Dear

Enclosed is a volunteer driver’s pack.

Most of the information is self-explanatory but this is by way of belt and braces.

* Display the ‘Badge for car’ on your dashboard when doing a drive.
* The OCTA badge allows privileged parking at the JR, Churchill, NOC, and Horton hospitals. Look out for spaces for OCTA badge holders. It is also useful to always display the OCTA badge on your dashboard as another way of identifying yourself as a volunteer driver.
* Put a current photo of yourself on the ID card and sign it.
* Always remember to calculate your own mileage from your home.
* It is useful for us to have a record of the drives you do so please complete the expense claim form and if possible, return it to us every month. Don’t worry if you forget. However, if we owe you money because the cost of the transport is being invoiced rather than paid on the day, we cannot pay you until we receive an expense claim form.
* Receipts are sometimes required by clients. It is only necessary to give them to clients if they ask for one.
* The Volunteer Contact cards are for use at the hospitals if you would find them useful, there is no obligation to use them!

We are trying to get blue disabled parking badges for all our drivers to use when transporting clients. If these are issued to us, we will send one to you. In the meantime, if a client has a badge of their own, that can be used.

If you would like a magnetic strip designating your car as community transport for when you are doing a volunteer drive, these can be issued by Volunteer Link Up. Other drivers have found this to be very useful, particularly at hospitals.

Best wishes,

[*insert name of GNS*]

**Information for Volunteer Drivers**

**Payment [*if applicable*]**

* Always claim 45p a mile from your door and back again, or the minimum of £4, whichever is the greater. If you do not it can make it difficult for another driver to ask for expenses.
* Most clients pay in cash on the day and do not require a receipt. However, always ensure that you have receipts available should one be required. Occasionally clients are invoiced, in which case we will tell you and you will have to bring/send in your expenses sheet to be reimbursed.
* If you ever have any problems getting payment, simply leave it and call us in the office. We will pay your expenses and sort it out!
* Ask for any parking expenses to be reimbursed. Whilst it is nice to try to find free parking for clients, this is not necessary and not always possible anyway. Clients will have been told that they should pay for parking.
* If asked to do so, keeping the small change from your travelling expenses is acceptable, but this should never be assumed.
* Occasionally a client may want to show their appreciation with a larger amount or a small gift. Please refuse and say that it is not necessary. However, if this becomes embarrassing and appears ungracious it is OK to accept a gift up to the value of £10. But do tell us so that it can be noted in case of any later query. If a client wants to give a larger sum suggest they donate it to your GNS.
* Ideally, we would like you to bring/send/email in your expenses sheet every month as they are useful for statistics etc. But do not worry if this is not possible.

**Parking**

* Use the blue disabled parking badge in accordance with the rules and **always** in the disabled parking bays. Regulations are strictly enforced, and infringements may risk our ability to issue the badges in the future. If a client is frail or has difficulty walking very far you can use the badge.
* OCTA badges can be used in the dedicated spaces for OCTA badge holders in the JR, Churchill, NOC, and Horton hospitals.
* **At the JR, if you press the intercom on exiting and say you are an OCTA badge holder and a volunteer driver you will be allowed to exit free of charge.**

**Clients**

* Do not agree to do anything beyond what we have asked you. Obviously sometimes picking up a prescription or going to the bank etc. is no bother to you but do stress to the client that it is a one-off and that they should mention this when they make another request for transport.
* If somebody asks you to do a drive directly e.g., when you are dropping them back home, tell them that you cannot arrange drives yourself as that invalidates your insurance and ask them to call the GNS Coordinator. Tell clients that they can always request a particular driver when they call, but that they may not be available.
* It is advisable not to give your contact number to a client, unless it is necessary to do so.
* Remember to maintain confidentiality. You may be told all sorts of things about a client’s health, family etc. Even if they do not seem important or that personal, please do not tell anyone else as the client may have a different view. However, if you are told something that concerns you or would be useful for other drivers to know e.g., a heavy wheelchair, a particularly frail person who needs additional help, how to find an elusive address, please tell us.
* If you would rather not take a client or go to a particular place again, for whatever reason, please just let us know and we will make a note of it and not ask you again.

**Miscellaneous**

* We tell clients that drivers wait up to two hours. If clients know that the waiting time will be longer e.g., they have a lengthy procedure at the hospital we tell them that drivers can return home and pick them up later. In this case expenses will be doubled. We do try to ascertain as far as we can how long you will have to wait.
* Community Transport magnetic strips are available from the VLU office. They are too cumbersome to post but you can come and collect one (or two!) any time during office hours
* Let us know of any changes in your own situation e.g., changes in contact details, a new car, availability.
* When we leave a message asking you about a drive remember that you can always leave us a voicemail outside office hours letting us know if you are available or not. If you are available, we can then call you the next day with the details, if not we need not bother you again and try other drivers.

