

## VOLUNTEERS' GUIDE HOME PAGE

### **Welcome to CONTACT 88**

Our services to local Elderly and Disabled residents depends upon your support.

Thank You for volunteering. The following guide explains what is involved.

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## **VOLUNTEERS' GUIDE 2020**

### **CONTACT 88 OUTINGS**

A regular Outings Programme is provided for our registered list of elderly and disabled local residents. A fare is usually charged and collected on the day. Other personal expenses incurred are paid separately by the clients.

It will be a mixture of the kind of excursions listed below.

#### Country Drives & Teas

A reservation at the venue will have been made by the office. First pick-up will normally be at 1.00 p.m. Having collected your passengers, take a scenic drive to your chosen stop. Ideally take a different route back.

#### Lunches

A reservation at the lunch venue will have been made by the office. First pick-up will normally be at 10.30am. Having collected your passengers take a scenic route to the pre-booked place for lunch, normally arriving at 12.00pm. Normally drive straight back after lunch.

#### Local Events and Entertainment

A few times a year we arrange special trips to the theatre in Portsmouth and other nearby locations and in December we organise a Christmas Lunch at the Chichester College Catering School. Pickup times depend on the event. Charging arrangements depend on the type of event.

## **OTHER CLIENT ORGANISATIONS**

CONTACT 88 provides a transport service to retirement and care homes and to other organisations for elderly and disabled people.

We usually provide the vehicles and drivers only. Any necessary care and assistance for passengers must be supplied by the client organisation.

The client organisation will decide the destination and route. We will usually charge them on a mileage basis and issue an invoice after the event.

During the Goodwood Festival of Speed and the Goodwood Motor Racing Circuit Revival we convey disabled visitors between their special car parks and the events.

## **THE PASSENGERS**

It is a condition of our charitable status that our services are for elderly and disabled people only. Inevitably many passengers have mobility issues. Many require walking frames and similar aids.

Any eligible Chichester resident may apply to be enrolled on our register of clients for our Outings Programme.

A small number of our clients have wheelchairs. We expect these passengers to bring their own helpers where possible, but within your capabilities please assist where necessary.

## **OCCASIONAL OR GUEST PASSENGERS**

Subject to prior arrangement with the CONTACT 88 office and if there is room, clients may be accompanied on outings by a retired or disabled friend or relative who is staying with them. But if, in the event, you have concerns about their suitability, you may decline to carry them.

## **VEHICLES and PREMISES**

We operate two Citroen Relay Turbo-Diesel Minibuses, each seating a maximum of 12 passengers plus the driver. Both are fully equipped to carry up to two wheelchairs. They operate under a minibus 'Small Bus Permit' and are 'zero rated' for road tax.

A comprehensive A to Z Guide to the vehicles, their associated features and important procedures is kept in the cab of each minibus.

The CONTACT 88 Garage and Office are in Tozer Way off St. Pancras, Chichester, PO19 7LG

The buses are numbered 1 & 2 both on the outside of the vehicles. Number 1 goes into the left hand bay of the garage and Number 2 on the right. The ignition keys, marked with the vehicle numbers, are locked in the safe in the kitchen area. The digital code will be supplied. Please keep it secure.

Access to the premises is by the side door. The key is kept in a safe adjacent to the door. The digital code will be supplied. Please keep it secure. The main garage roller doors are power operated from an inside control panel.

Our Administrator is on duty in the Office from 09.00 to 11.00, five days a week.

## **CONTACT 88 VOLUNTEERS**

1. DRIVERS of the Charity's two minibuses may drive both for CONTACT 88 outings and for services to care homes, retirement homes and local organisations.
2. OUTINGS ASSISTANTS provide support to the driver by taking responsibility for the comfort and safety of passengers and assisting our less able clients as appropriate.

