



DUNSTABLE GOOD NEIGHBOURS Volunteer Driver Guidance

(Based on Red Cross health and safety measures May 2020 and Advice from Beds RCC on Good Neighbour Volunteer Driver and Passenger wellbeing during Coronavirus)

- **Dunstable Good Neighbours** will only provide lifts for essential medical appointments. Other requests for lifts will be individually assessed, following the guidance.
The Help Line will obtain full information from the potential passenger re purpose of journey.
- **Dunstable Good Neighbours** volunteer drivers will give lifts for one person per car to enable driver and passenger to have maximum possible social distancing. If the person has a carer to accompany them to the appointment, the driver will make the decision as to whether they will carry two passengers, both of whom must sit in the rear seats.
The Help Line will obtain full information re numbers of people hoping to travel.
- **There will be no physical contact between driver and passenger.** Passengers must be able to get in and out of the car without assistance and ideally a four-door car will be used. Drivers will not carry wheelchairs or mobility aids except for a walking stick, which the passenger will always keep with them.
The Help Line will obtain full information re the mobility of the potential passenger.
- **Where possible, the volunteer asked to provide the lift is in a lower risk category themselves** i.e. aged under 70 and with no known underlying health conditions.
- **The volunteer driver confirms they are willing** to undertake the journey and to adhere to these guidelines before, during and after the journey. No volunteer should ever feel under any pressure to accept a request for transport if they do not feel comfortable to do so.
- **The potential passenger confirms they understand** these guidelines and will adhere to what is required of them before, during and after the journey.
- **Driver and potential passenger each confirm that they and every member of their household has no symptoms of coronavirus.**

At the time of issuing this guidance (November 2020) the key health status questions to ask are:

- Do they or anyone in the household have confirmed Covid-19?
 - Do they or anyone in the household have any Covid-19 symptoms? (a dry persistent cough; raised temperature; sore throat; loss of smell and taste or other symptoms)
 - Are they or anyone in the household in a higher risk group/shielding (e.g. have cancer or an immune-suppressing condition)?
 - Are they or anyone else in the household in self isolation due to exposure to COVID-19?
 - Are they or anyone else in the household in quarantine due to a test and tracking request or recently returned from an overseas trip?
- **If, on the day, the potential passenger admits to symptoms, the volunteer driver will NOT make the journey and will advise an ambulance is called.**

Hygiene measures:

- **Dunstable Good Neighbours** will provide volunteer drivers with **appropriate PPE** (gloves and disposable surgical face mask) and hand sanitiser/gel if they do not already have this equipment.

- **Both the volunteer driver and passenger must wash their hands prior to the journey for at least 20 seconds or use hand gel/sanitiser. If disposable gloves are worn REMEMBER these are not a substitute for hand washing.**
- Depending on the car and whether seats are cloth, further measures can be taken to assist with hygiene and cleaning such as covering cloth seats with a plastic cover that can be wiped down after the journey. Drivers should wipe down door handles and other surfaces with sanitiser before and after each journey.

During the journey:

- **The passenger gets into the car unaided.**
- **The passenger sits in the rear seat maintaining social distancing.** If only one passenger they sit behind the front passenger seat, diagonal to the driver.
- **If, when arriving to pick up a passenger, the volunteer driver is asked to take another person the volunteer driver will NOT carry a second passenger without prior agreement.**
- Where possible and appropriate, some windows are kept open.
- Care is taken by the passenger to **touch as little as possible** within the car.
- **The driver wears appropriate PPE**
- **Passengers must wear face masks or a face covering before entering car and throughout the journey.** Passengers must provide their own PPE.

After the journey:

- **The passenger gets out of the car unaided.**
- If accompanying the passenger **social distancing should be maintained**, and care is taken to follow any specific requirements issued by the hospital or doctors' surgery.
- Passengers will pay the agreed donation towards petrol costs to the volunteer driver in cash in a sealed envelope or small plastic bag. This will be left on the car seat or in seat pocket to avoid physical contact.
- When returning home, the volunteer driver where possible touches only sections of the car in the driver's half of the car until they have time and opportunity to **clean the car thoroughly** – including seats, doors, windows as appropriate and as per the latest NHS guidelines.
- **Masks and gloves are disposed of safely or washed** as per manufacturer's instructions.
- It is recommended that the **volunteer driver washes the clothes worn for the journey** as soon as possible and at a minimum of 60 degrees.

All volunteer drivers have the right to choose not to accompany a service user to a medical appointment

The volunteer driver the right to refuse to carry passengers who do not agree to adhere to these guidelines.

These guidelines will be reviewed biannually

Chair's Signature _____

Print Name _____

Date _____