**And remember**, if you would rather not do a drive, please do say so! We would much rather that you feel able to say no when we call you as then we can be sure that when you say yes, it really is OK!



**COVID-19 Guidelines for Volunteer Drivers [*these can be adapted by a GNS*]**

Updated March 2021

**Before the drive**

* Collect a supply of PPE from VLU; gloves, masks, hand sanitiser (70% alcohol content), seat covers.
* Collect a car cane from VLU if you are transporting a client who needs one to get in and out of the car.
* Ensure that you have hand sanitiser (70% alcohol content) in your car.
* Wipe down the dashboard, seatbelts, door and window handles, seat and other parts of your car which may be touched by a client with a bleach-based cleaning product.
* Install a seat covering on the back seat (behind the front passenger seat, diagonally across from the driver) for the client.
* If you have a raised temperature, cough, loss of taste or smell, sore throat or feel unwell in any way, on the day of the drive call VLU and the client to say that you are not able to do the drive. If you cannot contact the client, we will do so.
* We will have explained the following to the client, even so please call the client on the day of the drive and
  + Ask if they are well and to their knowledge not suffering from COVID-19.
  + Has client had a COVID test in the previous two weeks (clearly if it were positive, we would not proceed with the drive)
  + If they should need to take a test within two weeks of a lift being given, would they please let VLU know
  + Check that the client can get in and out of the car themselves or with the help of a car cane
  + Explain they will need to sit in the back seat of the car, behind the front passenger seat.
  + Remind them they will need to wear a mask.
  + Explain that the car windows will be open, and they should wear warm clothes.
  + Advise the client that they cannot be accompanied on the journey by anyone other than the driver.
  + Advise the client they will need to make their own way to and from the car to the actual appointment.
  + Ask the client to wash their hands at home before getting into the car, upon arrival and departure from the destination
* Wash your hands for 20 seconds before setting off to collect the client.
* Wear a mask. Masks need to be worn by the driver and the client even if they have been vaccinated.
* Maintain social distancing whilst you collect the client as you direct them to your car.
* We will have asked the client to wear a face mask. If they do not have one you can provide one from your VLU supply. If you have supplied the face mask at your own expense, add £1 to your expenses.
* If the client won’t/cannot wear a face mask, do not transport them in your car and inform us of the situation.

**During the drive**

* Always wear a face mask.
* Cover your mouth and nose with a tissue or your elbow if you must cough or sneeze.
* Be aware of the surfaces you and the client touch.
* The client will need to sit in the back seat, behind the front passenger seat, diagonally from the driver.
* Open the window/s to allow ventilation.
* Face away from the person as much as possible.
* If the client is having problems getting in and out of the car, provide them with a car cane.
* Practice social distancing when transporting clients and when accompanying people into the hospital (where this is allowed).
* Whenever possible, allow the client to make their own way from the vehicle to their appointment.
* Always use the hand sanitiser dispensers situated at the entrances of the hospitals etc.
* Ask the client to wash or sanitise their hands on departure from the destination.

**After the drive**

* Wash your hands for at least 20 seconds or sanitise your hands.
* Clean the areas that the client has touched using gloves and bleach-based cleaning products. Dispose of your gloves after you have finished cleaning.
* Wash your hands thoroughly when you have finished cleaning.
* If the client has paid in cash, leave it in the plastic bag/envelope for 72 hours before touching it.

**Disposing of your face mask and cleaning materials**

* Place mask, gloves and any disposal cleaning materials in a household rubbish bag and tie securely.
* Place this in a second household rubbish bag and mark so you know what it is.
* Store securely for 72 hours.
* Throw away in the regular household waste.

If you are concerned at any time about your health in relation to Covid-19 and believe you have symptoms, please see <https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public> for more information

If you have any questions or concerns, please get in touch with us on 01993 776277 or [office@vlu.org.uk](mailto:office@vlu.org.uk).

Thank you for volunteering your time.

**Badge for car**

**VOLUNTEER DRIVER**

**This is to certify that the driver of this vehicle is a registered Volunteer Driver authorised by [*insert* *name of GNS*].**

**Authorised by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Registration No. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Address Telephone number Email Website Charity No. Company No.**

