



irish cancer society
Care to Drive

CARE TO DRIVE

Volunteer Driver Training Manual



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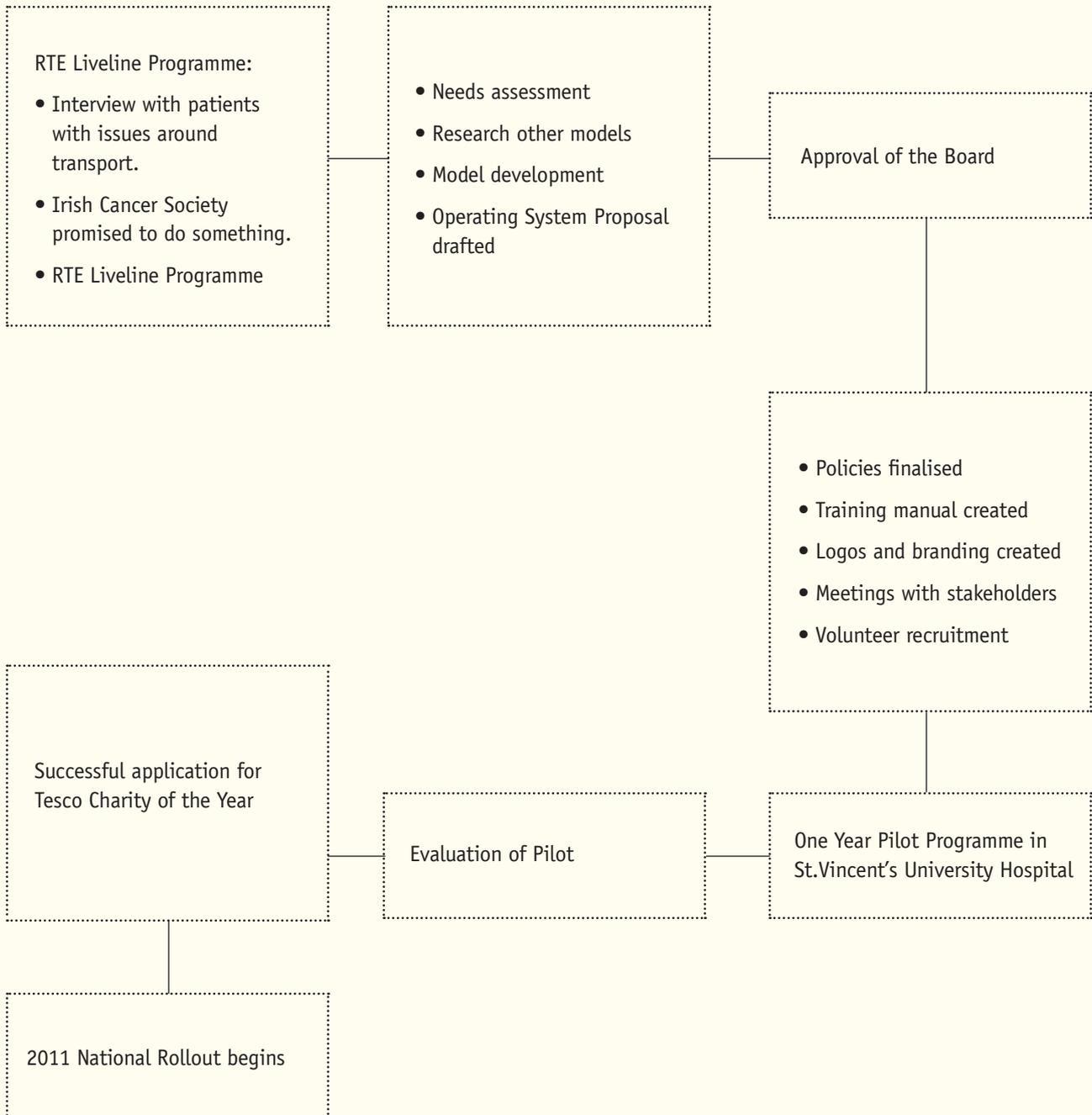
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History of the volunteer driver service



What is cancer?

Cancer is a word used to describe a group of diseases all having certain characteristics providing an over-growth of cells which form a tumour. Each one has its own name. For example; bowel cancer, lung cancer, breast cancer, etc. Each has its own type of treatment too.

What is chemotherapy?

- Chemotherapy is a treatment using drugs that cure or control cancer;
- Chemotherapy damages the genes inside cancer cells, which prevents them from growing;
- Chemotherapy is given to shrink cancer, cure or control it, to prevent it coming back, or to ease symptoms;
- Chemotherapy can be given before or after surgery, before or with radiotherapy, or before a bone marrow/stem cell transplant.

What happens at the treatment centre?

