What is the American Cancer Society's Road to Recovery program?

Road to Recovery is an American Cancer Society program designed to ensure that cancer patients have transportation to and from medical facilities for treatments. Volunteer drivers provide patients with a ride in order to keep them on their regular treatment schedule.

Why is Road to Recovery so important?

Many advances have been made in the fight against cancer. As a result, more people than ever can survive their personal battle with the disease. Unfortunately, when cancer patients do not have the means to actually get to and from their treatment facility, what stands between them and a cure may be a ride.

The Road to Recovery program is faced with the classic supply/demand problem - how to satisfy increasing demand for services with a fixed or decreasing supply of volunteers. There has been a 344 percent increase in demand for Road to Recovery transportation services in the last 20 years and a 46 percent increase in the last 10 years. We anticipate demand to continue to grow over the next 20 years. The 60 and older population will increase by 32 percent, and the population over 85 will increase by nearly 90 percent. Our mobile society means that many families are geographically dispersed and not able to help each other on a daily basis. The movement toward outpatient treatment and away from hospitalization is also contributing to the increased demand for transportation services. The supply of drivers has not kept up with the tremendous growth and demand.

Who volunteers for Road to Recovery?

Road to Recovery volunteers can be individual drivers with time to help others or even local companies who allow employees to provide transportation on company time in company cars.

While Road to Recovery volunteers currently come from all walks of life, the American Cancer Society knows that there are undiscovered possibilities in every community. Anyone who has a driver’s license, a safe driving record, personal automobile insurance, owns a car or has access to one, and can spare as little as one morning or afternoon a month is encouraged to volunteer.

Who do I call to get more information on the Road to Recovery program?

Call the American Cancer Society at 1-800-227-2345.

How else does the American Cancer Society help in transporting patients to treatment?

The American Cancer Society offers transportation grants to hospitals. Our Hope Lodge facilities located across the Division offer free trips to the hospital for families staying there.
The American Cancer Society is committed to protecting the privacy of all our customers, including cancer patients, caregivers, Society volunteers, and even Society staff. As a Society volunteer, you play a critical role in our efforts. Therefore, it is important that you understand how you help us protect our customers' personal information. Please review these guidelines and make certain that you consider them as you collect, use, and share participant personal data. Following the guidelines is a Volunteer Confidentiality Agreement that we request you sign and return to us.

Privacy IS Important

Both Reach to Recovery and Road to Recovery programs involve one-on-one, intimate interaction with cancer patients; part of this interaction involves collecting or sharing sensitive data from (and about) our constituents. This data might include health information such as a patient’s cancer diagnosis, treatment, or survivorship. We may ask for personal account numbers such as a Social Security number, driver’s license number, or credit card number (for donations). Finally, we may ask for other personal information about a Reach or Road participant, such as their ethnicity, insurance status, income, cell phone number, or email address. To protect this personal data - and to ensure we meet our legal obligations under privacy laws - we developed privacy standards which apply to both Society staff and our volunteers, including you. So what should you do?

Use Care with Conversations

Conversations between you and constituents are a normal occurrence in both Reach to Recovery and Road to Recovery. And, oftentimes your conversations may include discussing personal, private information with constituents. Conversations can be risky, though, and you should always use your utmost care whenever you start or continue a personal conversation with constituents. Follow these simple steps when you meet or speak with constituents:

- Avoid conversations about one constituent in front of other constituents or their visitors/families.
- Lower your voice when discussing personal information in person or over the telephone.
- Avoid private conversations in public places such as parking lots, elevators, or public hallways. If you choose to meet the constituent in a public place, make sure the constituent understands your conversations may be overheard.
- Avoid using full names - that will make it less likely someone who does overhear you will know who you are talking about.

To summarize these guides in one sentence, you should be aware of your surroundings and take whatever reasonable precautions you believe are appropriate.
Use Care with Messages

Just as with “live” conversations, you must be careful whenever you leave a message on a constituent’s voicemail or answering machine, since you do not know who may play back the message. If you must leave a message, follow these three steps:

- If it does not sound like the constituent’s voice mail, hang up.
- Stick to a “minimum” in your message - your name your affiliation with the Society, and your contact information.
- Do not allude to the purpose of the call on your “first try.”

Follow “Minimum Necessary”

“Minimum necessary” means you limit your use and disclosure of data to the minimum you need to accomplish the task. Minimum necessary also applies to occasions when you share data with others. In other words, only use the data you need (or need to share) at that moment; do not, for example, send an email or text to confirm a Reach or Road service that contains unnecessary data about the constituent.

Also, make sure the individual who receives personal information from you understands the importance of protecting it. If you send an email with personal data, include the word “confidential” in the subject line; that way, the email recipient is alerted to the sensitivity of the email or attached file.

Share Data Securely

Sharing information can be risky, both in terms of what (content) you share as well as how (method) you share. The best guide here is to ask yourself what the Society would do to protect the data, then follow what you believe the Society would do to protect this personal information. Here are some common tips:

- When mailing documents, use a method that tracks delivery so you can be certain the envelope reached its destination. You may also write the word “confidential” on the outside of the envelope.
- When using a fax machine, verify the fax number prior to sending the fax, and check the confirmation page to know the fax was received.
- When sharing data over the Internet, use encryption to secure the file(s) whenever possible, or use a secure server to share data with others.

