
A ride to care for all cancer patients

Welcome to the Volunteer Cancer Drivers Society (VCDS).

We are a registered charity providing transportation to care for cancer patients in need. Our service is complimentary and intended to make your transportation to and from appointments as stress-free and seamless as possible.

Below are a few important things to know about our service:

Booking Your Rides

- Online booking is preferred – it's the fastest and most efficient way to secure your rides: www.volunteercancerdrivers.ca/book-a-ride/
- You can also call and leave a voicemail at 604-515-5400, and we will respond within 24 hours.

Ride Requests & Scheduling

- Please give us as much notice as possible, ideally by Friday 6:00 PM of the week before your appointment. This is when rides are assigned to drivers.
- Requests with less than 48 hours are difficult to arrange and may not always be available.
- Drivers can only be assigned when an appointment time is confirmed.
- In some cases, you may be asked to carpool with another patient.
- If you do not speak English, then for safety you must have someone that can translate accompany you.

Driver Contact & Confirmation

- Once your ride is booked, your volunteer driver will call you to confirm your pickup time and provide their contact information.
- If you have not heard from your driver 48 hours before your appointment, please call us at 604-515-5400 and leave a message with your dispatcher.

On the Day of Your Appointment

- Be ready and waiting at the designated pickup point.
- For health and safety, patients are asked to sit in the back seat whenever possible.
- By BC law, all people in a vehicle must wear seatbelts, unless the patient has a proper exemption form completed by their physician.
- We respect and follow Provincial Public Health regulations.
- Drivers will drop you off at the entrance of your treatment facility and wait nearby for your call or text when you're ready for pickup.
- If your appointment runs longer than expected, please notify your driver. If you don't have a cellphone, hospital staff can assist with the call.

Service Limitations

We provide door-to-door service only. Drivers do not:

- Enter patients' homes
- Escort patients inside treatment facilities its rare but sometimes necessary
- Make personal errands or additional stops
- If you've had surgery or anesthesia, a caregiver (family member or friend) must accompany you for your transport.

Cancellations

- If your appointment is cancelled or rescheduled, please call us as soon as possible at 604-515-5400 so we can adjust your driver's schedule.

Ways to Support VCDS

Our service is complimentary, and we are delighted to have the opportunity to serve you. Because our volunteer drivers travel more than 1 million kilometres each year to serve our patients, we do have to cover significant costs to keep our organization running.

If you would like to donate to help us meet our funding needs, you can:

Donate online via our secure donation link at:

www.volunteercancerdrivers.ca/donation-form/

Mail us a cheque (your driver can provide you with a pre-addressed envelope)

For other information about how to donate to VCDS, please visit:

www.volunteercancerdrivers.ca/ways-to-give/

It is our pleasure to be able to assist you. Our volunteers are committed to supporting you with care, compassion, and dignity.

Warm regards,



Bob Smith- President
Volunteer Cancer Drivers Society