On arrival, the patient's bloods are taken and sent to the lab for analysis. This is done to ensure that the patient is well enough for chemotherapy.

Then each patient is seen by the doctor who will perform an assessment and answer any questions to ensure that the patient has a clear picture of his or her treatment, that they are managing their side effects and that they are well enough to have more chemotherapy.

When the blood results are back and the doctor is satisfied that treatment can start, the chemotherapy drugs are processed by the pharmacist. At this point, the oncology nurses will start to give each patient anti-sickness medication through an intravenous drip.

Once the anti-sickness drugs are finished, the chemotherapy drugs should be ready from the pharmacy. They are also given by intravenous drip. The time this takes depends on the individual's specific treatment.

When the chemotherapy is finished, the patient's IV line will be flushed and the patient is ready to go home. They may be given prescriptions for medication to take at home.



Who is the volunteer driver service for?

Driving everyone to treatment is far beyond the reach of the Irish Cancer Society. Many people have access to a support network to help with travel, for example:

- Community and government programmes, relatives, neighbours, friends;
- Irish Cancer Society's 'Travel to Care' programme.

Clients or patients?

Cancer patients are our clients and your passengers.

- Hospitals, clinics and treatment centres identify people as patients;
- At the Irish Cancer Society, the people we refer to as clients are those adults who need the volunteer driver service for reasons that are:
 - physical;
 - psychosocial;
 - financial;
- They are consumers of our service, our customers; they are not under our care;
- Clients may have concerns related to their diagnosis including:
 - emotional;
 - psychological;
 - physical;
 - spiritual.

Our clients have a short-term need to travel to cancer-specific medical appointments.

Some clients will:

- have been recently diagnosed and are attending treatment for the first time;
- have had cancer for years and have had a recurrence;
- require a follow-up to confirm continuing good health.

Do not presume their status:

- each client will be at a different stage in relation to cancer, as will the escort they may have brought along for support;
- let them indicate how they self-identify with cancer.

Our clients have turned to the Irish Cancer Society because they think we can help them;

- you are the face of the Irish Cancer Society, our ambassador;
- attend to them in a respectful, non-judgmental way.

Eligibility

- Client eligibility for the service will be assessed by a healthcare professional according to their economic, psychological or physical need;
- Drivers don't assess eligibility.

Who will I meet as a volunteer?

Drivers meet clients, but might also meet clients' friends and family, escorts or companions. In addition, drivers will meet a range of other Irish Cancer Society staff, hospital staff and volunteers.

Irish Cancer Society Contacts

The Irish Cancer Society has staff members who deal with transportation. This includes a programme co-ordinator, a project officer and an administrator as well as the department manager.

Escorts and Companions

Clients sometimes travel with an escort or a companion to provide moral or limited physical support. We consider an escort to be someone who is a required attendant for the client while a companion is elective. Escorts and companions are adults over the age of 18 years. Escorts are most often family members or close friends of the client.

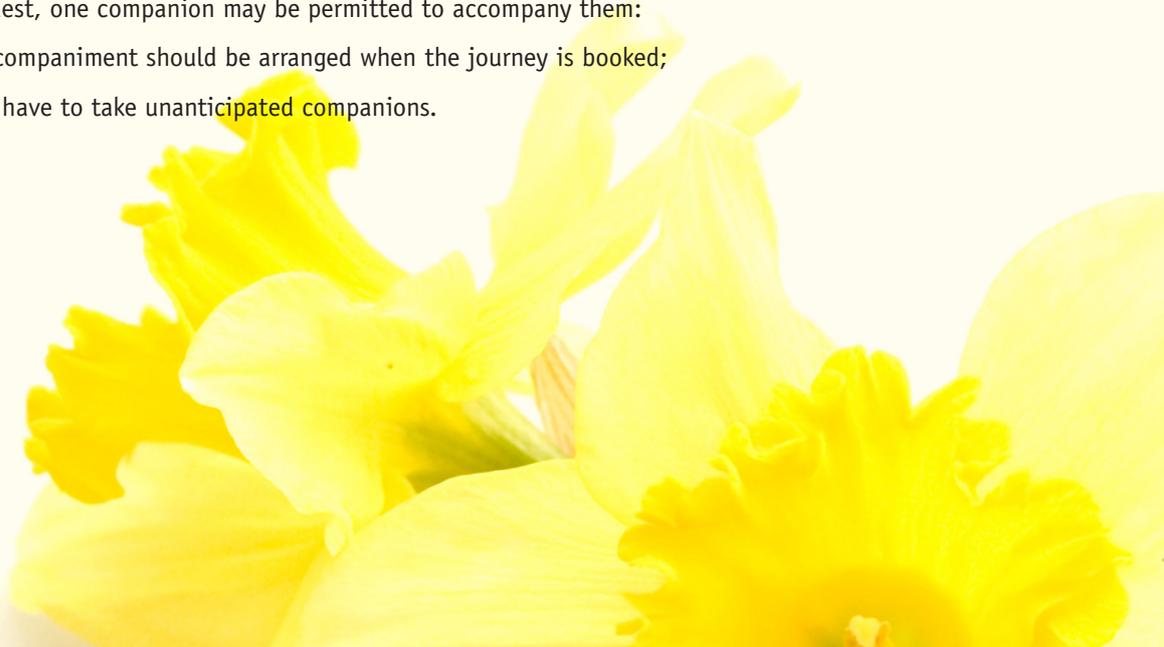
An **escort** - This is someone who is deemed medically required by a physician:

