

VERS VOUS

Centre de services bénévoles aux aînés de Villeroy

Information and guidelines for the beneficiary

1. In the process of building the new beneficiary's profile, the person in charge obtained consent from the beneficiary to use certain private information **in the event of an emergency only**. **If in agreement, the enclosed consent form must be signed and returned with the fee.**
2. **The new beneficiary is expected to pay the mandatory annual fee within 30 days** of the opening of his file. No receipt will be issued for income tax. This is not a donation. The annual fee is not refundable and you will receive a renewal form each year. **Please take note** that the beneficiary's annual income will be taken into consideration only for the medical transport services.
3. VERS VOUS's office is open **from 9h00 to 12h00 and from 13h00 to 16h00**, Monday to Friday. The Center is closed from 12h00 to 13h00. You can always leave a message on the answering machine.
4. The beneficiary must inform our personnel of any important change of his physical condition such as incapacity to walk a short distance, need of a wheel chair or a walker, oxygen tank, etc. The beneficiaries using the Adapted Transport will not be eligible for the transport of VERS VOUS. **Please note that our volunteer drivers do not carry wheel chairs.**
5. Request for services must be addressed to VERS VOUS, by phone at 514-277-2469, **at least 48 hours (2 days)** in advance EXCLUDING Saturdays, Sundays and holidays. **Note: Please do not leave any request on the answering service.**
- ***6. **Services are given according to available resources and a maximum of 3 transportations per week is offered by VERS VOUS.** Therefore, it is very important to respect your request for services and not to cancel at the last minute for unjustified reasons.
7. To receive one or more services, the beneficiary must supply complete information for his request (service required, day required, EXACT TIME of appointment, destination and length of appointment if necessary, etc.). **Note: The volunteer has instruction from the administration of VERS VOUS to drive the beneficiary from his house to destination and back from destination to his house. Two (2) appointments at different places on the same day is equivalent to two (2) transports.**
8. When making a request for services, the beneficiary must specify the service or services needed such as transport with or without volunteer support, friendship visit, etc. He must advise immediately if a change of time or day and also a cancellation, etc. Please take note that the volunteer confirms the time of service with the beneficiary the day before or at the latest, in the evening between 17h and 21h.
9. If a beneficiary is accompanied by a relative or volunteer, he must inform VERS VOUS when making his request for service and make sure that the person accompanying him is already there when the volunteer driver arrives.
10. As far as grocery shopping is concerned, the volunteer will not carry parcels to your home. **Delivery is mandatory. The beneficiary will assume the cost of transport of the volunteer.**
11. The cost of transportation is a fixed price according to distance, 10km or less or 11km or more. If the appointment is more than three hours, the cost is double. If you should need help from the driver, parking is the responsibility of the beneficiary. Please note that **only** VERS VOUS can give a receipt for reimbursement. Gratuity is NOT AT ALL mandatory. It is to your entire discretion and must be reasonable. The price of transportation must be paid to the volunteer driver on your way back home.
12. **It is strictly forbidden for the beneficiary to phone and ask for services directly to the volunteers. You must go through the organization to have access to our services and this, for the security of everyone.** It is strictly forbidden for our volunteers to give their personal phone numbers with the exception of the return from a medical transport.
13. The beneficiary with the volunteer must agree with the return home.
14. The beneficiary, his family and the support team from the organisation (administration personnel, trainees or volunteers) must have a good collaboration. Confidentiality and courtesy must be respected.
15. The beneficiary must advise us if a situation seems abnormal and if he has a complaint to formulate. . **Note: The complaint must be addressed to the office making sure that you are speaking with the person responsible for that matter.** The personnel of VERS VOUS will treat the record in all confidentiality.
16. VERS VOUS keeps the right to close a file after having informed the beneficiary of the motives.

YOUR WELL-BEING IS OUR PRIORITY!