All CONTACT 88 Driver and Assistants should possess the following basic skills and attributes

- Have good interpersonal skills and the ability to work with others
- Able to understand the needs of the elderly and disabled, especially those in wheelchairs, taking into account their age and health.
- Be sufficiently able bodied to give help to those with physical disabilities and to assist both fellow volunteers and passengers in any emergency.
- Able to understand the special needs of those in wheelchairs and those requiring assistance with walking and to help them to feel as confident as their more mobile fellow passengers.
- Able to open and close the doors on the minibus and operate the side step and rear lift
- Able to use a mobile phone

Please remember that both drivers and assistants are helping clients to enjoy their outing. They are not acting as carers to their passengers.

Volunteers are not required to be trained in First Aid skills, but a first aid kit is available on both vehicles.

## **DRIVERS**

Drivers must be age between 25 and 76 and have a valid driving licence with category D1. They must complete a WSCC Minibus Driver's Assessment every three years and be issued with a Minibus Driver Permit. All new drivers receive a Driver Awareness session and a short practical briefing session on the vehicle and its equipment.

On all matters affecting the comfort and safety of CONTACT 88 passengers during an event, the driver is responsible. Advice may be sought from the Operations Manager, but the driver on the spot has the final word.

The A to Z Guide provided on both vehicles provides direction on how to proceed in the event of unusual situations.

Never drive if you:-

- Are too unwell
- Are too tired
- Have been drinking alcohol or taking drugs
- Are taking medication that causes drowsiness
- Cannot read a number plate at 20 metres with or without glasses?

CONTACT 88 reserves the right to withdraw its approval of a driver at any time.

The tasks to be carried out by the assistant and the driver on each stage of a journey are detailed in the checklists.

## **OUTINGS ASSISTANTS**

Normally one Outings Assistant will be allocated to each minibus, but additional assistant(s) may be allocated if required by the nature of either the trip or the passenger list.

Outings Assistants are not acting as 'carers' to clients, and are not expected to undertake "nursing" duties, nor are they expected to assist any client with toileting.

The Outings Assistant should also collect the fares, normally on reaching the destination.

The tasks to be carried out by the assistant and the driver on each stage of a journey are detailed in the checklists.

## ARRIVING AT THE GARAGE

DRIVER & ASSISTANT
Please aim to arrive at the garage about 10 minutes before the departure time
Please check the notice board for messages, amended instructions, passenger lists for regular, repeat bookings
Ensure that you are wearing your name badge

## BEFORE LEAVING

DRIVER	ASSISTANT
Complete the pre-journey checks as listed on the Journey Record Form. Please note that it is the driver's responsibility to ensure that the vehicle is roadworthy and that all traffic regulations are obeyed.	
Ensure you have the passenger list	
Ensure you have the mobile phone	
Ensure before leaving the garage that the bus has sufficient seats for your passengers and assistant.	
Load CONTACT 88 wheelchair if required.	
Ensure that the doors to the garage are shut and locked	

In the event of bad weather, or if an Assistant is required but not available, the driver may consider it is prudent to cancel a journey. Such a decision will consider:

- the type of outing
- the passenger list
- any consideration regarding the journey and/or the venue

Where possible the Outings Coordinator and the Office Administrator should be consulted, but the driver's final decision will be respected.

In the event of last minute cancellations every effort should be made to inform the passengers, using the passenger list. In the case of a hiring this can be done by contacting the organisation concerned.

## ON THE OUTING

DRIVER	ASSISTANT
Collect clients in pre-arranged order.	Collect the clients from their front doors, which may involve climbing stairs. There can be up to 11 passengers.
Advise clients by mobile phone of any change or late pick-up.	Escort clients to bus and offer help when needed
Ensure that clients' walking aids and empty wheelchairs are securely stowed for transit	Open and close the side door and operate the side step and handrails
Ensure that wheelchairs are correctly and securely anchored and their occupants' seatbelts are secured.	Assist clients on and off the bus using side-step or rear lift.
Issue pick-up cards as required *	Assist those clients with walkers and push those clients with wheelchairs to and from the bus both at their homes and at the venue.
	Ensure that seat belts are correctly fixed and check that the driver has safely stowed any walking frames or wheelchairs are safely stowed.
	Provide assistance at the venue to any client who may require ongoing help. This may include assistance with shopping or ordering, collecting and paying for meals. (some clients are confused with money)
	Help clients to the toilet where necessary but do not help them with toileting.
	Assist the driver in dealing with any incident or emergency, including assisting clients to evacuate the bus.
	Collect any fares for the trip, usually on arrival at your destination.