- A client requiring an escort cannot travel without one;
- In the event of an incident involving the client the liability of the Irish Cancer Society and the driver would be greatly increased in the absence of a required escort;
- Only one escort per client is permitted.

A **companion** – This is someone who travels to provide support to the client. Companions are NOT tagging along to go shopping, keep appointments of their own or to visit with friends.

At the client's request, one companion may be permitted to accompany them:

- Companion accompaniment should be arranged when the journey is booked;
- Drivers do not have to take unanticipated companions.



At the treatment centre

The people you are likely to find, and perhaps interact with, at a treatment center include;

- Family members/friends of patients;
- Healthcare professionals;
- Other Irish Cancer Society or hospital volunteers or community representatives.

The client and the journey

It's important that a consistent communication flow be maintained between the Irish Cancer Society and its clients and volunteers:

- Clients contact a healthcare professional at the hospital for intake and assessment;
- Eligible clients will advise the Irish Cancer Society of their appointment times;
- Programme staff will contact the driver;
- Drivers confirm pick-up details with clients.

Programme staff assign journeys. Journeys are never arranged by drivers. It is important that the drivers:

- Never book journeys directly with clients; refer them to the office instead;
- Never transport anyone other than the person or persons they've been instructed to take.

Once the driver has been assigned a journey, he or she must contact the client regarding pick-up details:

- The most common time to call the client's home is during the early evening;
- If no one is home, or if someone else answers the phone, a message can be left for the client; The message should be: *"Please tell Mary that I phoned to confirm that I'll pick her up tomorrow at 10.00am"*

Clients may or may not have told others about their illness. Unless the client has given permission, do not identify yourself as calling from the Irish Cancer Society.

Getting ready for the trip

The vehicle

Clients expect and deserve a clean, safe and comfortable environment in which to travel. As a result:

- Don't use strong smelling solvents to clean your car;
- Empty ashtrays and vacuum animal hair;
- Make sure you have enough fuel in the tank before the trip starts;
- Check your tyre pressure;
- Check your oil and windshield washer fluid levels;
- Have emergency supplies and a "spill kit" in the trunk.

Personal preparation

- Don't wear heavy perfumes or colognes. Clients may have a more sensitive sense of smell as a result of the treatment they are taking, or they may simply have allergies;
- Drivers represent the Irish Cancer Society. Dress should be business casual;
- Be aware that the smell of alcohol consumed from the night before may linger the next day;
- On a day of driving for the Irish Cancer Society, don't smoke in the vehicle until you are finished for the day:
 - the Irish Cancer Society and many of its clients prefer that yours is a vehicle in which no one is ever permitted to smoke;
- Be familiar with the route you are going to travel by referring to a road map before you start driving;
- Have all of your Irish Cancer Society identification with you;
- Be prepared to cover any costs you might incur on the way;
- Never ask your passengers to pay for anything on your behalf (e.g. lunch, coffee, parking, phone calls):
 - Neither give nor accept gifts;
 - Never accept tips;
 - Neither lend nor borrow money.



In case you are delayed

During a delay drivers need to stay in communication with as many involved parties as possible:

- Try to call to let your passengers know you're going to be delayed;
- Try to phone the treatment centre to let them know when to expect you.

If you're feeling ill

In case of illness, drivers should phone the office to discuss the situation with them - they will find another driver or arrange alternate transportation:

- Cancer patients may have very weakened immune systems and could easily come down with whatever you have;
- Feeling ill can impair your driving (especially if you take medication that can make you drowsy);
- Put your health and welfare first, for your own good and for the sake of the client.

Dangerous weather conditions

Weather or other road conditions can make it too dangerous to drive. Missing a day in treatment is not critical to patients. Their safety should come first:

- If it's your decision, phone the office (they may be able to arrange alternative transportation);
- A client may tell you that they feel the conditions are too severe and decide not to go;
- The programme administrator may call you to tell you not to drive because he or she thinks it's too dangerous;
- You may be called upon to help call passengers to let them know the change of plans.

