Volunteer Driver Program

What you need to know

1 888 939-3333 | cancer.ca
The Canadian Cancer Society is a national, community-based organization of volunteers and staff whose mission is the eradication of cancer and the enhancement of the quality of life for people living with cancer.

We achieve our mission by:

- funding research on all types of cancer
- supporting people living with cancer
- providing comprehensive information about cancer
- promoting prevention strategies to reduce the risk of developing cancer
- advocating for healthy public policy

What is the Volunteer Driver Program?

The Volunteer Driver Program is one of the support services offered by the Canadian Cancer Society, Alberta/NWT Division. The program relies on a team of dedicated volunteers who donate their time and vehicles to transport people who need assistance travelling to and from cancer treatment appointments.
Who is eligible for the Volunteer Driver Program?

• People who are 18 years of age or older (people under 18 may be eligible if accompanied by a legal guardian).

• People who do not have other means of transportation to their cancer treatments.

• People who are able to walk on their own and get in and out of a vehicle without assistance. Volunteer drivers are not equipped or trained to handle wheelchairs or to transfer people in and out of vehicles. People with walkers are welcome to use the Volunteer Driver Program, but for the safety of the client and the driver, minimal assistance will be offered.

• Priority will be given to people attending:

  o radiation, chemotherapy and diagnostic appointments related to active treatment

  o psychosocial and physiotherapy appointments

Other appointments may be considered according to the discretion of the Volunteer Driver Program coordinators and the availability of volunteer drivers.
How do I arrange a ride?

The Canadian Cancer Society will make every effort to accommodate your transportation needs. To request a ride, please contact your Volunteer Driver Program coordinator between 8:30 a.m. and 4:30 p.m., Monday to Friday, at the local phone number listed on the back of this guide.

Requests will be processed in the order they are received and will depend on the availability of our volunteer drivers. A minimum of two working days’ notice is required.

If you require an escort to travel with you, please inform your coordinator in advance.

If you need to request additional rides or have comments to pass along to a volunteer driver, please contact your local Volunteer Driver Program coordinator.
What can I expect?

The volunteer driver will call you the day or evening before your appointment to confirm your address and appointment time. If you do not hear from the volunteer driver, please call your coordinator first thing on the morning of your appointment.

Please wait for the volunteer driver on the ground level of your residence at the scheduled pick-up time. For the safety of both you and the volunteer driver, please ensure that your stairs are in good repair, and that there are no other safety hazards present. While in the volunteer driver’s vehicle, a seat belt must be worn at all times and smoking is not permitted.

Depending on availability, your driver may provide transportation to more than one client at a time. If this situation arises, you may be required to wait until the other client has completed his or her treatment prior to returning home. We will do our best to let you know the evening prior to your appointment if you will be travelling with another client, so that you can plan accordingly.

It is very important that you notify the coordinator immediately of any cancellations or changes to your appointment. He or she will attempt to schedule a new volunteer driver to accommodate this change, but cannot guarantee that a volunteer driver will be available.

Please note that transportation is provided to the treatment centre and back home only. Volunteer drivers are not able to run errands or make other stops.
How can I provide feedback?

To ensure that the Volunteer Driver Program is meeting the needs of those using this service, you will be asked permission to be sent a client satisfaction survey. We value your feedback, as it helps the Canadian Cancer Society ensure that the service we are offering is of high quality.

How can I show my appreciation?

Volunteer drivers cannot accept payment or gratuities for their services. Through donations made directly to the Canadian Cancer Society, the volunteer drivers are reimbursed a predetermined amount to help offset the cost of gas and vehicle maintenance. Should you wish to support the programs and services offered by the Canadian Cancer Society, please use the self-addressed, stamped envelope enclosed or ask one of the volunteer drivers for a donation envelope.
Other Canadian Cancer Society programs

In addition to the Volunteer Driver Program, the Canadian Cancer Society offers a wide range of community services including supportive care programs and comprehensive cancer information for patients and caregivers. To find out more about other programs available in your area, contact your local Canadian Cancer Society office or visit cancer.ca.

Financial Assistance Program

This program provides financial assistance to Albertans who need help covering transportation and accommodation expenses when travelling to cancer treatment facilities in other cities.

CancerConnection
1 800 263-6750

The CancerConnection peer support program matches newly-diagnosed patients and caregivers with trained volunteers who have experienced cancer themselves or as caregivers, offering support, understanding and hope.

Inspiring Hope Support Group Series

cancer.ca/inspiringhope

If you’ve recently been diagnosed with cancer, the Canadian Cancer Society can provide emotional and informative support through the Inspiring Hope Support Group Series, led by experienced professionals and survivors.
Online community
cancerconnection.ca

Cancerconnection.ca offers a wide variety of discussions, blogs and groups for cancer patients, caregivers, friends and family. It’s an online meeting place where you’ll find caring, supportive people who want to share and talk about what they’re going through.

Cancer Information Service
1 888 939-3333

The Cancer Information Service is a national, toll-free service offering comprehensive information about cancer and community resources. The service is offered to cancer patients, caregivers, family and friends, healthcare professionals or anyone who has questions about cancer.

Online support
cancer.ca

There’s a world of information at your fingertips on our website, including the Canadian Cancer Encyclopedia, and a complete directory of community services available to the public.
For more information, please contact the Volunteer Driver Program Coordinator at the number below:

**Calgary**
1 800 263-6750

**Edmonton**
(780) 455-7181

**Lethbridge**
1 800 263-6750