\* Pick up cards are available on the vehicle for passengers to take with them on certain trips which entail them being away from the vehicle for some time. The cards show the time of departure and location of pick-up point. This to be filled in by the driver.

## AT THE END OF AN OUTING

DRIVER	ASSISTANT
Return clients to their homes choosing the most appropriate route for the circumstances.	Ensure safe return of all clients to Front Door, providing any required assistance as on collection.
When leaving the bus, clients should be asked to check that they have all their belongings with them.	
Return vehicle to its usual position vehicle at the garage	Hand any fares collected at the driver.
Check the vehicle for any lost property. Attempt to contact the owner, but if this is not possible, either place the item in the safe or in the kitchen and leave a note for the Office Administrator.	
Complete the post journey checks and Journey record form.	Advise the driver of any concerns you may have as to the wellbeing of a client or their suitability for going on future outings.
Secure vehicle keys and any fares in the key safe.	
Restore the vehicle seating to its former arrangement, unless advised otherwise.	

## **CHOOSING YOUR JOURNEY AND PREPARING**

EVERY 6 MONTHS all drivers and assistants will be sent by email a Template Schedule of proposed CONTACT 88 outings. Clients receive the same schedule. You may provisionally volunteer for as many journeys in the schedule as you wish.

The schedule will be finalised when client responses have been processed and you will receive confirmation of those outings for which you will be required.

A FINALISED SCHEDULE, requesting drivers and assistants to fill remaining vacancies for outings and other journeys, is emailed to all volunteers well ahead of each month. You may apply for as many as you wish.

The Administrator allocates volunteers to journeys as equitably as possible and will confirm by general email which volunteers have been allocated to which journeys.

### **PREPARATION**

You will normally receive by final instructions for a journey by email the day before.

For CONTACT 88 outings you will be sent the passenger list, and in the best order to pick up. If the outing is for a lunch, in addition to the passenger list you will be advised of the pre-booked location.

For other journeys you will be receive full details of times and locations.

### **ROUTE PLANNING**

Whenever possible plan your route in advance. There are map books in each vehicle. But if you need to purchase a street map of the area you can recover the cost from the office.

For Country Drives & Teas the driver decides both the route and the place for tea. A list of suggestions is sent to each driver and a copy is displayed in the garage.

## **GENERAL ADMINISTRATION**

### **EXPENSES**

CONTACT 88 will pay for out of pocket expenses. These are as follows:

#### **Private mileage allowance**

You may claim for journeys to and from the Tozer Way garage and the use of your vehicle for Contact88 business. Claim forms are kept in the container on the notice board in the garage. Claims are paid monthly. The current rate is 40p per mile

#### **One off claims**

Please claim through the Office Administrator, Sarah Stevens.

#### **Lunches**

An allowance of up to £5 may be claimed. Please attach your receipt to the journey record or hand it to the Office Administrator. Claims are paid monthly.

#### **Entrance Fees**

Some places do not charge helpers or drivers entrance fees. Where they do, submit a claim and also where possible a receipt to the Office Administrator.

*Please do not deduct expenses from the fares*

## **SAFETY**

CONTACT 88 takes Health & Safety issues seriously and is committed to protecting the health & safety of our staff, volunteers, passengers and all those attending our premises. The full Health and Safety Policy is available in the Volunteers Area of the CONTACT 88 Website.

The safety of our passengers must always be the first consideration

For the duration of the journey the driver has the final decision in relation to passenger safety.

Never put yourself in a position of danger. In the case of accident or breakdown a fluorescent vest is provided and kept in a door pocket. If you wish this can be worn any time you are driving.

All passengers and volunteers are required to wear seat belts unless they have a medical exemption certificate, of which we must have a copy.

If you ever notice any passenger standing or moving about the bus whilst driving, immediately slow down and stop as soon as practicable.

Ensure all wheelchair passengers are secure and the brakes are on. (Separate instructions are provided in the A to Z Guide on each vehicle)