About your passengers

Make your passengers comfortable

- Don't let personal bias get in the way of providing good service;
- Don't make assumptions about people based upon individual traits (e.g. how they look, the type of cancer they have, or even if they smoke).

Clients are advised that there is a 'No smoking' policy in the Irish Cancer Society and this extends to volunteers' cars. If a client asks to smoke in the car, an appropriate response may be;

"Sorry, but the Irish Cancer Society have advised the drivers that clients are not allowed to smoke in drivers cars and as a volunteer I have agreed to abide by their criteria."

Overcoming communication barriers

There is a lot for a driver to be prepared for:

- Some forms of cancer treatment cause physical disfigurements that may impede communication;
- Be patient—not everyone can speak English well (or at all);
- Speak at a steady, clear pace (speaking too slowly, however, can be perceived as being insulting);
- Be aware of your body language, tone of voice or facial expressions.

Arriving at the house

Upon arrival

- Don't make assumptions about people based upon your perception of their residence;
- Don't make assumptions about people based upon the type of car parked in the driveway;
- Don't go into people's rooms or apartments:
 - In apartment buildings, buzz and wait for passengers in lobby;
 - In a retirement home or long-term care facility, go to reception/check-in.

Boarding passengers

- Only person(s) assigned to the journey should be picked up;
- Passengers should be able to get in and out of your vehicle with no more aid than a simple hand-assist. Remember:
 - You are not a porter;
 - You have not received any training from the Irish Cancer Society in assisting people with mobility constraints.



Additional baggage

- You should be advised ahead of time about additional baggage or mobility devices:
 - Take only the mobility devices that are absolutely needed to get the client out of the car in case you need to stop along the way;
 - Wheelchairs will be available at the hospital;
- Do not lift or carry very heavy or awkward items.

Client cancellation on arrival

- Contact the office to relay this information;
- Suggest to the client that they contact their treatment centre to cancel the appointment.

Client is delayed

- Confirm whether or not they still want to go to treatment;
- Ask how long it will take to get ready:
 - Decide if you can wait;
- If you are unable to wait, contact the office to see if alternate transportation can be arranged;
- Suggest that the client contact the treatment centre about their arrival time;
- Do not go into the client's residence to help them get ready.

If the client is not at home

- If you have time, phone the client to see if there is an answer at home;
- If you are unable to contact the client, contact the office to verify the details (address, time, date);
- Indicate whether or not you think there may be a problem (e.g. the client is too ill to get to the door and needs help):
 - The client record also includes emergency contact information and the Irish Cancer Society can take any steps necessary.

Along the way – safe driving

Your most important role is to provide a safe and comfortable journey to and from treatment.

Drive responsibly

People with cancer already have enough to deal with— please don't let poor driving habits contribute to their stress:

- Drive with caution on rough or uneven roads;
- Know and obey all traffic laws. In particular:
 - Obey speed limits;
 - Buckle up! Wear your seatbelt;
 - Don't follow other vehicles too closely;
 - Signal your intentions;
 - Shoulder-check your blind spots when changing lanes or making turns;
 - Drive defensively;
 - Stow medical equipment and any other baggage safely;
 - Refrain from using the bus lane;
- The Irish Cancer Society is obligated to follow-up on any complaints of bad driving just as we will follow-up on any concerns you share with us about clients.

Along the way – interpersonal interactions

- Make sure the client is comfortable and feels supported;
- Ask if clients are comfortable;
- Be professional and don't take it personally if a passenger is critical of your driving or the service you are providing:
 - Accommodate reasonable requests by the client;
 - Discuss concerns or frustrations with the office;
- Let clients set the tone of the trip—they may or may not want to talk;
- Let clients know that they can ask to have the temperature altered or the radio station changed;
- Let clients know that they can tell you if they need to stop for a break;
- Carefully consider personal interactions:
 - Be careful using humour—clients may not share your sense of humour and may be offended;
 - Be careful using flattery or asking particularly personal questions—clients may question your motives and feel uncomfortable;
 - Don't allow clients to be abusive to you or other passengers;
 - In the event of conflict, promote a spirit of compromise so that everyone can enjoy the trip as much as possible;

- Respect confidentiality—don't discuss other people's medical situation;
- Become familiar with other community services offered by the Irish Cancer Society (carry the Cancer Information Service brochure);
- Offer friendly support but don't act as a counsellor:
 - Don't offer medical advice or opinions—refer the client to the Irish Cancer Society's Cancer Information Service (1800 200 700) or their health care provider.

In case of a collision

Following a collision:

- Stay calm;
- Attend to your needs and those of your passengers;
- Call the police and follow their instructions;
- Call for medical assistance if there are injuries;
- Call the office to arrange for alternate transportation for your passengers if your car can't travel anymore.

Later, report the collision to your insurance company and to the Irish Cancer Society.

