Protecting Delivery Drivers

Volunteer drivers are the most in-need volunteer role in the Greater Toronto Area. Due to limited client contact, volunteers can contribute their time safely by delivering meals, medication, clothing and more throughout the city.

However, organizations have had to adjust their delivery driver services to follow COVID-19 precautions. This means that volunteers are being asked to follow additional requirements, such as cleaning their vehicles more frequently and taking on more deliveries when necessary. Organizations should maintain frequent communication with and recognition of volunteer drivers to keep new and existing volunteer drivers committed to their roles.

Maintaining Engagement

- Find ways to check on everyone since volunteers can’t drop in to an office during operation hours
- Motivate volunteers by sharing the positive outcomes of their hard work
- Reassure volunteers that they are a team working towards the same goal
- Ensure volunteers know how to provide feedback, express concerns and that they have the option to reduce their duties if they begin to feel overwhelmed

Liability and Risk

Organizations looking for drivers must consider necessary steps to protect both parties. This includes getting signed consent forms back from interested drivers before their first delivery and establishing the driver’s level of comfort in completing the deliveries. Organizations and volunteers must agree on the level of risk associated with the job so the role is carried out in an effective manner.

- Volunteers must disclose to their insurance company that they have taken on a volunteer driving role
- All responsibilities should be clearly outlined and shared so both the organization and the volunteer are able to carry out deliveries effectively
- While it is leading practice to have a signed waiver, ensure volunteers understand that they are participating in this role at their own risk
- Volunteers are responsible for making their deliveries safely and for ensuring that their route is reasonable and accessible; for example, some volunteers may make deliveries by bike

Other Resources

- Watch “A Conversation about Volunteer Driving” Facebook Live Video
- Want to join our matching service? Sign up now