



## How to apply

**Apply online:** Scan QR code below or fill out online application form at [okotoks.ca/volunteer-driver](https://okotoks.ca/volunteer-driver)

**Apply in-person:** If you would like help filling out your application form, or you have questions about the program, please visit us in person at:

- Okotoks Family Resource Centre, 11 Cimarron Common

### SCAN TO APPLY ONLINE:



### TO LEARN MORE

**Okotoks Family Resource Centre**

11 Cimarron Common

[familyresources@okotoks.ca](mailto:familyresources@okotoks.ca)

[ofrc.ca](http://ofrc.ca)

**403.995.2626**

# Volunteer Driver Program



A safe, free transportation service helping Okotoks residents get to medical appointments outside of Town



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## About the program

The Volunteer Driver Program is a supportive program for adults (18+) living in Okotoks who need a ride to and from medical appointments outside of Okotoks. Volunteer drivers provide safe, free and reliable transportation for residents who would otherwise struggle to meet this need.

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## Program eligibility

- Be a resident of Okotoks
- Have identified and explored other avenues of transportation (e.g. family, friends, church groups, Community Access Program, etc.)
- Be able to stand, walk, have clear vision and thinking. Otherwise, a companion is required. Wheelchairs and scooters cannot be accommodated.

"I don't know what I would have done without the Volunteer Driver Program."

-Client



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## How to request a ride

- When you have your appointment details, **contact program staff at 403-995-2626** to request a driver.
- Please provide us with your appointment date, destination, time and the expected duration of the appointment.
- We require a minimum of 1 week notice to secure rides.
- Drives must originate in Okotoks and take place Monday to Friday, 8 a.m. to 4 p.m., except holidays.

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## What to expect

- Program staff will inform you whether or not a driver has been secured a minimum of 1 day prior to your appointment.
- A volunteer driver will call you 1 day prior to your ride to confirm appointment details.
- Clients will be contacted after their first ride, as well as annually or as needed to evaluate their experience.

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## Service guarantee

We do our best to fill all ride requests; however, the program relies on the availability of our volunteers. If we are unable to accommodate your ride, you will be notified and other options will be discussed with you.

We look forward to helping you with your transportation needs!

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## Client etiquette

**Cancellation Policy:** If you need to cancel or reschedule your ride, please contact program staff.

**Costs:** Clients are responsible for parking fees.

**Ride Expectation:** The volunteer drivers are prepared to bring clients to and from their scheduled appointment only. Multiple stops will not be considered unless they have been discussed prior to the ride with program staff.

**Communication:** Rides are to be scheduled through the Okotoks Family Resource Centre (OFRC). Please do not contact volunteer drivers directly.