Arriving at the treatment centre

Passenger drop-off

- You must have identification on the windscreen of your car showing your status as a voluntary driver for the Irish Cancer Society;
- As stated previously the passenger should be able to get out of the vehicle;
- Do not lift passengers out of the car. If someone is in need of more than casual assistance enter the hospital and ask the person at the enquiry desk to contact the oncology department and ask that the ward attendant come down and bring the patient to their treatment.

Entering the treatment centre

- The treatment centre is based in the hospital. You should not need to go to the actual centre. When you bring the client to hospital, they will make their own way to the ward;
- If they require assistance, ask the person at the enquiry desk to contact the oncology ward and ask that the ward attendant come down and bring the client to the ward.

If you know that you are returning passengers home

- When you bring the client to hospital they will advise you how long they will be required to remain at the centre. If the client doesn't know, please ask for the ward clerk and they will be able to give you the information;
- Be prepared to wait if necessary;
- You may give your client your mobile number* to ring or text you when they know what time they will be ready for collection. Alternatively your client can ring the office and the administrator will keep you informed.

** Clients are advised that they are not permitted to book future journeys directly. If someone rings for a new appointment, it is imperative that you refer them back to the office. If you choose not to adhere to the policy then your insurance may be invalid.*



Waiting for your passenger

What to do

- If possible, limit the amount of time you spend at the treatment settings:
 - as a driver, you may be spending more time than most people in a setting where there is communicable disease; don't increase your risk;
- Plan something to occupy your time and, if you are away over a mealtime period, bring food or be prepared to buy your own;
- Be patient. The nature of some treatments means that there will most likely be delays.

Infectious disease

An infectious disease risk may cause hospitals or clinics to restrict access to patients only. We are guests at the hospital. Follow the guidance from hospital staff:

- If you have concerns about your safety or that of your clients, discuss them with hospital staff;
- Contact the office if your concerns are not resolved.

In case of an unexpected delay

Be professional, treating cancer is complex. If the client can't help you, identify yourself to the appropriate staff person and explain that you need some indication of the nature of the delay:

- In the event of an extreme delay or extremely bad weather, check back with the office regarding alternate arrangements;
- In the event of a medical emergency, let the medical staff do their jobs—don't get in their way.

Leaving the treatment centre

Preparing for departure

- Be patient – not everyone may be ready to go at the same time because of changes to treatment. Things that can easily affect your schedule include:
 - changes to treatment;
 - equipment malfunction;
 - hospital emergency;
 - changes in the health status of the client;
- Be sure to confirm the client's full name if you're picking up someone you have never met:
 - Don't take the wrong person with you;
- Don't sign patients out of the treatment centre or hospital.

Client health concerns

If you are concerned about the immediate health of one of your clients:

- Check with medical staff before transporting people who are very ill or frail;
- Get a hospital staff person to help you assess the situation;
- Phone the office right away—there may be alternate transportation options available.

What to do if someone approaches you about getting a lift home

- Only drive the clients that have been assigned to you;
- Contact the Social Worker or oncology day ward staff to deal with the person.



On the way home

People's physical and emotional states may have changed since you dropped them off.

Your passenger(s) may have received bad news:

- if they choose to talk, listen, show understanding and compassion;
- what you can offer is the assurance that you are going to do your best to get them back home safely;
- if there is no one to receive them at home, call the office and ask for support (all our clients provide emergency contact names and numbers):
 - If you cannot reach an Irish Cancer Society representative, ask the client who you might call, or, if you feel the situation is critical, contact emergency services.

Illness can be a response to treatment

- Let the passengers know that they can tell you if they need to stop for a break or if they need the windows open or closed, or the heating off or on;
- Don't offer medical advice or opinions—refer the person back to their health care provider or the Irish Cancer Society's Cancer Information Service;
- If you feel uncertain about what to do, please ring the staff in the oncology department and they will help you.

In case of a spill

- You will be provided with a "spill kit";
- Should there be an incident in the car:
 - Stop the car safely as soon as possible;
 - Put on both pairs of latex gloves;
 - Use paper towels to confine the spill;
 - Place everything disposable in a plastic bag;
 - Use a combination of water and bleach to decontaminate the area;
 - Wash your hands well with the sanitiser provided and, as soon as possible with soap and water, but don't use a scrub brush or abrasive soap;
- Report any spill or incident of illness to your Irish Cancer Society representative, and include the name of the passenger involved.

In a medical emergency in the car

- Stop the car safely and call “999” or “112”;
- Stay out of the way of medical emergency workers;
- Take care of the other passengers;
- Co-operate with authorities and fill out appropriate reports;
- Contact the office:
 - You may be asked to fill out an incident report.