Email and Texting

If you use email or texting to share constituent information with others, be careful when sending this data via email or via text since both are unsecured. Check your “TO” line/number to make sure you have the correct email address/digits and you are sending your files to the correct person or people. If you have the option of encrypting the email, use it whenever you send sensitive data or files and be sure to include the word “confidential” in your subject line.

Protect Your Files

You likely collect and maintain a number of paper and electronic files containing personal constituent information. Just as with conversations, you have a duty to protect the information in those documents as well.
Protect your files by **limiting access**. Follow these steps to help secure your files:

- Keep personal files in locked drawers or cabinets, or out of sight when not in use.
- Carefully secure files when carrying them in your car, to and from meetings, or at the event.
- Save electronic files on a password-protected drive using passwords that are not easily guessed.
- Avoid or minimize copies, and protect the copies in the same manner as originals.
- Destroy (shred or tear up) confidential documents once you have finished using them.

**Use Good Computer Security Practices**

If you store event data on your computer, use common computer security measures to safeguard that information. Here are a few basic tips:

- PASSWORD protection - Don’t share your password, don’t write it down, and avoid “common” passwords such as your name.
- When you step away from your device, make sure to log off.
- Be careful with files you download from the internet, since the files may contain a virus. Only download what you **trust**.
- Keep your software up to date – in particular your operating system and antivirus software.

**Report Incidents**

Report any situation or conduct you believe violates an applicable privacy law, regulation, or the Society’s privacy policy, which can be found on our website: [www.cancer.org](http://www.cancer.org). Let us know about:

- Lost or stolen electronic devices such as laptops, smartphones, or portable devices if they contain personal information.
- Lost or stolen documents, checks, credit/debit card receipts, or other files that contain personal health or account information.
- Confidential emails or faxes sent to the wrong person or people.
- Breach of an email or event website account (such as account takeover) when the account has access to personal information.

Report your concerns as well as any complaints you receive to your staff coordinator, your local or Division office, or contact the Society’s anonymous hotline at 800-539-7202.

**To Sum It Up**

Privacy is an important duty shared by both the Society as well as you. When accessing, using, or sharing confidential information, follow these basic tips and you will do your part to protect our customers as well as the Society. If you find yourself stuck and unsure what to do, ask yourself what you believe the Society would do to protect the privacy of our event participants, then follow those steps as best you can.

Thank you for helping the Society protect our customers, and thank you for supporting the American Cancer Society.

**QUESTIONS?** If you have questions about customer privacy or need additional guidance, ask your staff partner or use your Division’s customer support queue. To view our Privacy Policy, visit our website at [www.cancer.org](http://www.cancer.org).

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**Revision 082911**
As a volunteer of the American Cancer Society, I will respect the privacy concerns of the people that I serve. I will hold in confidence all information obtained in the course of my service with the Society, regardless of whether I obtained the information from written or electronic records or through personal interaction with the individual(s). In doing so, I agree to comply with Society privacy and security policies, procedures, and standards.

I will not make inquiries or discuss information with any individual who does not have proper authorization to access or hear such information. This includes refraining from discussing any personal information in public areas, even if specifics such as an individual’s name are not used.

I will not disclose an individual’s confidence to anyone, except:

1. as part of my duties to the Society;
2. as mandated by law;
3. to prevent a clear and immediate danger to a person or persons; or
4. if I am compelled to do so by a court or pursuant to the rules of a court.

I will store or dispose of Society constituent records in ways that maintain confidentiality. I will maintain a professional attitude which upholds confidentiality not only to the people the Society serves, but also among Society staff, other volunteers, and within any sensitive situations arising because of the work of the Society.

Upon discontinuing my association with the Society, I will continue to maintain my promise of confidentiality, and I will hold confidential any information about sensitive situations within my service to the Society.

I understand that violation of this confidentiality agreement may be grounds for my immediate dismissal from my work for the Society.

___________________________ _______________________________________________________
Signature     Print Name

___________________________ _______________________________________________________
Date     Location (City and State)
Every Mile You Drive Lights Another BIRTHDAY CANDLE.

There’s no such thing as too many candles. That is why the American Cancer Society helps cancer patients get to and from treatment with the Road to Recovery program. We know that by helping cancer patients get to treatment we are helping them GET WELL. To learn how you can help create a world with less and cancer and more birthdays call 1-800-227-2345 or visit cancer.org.

We save lives and create more birthdays by helping you stay well, helping you get well, by finding cures, and by fighting back.

cancer.org | 1.800.227.2345
For many cancer patients, their greatest challenge isn’t a lack of treatment. It’s a lack of transportation.

Road to Recovery is an American Cancer Society program designed to ensure that cancer patients have transportation to and from medical facilities for treatments. Trained, volunteer drivers provide patients with a ride in order to keep them on a regular treatment schedule.

If you are a cancer patient or know of a cancer patient who is having difficulty with transportation to and from needed treatments, please contact the American Cancer Society at 1-800-227-2345 to learn more about local Road to Recovery programs.

The American Cancer Society saves lives and creates more birthdays by helping people stay well, helping people get well, by finding cures and by fighting back.