

## **HOUGHTON REGIS HELPERS Volunteer Driver Guidance – June 2020**

(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)

**As lockdown measures are being eased and patients are attending medical appointments once again volunteer drivers and passengers are asked to adhere to the following guidance:**

- **Houghton Regis Helpers** will only provide lifts for essential medical appointments. Other requests for lifts will be individually assessed, following the guidance.  
*The phoneholder will obtain full information from the potential passenger re purpose of journey.*
- **Houghton Regis Helpers** 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 phoneholder 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 keep with them at all times.  
*The phoneholder 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 (June 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:**

- **Houghton Regis Helpers** 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 patient to a medical appointment.**

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