Side trips and route changes

- The service we offer is a journey from the client’s pick-up location to the treatment centre and back again;
- Upon registration, clients are told that side trips and en route stops are not allowed:
 - It’s not your responsibility to take clients shopping, pick up their dry cleaning or drop them off at a different location;
 - However, if someone asks to be let out of your vehicle, you must comply. You cannot demand that they remain with you;
 - The exception to this is when the client has been given a prescription to pick up in the pharmacy.

At the client’s home

Saying good-bye

- Use common sense when asked for additional help:
 - don’t go into anyone’s home;
 - it’s not your responsibility to carry someone into their home, get them unpacked, get them undressed and into bed, make a meal for them or do their laundry;
- Do not administer any medications or set up any medical equipment;
- You may feel close to a client you drive often. However, it’s important to maintain a professional distance;
- If the person is having a difficult emotional response to their cancer diagnosis, let them know that they can call the Irish Cancer Society to talk about support services.

Client requests additional trips

- Do not book additional trips - the client must contact the office themselves to do this.

What to do if your passenger offers you money

As has been previously mentioned:

- Do not accept or ask for tips or gifts (if the client offers you money, suggest they make a donation to the Irish Cancer Society);
- Do not give or loan money;
- Do not borrow money.

Finished for the Day

Debriefing and reporting

- Record any required information (a form may be provided for some reporting);
- Discuss problems, issues or concerns with the office (e.g. passengers' personalities, state of health, language barriers, personal hygiene).

Out in the community

Meeting clients in the community

- Maintain confidentiality at all times;
- Passengers may not have told their family things that they told you;
- It's okay to ask, "How are you today?" but not okay to ask "How are you recovering from your prostate surgery?" unless the person brings up his prostate surgery first.

Your family or friends

- Do not discuss other people's medical situations with your family and friends;
- If asked, you might say: "It's someone I met through my volunteer work";
- Make sure that family and friends do not have access to the confidential information on the clients you drive/have driven.

Confidentiality exceptions

In certain emergency situations, maintaining confidentiality may be superseded by "duty of care".

Duty of Care

- As a volunteer, you may be placed in a situation where you will have to break confidentiality and disclose information about a person to another individual:
- If you are concerned that the person you have been talking with is in danger of harming him/herself or another individual, then, as a volunteer, you have an obligation and a duty to disclose that information to an appropriate individual, such as your Irish Cancer Society contact person or a staff member at your facility;
- Talk to your Irish Cancer Society contact person to discuss situations when you will need to disclose this information and the appropriate individual to whom you may disclose this information.

Administrative procedures

Administrative procedures help the Irish Cancer Society to maintain high standards of practice. The Irish Cancer Society has legal and ethical responsibilities to:

- Our clients;
- Our hospital partners;
- Our donors;
- Our volunteers.

Driver eligibility

To become and to remain a volunteer driver with the Irish Cancer Society, you must meet five basic eligibility requirements at all times:

- You must have a full, clean Irish Driving Licence and have an acceptable driving record;
- Your vehicle must be insured and you must be legally entitled to cover while driving the vehicle;
- You must deliver the service professionally in a supportive and safe manner;
- You must receive a clean Garda vetting report;
- Your car must hold a valid NCT certificate (where required).

Reporting

All volunteers involved in delivering the Irish Cancer Society's services are expected to complete some level of reporting:

- Proof of driver's licence, insurance, NCT (where required);
- Reimbursement claims;
- Any required forms regarding availability and preferences;
- Any new, approved forms;
- Occasional questionnaires or surveys that will help us to improve our service.

Record keeping helps us:

- Show that we deliver services in a professional and responsible manner;
- Prove that we take appropriate steps to gather information on those who drive for us and retain the proof on file (risk management);
- Demonstrate how we use donor euros effectively.



Data Protection Information

Data Protection Acts 1998 & 2003

In accordance with the Data Protection Acts of 1998 & 2003, the following information pertains to data protection and privacy for both volunteers and clients;

- Data may only be used for the specific purposes for which it was collected. Once the need for the data is over (i.e. the journey is completed) then the data must be destroyed;
- Data must not be disclosed to other parties without the consent of the individual to whom it pertains, unless there is legislation or other overriding legitimate reasons to share the information (for example, the prevention or detection of crime). It is an offence for other parties to obtain this personal data without authorisation;
- Individuals have a right of access to the information held about them, subject to certain exceptions (for example, information held for the prevention or detection of crime);
- Personal information may be kept for no longer than is necessary and must be kept up to date.

Volunteers

- The Irish Cancer Society will never share your information with a third party without your express written consent unless it is required by a court of law;
- The information received from the Garda vetting forms will be exclusively read and analysed by the Irish Cancer Society;
- Information you receive from the Irish Cancer Society relating to any part of the client's cancer or treatment is protected by the privacy/confidentiality policy and should never be discussed with another party.

