

Guidelines for the beneficiaries

Conditions of admissibility

- ✿ Be aged 65 and over ;
- ✿ Be a resident of the Villeray area ;
- ✿ Have a low income ;
- ✿ Have a temporary or permanent loss of self-sufficiency ;
- ✿ Pay the mandatory annual fee (\$15)

Requests for volunteer service

Your request must be made at least 4 days in advance and maximum 30 days before the appointment.

The beneficiaries must provide complete details for their request (service required, date and exact time of appointment, destination and length of appointment if necessary) and specify if a relative will accompany them in the car.

When making a request for service, the beneficiaries must specify which service they need, such as transport with or without volunteer support, friendship visit, etc. They must immediately inform Vers Vous of any schedule change, cancellation, etc. Please take note that the volunteer will confirm the time of pick up with the beneficiary during the evening the day before.

The volunteer is instructed by the administration of Vers Vous to drive the beneficiaries from their home to their destination and back home.

Service is offered according to volunteer availability. A maximum of 3 service requests for transport is allowed each week, except for beneficiaries who are having oncology treatments.

In regards to grocery shopping, the volunteer will not carry parcels to your home. Delivery is mandatory.

Vers Vous's office

The office is open from 9 a.m. to 12 p.m. and from 1 p.m. to 4 p.m., Monday to Friday. Please avoid leaving a message on the answering machine during weekends and on holidays.

Beneficiary's consent

The beneficiary must consent to let Vers Vous' team contact a relative in case of emergency.

Medical condition of the beneficiary

The beneficiary must inform our staff of any important change to his physical condition, such as hospitalization, incapacity to walk a short distance, need of a wheel chair, a walker or a oxygen tank. Beneficiaries already using the Adapted Transport service are not eligible for Vers Vous' medical transport service. However, they can use any of our other services.

Fees

Payment of Vers Vous' annual fee is mandatory (\$15).

Transportation fees are fixed based on distance (10 km or less; or more than 11 km). If the appointment lasts more than 3 hours, the cost is doubled. If there is no free parking available, parking costs will be charged to the beneficiary (who will have been informed by the office and the volunteer driver). Please take note that ONLY the administration of Vers Vous may issue a receipt for reimbursement of medical transport. Gratuity is NOT AT ALL mandatory. The cost of transport must be paid to the volunteer driver upon your return home.

Notes

Please note that our volunteer drivers do not carry wheel chairs.

It is strictly forbidden for the beneficiary to call a volunteer directly for service. The only reason you may call a volunteer is to confirm your return from a medical transport.

The beneficiary and the volunteer must agree on the terms of the return home.

The beneficiary, his family and the support team from Vers Vous (administration staff, trainees or volunteers) must have a good collaboration. Confidentiality and courtesy must be respected.

The beneficiary must inform Vers Vous of any unusual situation and address any complaint promptly. The complaint must be sent directly to the administration that will treat the matter in full confidentiality.

Vers Vous keeps the right to close a file after giving notice to the beneficiary.