavioral problem has been resolved.
8. If the endangering offences are repeated the following sanctions apply:

First Sanction: Written Notice
Second Sanction: 30-Day Suspension
Third Sanction: 60-Day Suspension
Fourth Sanction: Permanent Suspension

11. APPEALS

EHATS members have the right to appeal any sanctions or suspensions. The following steps shall be taken.

1. **First Stage** appeals shall be made by telephone to the EHATS Service Coordinator within 7 days of the date indicated on the warning letter(s). Should the appeal deal with first or second warning letter or a first sanction, the finding of the EHATS Service Coordinator shall be final and the matter shall not be eligible for further appeal.
2. For warning letters beyond the second letter as well as sanctions beyond the second, third, and fourth sanctions, EHATS members has the right to proceed to second and third stage appeal process.

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3. **Second Stage** appeals shall be made in writing to the Executive Director within 7 days of the date indicated on the warning letter(s) The Executive Director will review the matter and within 14 days render a decision in writing.
4. In the event that the EHATS member does not agree with the second stage appeal, he or she may proceed to the third stage appeal.
5. **Third Stage** appeals shall be made in writing to the EHATS Committee within 7 days of the date indicated on the written decision of the Executive Director. The EHATS Committee will convene a hearing within 14 days to hear the matter and will render a decision in writing within 7 days. The findings of the EHATS Committee shall be final.
6. Requests for appeals received after the dates indicated in stages 1, 2, and 3 will not be eligible for further appeals.

12. MEMBERSHIP REGISTRATION

1. Verification of a user's eligibility shall be done with sensitivity, confidentially and in a manner that protects the dignity of the individual. All applicants are required to pre-register by submitting the following:
 - (1) Membership Application (attached as Appendix "A")
 - (a) The application form may change from time to time, but shall include identification of the user, a contact person, and an alternate drop off address.
 - (b) It is the responsibility of the applicant to contact EHATS with any changes in the applicant's status as required.
2. Completed applications shall be submitted to the Service Coordinator for final review.
3. Once the applications have been reviewed the Service Coordinator may approve or seek independent review for further clarification. EHATS

reserves the right to have any application reviewed by an independent Registered Health Professional.

4. Authorization to use the Accessible Van service will only commence once the Service Coordinator has completed the review and is satisfied that the applicant meets the criteria as outlined in this policy.

13. DRIVE PRIORITY CATEGORIES

- 01-** Education
- 02-** Employability Services
- 03-** Employment Start Up
- 04-** Medical & Dental
- 05-** Volunteering
- 06-** Household errands / Personal Business
- 07-** Recreation / Social
- 08-** Other

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Welcome Volunteer Drivers

Welcome to the East Hants Alternative Transportation Service. Thank you for volunteering your time and for the commitment you have made to your community.

EHALA (East Hants Adult Learning Association) recognizes that transportation is a problem for people who are trying to obtain a better education or employability services. While attempting to address this need, EHALA realized that transportation for any number of reasons was especially a problem for people with disabilities, seniors, persons of low income and youths.

Our goal is to enhance the lives of persons living in East Hants by providing a cost effective, inclusive and innovative solution to their transportation barriers. We believe that transportation is the tool needed by East Hants residents to help them access educational programs, employability services, quality health care services, business opportunities and community service organizations.

We believe you will enjoy the experience as a volunteer driver for EHATS. We see your role as a wonderful opportunity to meet new people, discover new places, adopt new interests and learn about your community. We also hope that you are not too modest to accept that you could very well be the hero in your community and the people you support. Through your volunteering efforts, the funding that you the volunteer produce will go directly into the future purchase of a wheelchair accessible vehicle to better serve the community of East Hants.

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Job Description – Volunteer Driver

Reports to: Service Coordinator

Objectives of the Position:

To provide transportation to members of East Hants Alternative Transportation Service.

Qualifications:

- Must have valid driver's license and a reliable vehicle.
- Must have proof of insurance and carry \$2,000,000 (two million) of liability insurance coverage and if required by insurance company obtain a S.E.F. 6a rider.
- Must provide satisfactory driver's abstract, Criminal Record Check, and Child Abuse Registry.

Job Duties:

1. Maintain contact with the Service Coordinator and inform him/her of any concerns you may have.
2. To pick up members on time and deliver them safely to pre-determined destinations.
3. To assist members, if necessary, in and out of vehicle.
4. To return the member to their home unless another destination has been pre-determined.
5. To maintain a travel log of the number of kilometres and hours accumulated for each drive. Mileage is clocked from the driver's home and ends once the driver returns to his/her home. * Please note that if you perform personal errands during the time you are waiting for the member to finish their business, you must deduct those kilometres from the overall mileage accumulated.
6. To keep a record of fees and donations collected and to turn over the information and money to the Service Coordinator when you submit your mileage.

Things to remember:

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- It is not the responsibility of the volunteer driver, nor is it appropriate, to accompany the member into an examining room during a medical visit.
- Parking fees are the responsibility of the member.
- Volunteer Drivers have the right to refuse drives if they feel their safety is in jeopardy or if they are uncomfortable with the members behaviour(s).
- Inform your insurance company annually that you are a volunteer driver.

Volunteer Guidelines

When Volunteering, Please:

- Maintain regular contact with the Service Coordinator.
- Expect feedback from the Service Coordinator on how you're doing.
- Take advantage of any of the educational training or information sessions provided for volunteers.
- Offer your ideas – you are a big part of our team.
- Listen to members.
- Inform the Service Coordinator if you are unable to fulfill your assignment.
- Collect fees and donations from clients and issue a temporary receipt.
- Turn in your travel log and cash sheet.
- Discuss any concerns with the Service Coordinator as soon as they arise.
- Have fun and enjoy the ride.

Please refrain from:

- Performing any medical procedures or administering medication.
- Changing the task or job assigned to you without consulting the Service Coordinator.
- Providing medical, legal or financial advice.
- Smoking while members are in your vehicle.

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- Consuming alcohol and or non-prescription drugs before or during a volunteer shift.
- Accepting gifts from clients (this could lead to legal problems).

VOLUNTEER DRIVERS PERFORMANCE

1. EHATS will keep a personnel file on each volunteer driver containing forms that were completed at the time of their application.
2. Evaluations will be performed throughout the placement, providing regular feedback to the volunteer.
3. Volunteer drivers are expected to advise the Service Coordinator six hours in advance if they are unable to provide a drive during their assigned time. Members are relying on the service and we appreciate your courtesy.
4. Volunteer drivers may terminate their position at any time, please allow the Service Coordinator enough time to replace you.
5. Volunteer Drivers may be dismissed if any of the following occurs:
 - a) Breach of confidentiality – Do not discuss members business or destinations with anyone.
 - b) Failure to meet the requirements of the job-description.
 - c) Inappropriate behavior (Physical, sexual, verbal or mental abuse).
 - d) Vehicle is not roadworthy or unsightly. Vehicles are to be kept clean.

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