Clients

- Information received by the Social Worker regarding their type of cancer or course of treatment will not be revealed to the driver unless it is related to the journey;
- Information and details of the treatment will never be revealed to a third party.

Driver's licence

You need at least a class "B" Irish Driving licence.

Note: Learner's permits are not accepted.

- We document your licenced status when you become a volunteer driver (a photocopy is retained on file);
- If your driver's licence is renewed, we need a copy of your new licence.

Insurance

Volunteers using their own vehicles for Irish Cancer Society programmes or activities must carry adequate limits of liability through their own insurer. The Irish Cancer Society only has motor insurance on the vans and cars that are registered in its name.

The Society, insurance and you

- The Irish Cancer Society does not have insurance that either replaces or supplements your personal cover. The Irish Cancer Society's insurance is liability insurance that protects it in the event of a successful law suit:
 - We require that your insurance company is aware that from time to time you carry passengers in your car as a volunteer for the Irish Cancer Society. We would ask that you request your insurance company to sign and stamp an acknowledgement form which we will forward to you;
- You cannot drive for us after the expiration date on record in our files. Always let us know about insurance renewals;
- The Irish Cancer Society cannot contact your insurance company on your behalf. However, regarding your insurance cover:
 - drivers may feel more comfortable with higher insurance cover;
 - the Irish Cancer Society respects the personal decision made by each volunteer;
 - discuss your insurance concerns with your insurance company representative.



Reimbursed expenses

Fuel expenses

As a participant in the transportation service, you volunteer your vehicle as well as your time. We do offer a contribution towards the cost of fuel:

- It is not meant to cover the cost of:
 - insurance;
 - maintenance;
 - depreciation;
- It does not cover personal side trips for you.

Refreshments

An allowance of €8.00 for refreshments is provided for volunteers on each journey that they undertake for the Care to Drive programme. This allowance is paid upon the production of valid receipts.

Managing expense reporting

- Even if you choose not to ask for reimbursement, we need to know how much driving you did and how many kilometres you covered:
 - We want to know how we're performing;
 - We want to know how much we're really doing.

Extraordinary expenses

From time to time, unexpected situations, such as bad weather or an accident, may occur that prevent you from returning home. The Irish Cancer Society will not leave you stranded.

- If bad weather prevents a safe return trip home, the Irish Cancer Society will cover your food and accommodation expenses;
- If possible, get expenses pre-approved by the office including:
 - any limits to the amounts that can be claimed;
 - approved hotels for direct billing to the Irish Cancer Society;
- Receipts for extraordinary expenses must be submitted along with a special expense claim form;
- The Irish Cancer Society does not cover expenses such as:
 - parking fees, when not pre-approved or when free parking is available;
 - fines arising from tickets (e.g. speeding, parking, etc.);
- You may choose to donate all or part of the amount of your reimbursement back to the Irish Cancer Society in return for a charitable donation receipt. In order to do this simply:
 - submit the driver expense claim form (the Irish Cancer Society will issue you a cheque);
 - write a cheque to the Irish Cancer Society for the amount of your choosing;
 - a receipt for income tax purposes will be provided (the Revenue Commissioner's Office does not allow us to issue a tax receipt for signing the Society's cheque back).

Feedback

Your feedback is important to us and influences service changes or revisions.

As part of the ongoing evaluation of all of the Irish Cancer Society's services, we may contact you or your clients periodically to ask some questions:

- In the case of drivers, we may ask about your comfort and satisfaction with:
 - your role;
 - resources;
 - clients;
 - policies/procedures;
 - parking;
 - treatment centres;
- In the case of clients, we may ask about their comfort and satisfaction with:
 - office/driver relations;
 - information provided;
 - transportation service requirements;
 - journeys/drivers;
- Irish Cancer Society representatives will always identify themselves and the purpose of the call;
- If anyone else contacts you (such as a reporter) refer them to the Care to Drive Programme Co-Ordinator.



Registering concern(s)

All volunteers have the right to a rewarding assignment. They can refuse activities that they are not comfortable with or in which they do not wish to participate:

- In the case of a questionable situation, contact the office:
 - Many problems can be settled through discussion;
 - Clients may feel uncomfortable talking directly to you; it may be preferable to have the office handle it;
- The Irish Cancer Society is obligated to look into any client concerns:
 - An Irish Cancer Society staff person will call you to discuss any concern about you, your performance or behavior, and your response to the concern;
 - In the case of a serious concern you may be temporarily suspended from volunteer activity. This is not a judgment of guilt, but a prudent course of action that we are obligated to take.

What about self-care?

Volunteers in contact with clients need to be aware of their emotional limits and set aside time for self-care. In the effort to help others, you may begin to ignore your own needs. This can eventually affect your health, relationships and quality of life;

- Physical health and well-being are affected by emotional health;
- Stressors include:
 - being with someone who has just received disturbing news about his/her health;
 - sadness that a client has finished treatment and won't be needing help;
 - someone you've been driving has died;
- Consider talking with:
 - your Irish Cancer Society contact person;
 - other drivers;
 - pastoral or other counselling;
- If you're coping with a lot of stress, you may also want to consider taking a break from driving.

Self-care allows you to:

- set appropriate boundaries in your relationships with people;
- balance your personal, professional and volunteer responsibilities;
- focus on the person who needs your support, while still maintaining the self-awareness that allows you to be effective and useful.

Self-care is an ongoing process:

- think about ways to check your emotional well-being and ways to release both physical and emotional stress;
- take steps to ensure your well-being;
- Support & Supervision meetings provide the opportunity to talk about issues which may be of concern to the driver. It is important that you attend these meetings as part of your emotional well-being.

Appendix 1

Driver's Log

Client Name: _____

Pick-up Address: _____

Date of Pick-up: ___ / ___ / ___

Time of Pick-up: ___ / ___ / ___

Was the pick-up at the client's home?

Yes No

Was this the first time you have picked up this client?

Yes No

Were the directions given to you adequate?

Yes No

If not, how could they be improved? _____

Was the client ready when you arrived?

Yes No

Did the client require assistance?

Yes No

If so, please describe: _____

Did a companion or escort accompany the client?

Yes No

If so, was this pre-authorized?

Yes No

Was the trip one way _____ or return _____?

Number of kilometres? _____

Any Issues or comments? _____

Appendix 2

Confidentiality Agreement

VOLUNTEER CONFIDENTIALITY STATEMENT

All volunteers who have access to personal information have a responsibility by which they are bound to the client, Irish Cancer Society and all its agencies, the community and themselves. The Irish Cancer Society's clients act in good faith, expecting that their circumstances and personal matters will remain confidential. Thus, we are obliged by both law and ethics to honour this trust.

Though not all-inclusive, the following is presented to provide some guidelines concerning the matter of confidentiality. The 'Society' refers to the Irish Cancer Society and all of its agencies. The 'client' is any person who is served by the Irish Cancer Society or any of its agencies.

1. No identifying information about the Society's clients (names, addresses, social security numbers, physical disabilities, etc.) should be revealed to anyone outside of the Society and only to those in the Society to whom the information is necessary for the welfare of the client.
2. Discussing personal circumstances concerning a client, even though names, addresses or social security numbers are not revealed, is also considered a breach of confidentiality. That is, a volunteer might possibly describe in detail personal circumstances and information concerning a client for whom they have provided volunteer services, and even though the name and address is not revealed, this descriptive material may jeopardise the client's right to privacy. Thus, the discussion or description of a client's personal information or circumstances is considered detrimental to the client's right to confidentiality.
3. The fact that a case has been made public through the news media does not alter the fact that the individual still has confidentiality privileges within the Irish Cancer Society and all of its agencies. Thus, in these situations, confidentiality should still be maintained.

All volunteers are asked to sign the following oath to respect the confidentiality of all clients with whom they come in contact through their volunteer services at the Irish Cancer Society. This oath will be kept on file at the Irish Cancer Society.

I _____ agree to the above Confidentiality Agreement.
Irish Cancer Society Volunteer PRINT NAME

Signed _____
Irish Cancer Society Volunteer Signature

Affirmed this _____ day of _____, 20__.

Appendix 3

Sample expense form

Department	C2D
Costcode	8830

Volunteer Name: _____ Period of Claim: _____

Volunteer Address: _____

No.	Date	Reason for Expenditure	From	Via	To	Return Journey	Home or alternative between drives	Distance (km)	Rate (0.24) per km	Subtotals	Parking / Toll	Subsistence	Other Info.
		(Name of client and address)				(Please tick)	(Please tick)				(attach receipt)	(attach receipt)	
	Please enter the date of the drive	Mr J Bloggs, 1 Main Street, DUNDRUM	(Your address) 1 Park Lane DUBLIN	(Client's address) 1 Main Street DUNDRUM	(Hospital Name) St. Vincent's Hospital Dublin 4	Please state if this was a return journey YES / NO	Please state if you travelled between drives YES / NO	Please enter the total distance travelled eg. 20 kms	This is the rate you will be paid eg. 0.24	Example: (20 km x 0.24) = €4.80	Please state if you paid toll or parking YES / NO (attach receipt)	YES / NO	Please enter any information relevant to your drive. eg. Detours made, roadworks etc
1													
2													
3													
4													
5													
Sub-Total													
Total Claim													

I hereby certify that the above expenditure was incurred while volunteering for the Irish Cancer Society.

Signed: _____ Approved By: _____

Date: ____ / ____ / ____ Date: ____ / ____ / ____



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