**ID Card**

|  |  |
| --- | --- |
| **[insert name of GNS]**  **TEL:**  **…………………………………………………………**  **IS A REGISTERED VOLUNTEER FOR [name of GNS]**  **SIGNED……………………………………**  **PRINTED………………………………….**  **VOLUNTEER’S SIGNATURE**  **…………………………………………….**  **REGISTERED CHARITY:** | **[insert name of GNS]**  **TEL:**  **…………………………………………………………**  **IS A REGISTERED VOLUNTEER FOR [name of GNS]**  **SIGNED……………………………………**  **PRINTED………………………………….**  **VOLUNTEER’S SIGNATURE**  **…………………………………………….**  **REGISTERED CHARITY:** |
| **[insert name of GNS]**  **TEL:**  **…………………………………………………………**  **IS A REGISTERED VOLUNTEER FOR [name of GNS]**  **SIGNED……………………………………**  **PRINTED………………………………….**  **VOLUNTEER’S SIGNATURE**  **…………………………………………….**  **REGISTERED CHARITY:** | **[insert name of GNS]**  **TEL:**  **…………………………………………………………**  **IS A REGISTERED VOLUNTEER FOR [name of GNS]**  **SIGNED……………………………………**  **PRINTED………………………………….**  **VOLUNTEER’S SIGNATURE**  **…………………………………………….**  **REGISTERED CHARITY:** |

# VOLUNTEER CAR SCHEME RECEIPT FOR SERVICES PROVIDED

DATE: ………………………………………………………………………………….

NAME OF CLIENT ………………………………………………….………………

FROM/TO ……………………………………………...................................

AMOUNT DUE ……………………………………………………………………….

(45p PER MILE)

DRIVER’S SIGNATURE …………………………………………………………...

# VOLUNTEER CAR SCHEME RECEIPT FOR SERVICES PROVIDED

DATE: ………………………………………………………………………………….

NAME OF CLIENT ………………………………………………….………………

FROM/TO ……………………………………………...................................

AMOUNT DUE ……………………………………………………………………….

(45p PER MILE)

DRIVER’S SIGNATURE …………………………………………………………...

**Car Cane information**

A car cane is a piece of equipment that makes it easier for clients to get into and out of a car by themselves. It is issued by some authorities to drivers with a disability and is recommended by people doing moving and handling courses. It is small, light and very simple to use. The picture indicates how it is used if you have not come across them before.

Although the chance of it causing any damage to your car is minimal, please note that [*insert name of GNS*] cannot be responsible for any damage arising from its use.

If you would like a car cane simply complete the slip below and return it to [*insert name of GNS*]

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I would like [*insert name of GNS*] to issue me a car cane. I understand that [*insert name of GNS*] will not be held responsible should any damage be done to my car because of its use.

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name: (print)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_



**OCTAbadge Scheme**

Community First Oxfordshire (CFO) supply OCTAbadges,which allows you to park in the following areas:

* **The John Radcliffe hospital**: new development work has led to fewer spaces at the JR. However, there are 4 spaces in the layby before you enter the JR’s first round about – there is no time limit. You will need to drop off your passenger using the drop off zones (Outside West Wing and the main entrance).
* **The Churchill hospital**: There are 8 Ambulance Car spaces in and around the Old Main Entrance, which OCTAbadge holders can use (the outside area is the best place to par if possible). In addition, your OCTAbadge allows you 30 minutes within the barriers if you need to drop your passenger off.
* **The Horton hospital**: in the pay and display car park – no time limit
* **Nuffield**: OCTAbadge holders may use the Ambulance Car spaces and staff car park – no time limit

The OCTAbadge scheme aims to improve the parking situation in the hospitals and allows you to help get your client to the necessary department without having to pay and display. However, it is common knowledge that parking is often difficult in all the hospitals and you may still find it problematic to find a space. If you experience any problems with parking at the hospitals or using the OCTAbadge then contact your coordinator and/or CFO.

The scheme coordinator will arrange to obtain a badge for you if required. Please see separate maps of the JR, Churchill and Horton hospitals and the Nuffield Orthopaedic Centre.

**Please note if you do not obstruct other vehicles or entrances/exits then you can park where you like with an OCTABadge and you will not get a ticket.**

*Please note: Oxford Health sites (all other sites apart from JR, Churchill, NOC, and Horton) do not accept OCTABadge. They administer their own online parking permits for staff and volunteers. Each individual volunteer must apply using their own email address. The link to apply is:* [*https://e-park.invigilatis.com/oxfordhealth*](https://e-park.invigilatis.com/oxfordhealth)

*If you have any problems, you can contact OH:* [*CarParking@oxfordhealth.nhs.uk*](mailto:CarParking@oxfordhealth.nhs.uk)

**(Ox Health have postponed the need to renew your permit during the pandemic – they will not give you ticket but do please leave a not on your car to say that you are volunteer driver)**

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| **MILEAGE RATE CALCULATOR at 45p per mile** |

|  |  |
| --- | --- |
| 1 | £0.45 |
| 2 | £0.90 |
| 3 | £1.35 |
| 4 | £1.80 |
| 5 | £2.25 |
| 6 | £2.70 |
| 7 | £3.15 |
| 8 | £3.60 |
| 9 | £4.05 |
| 10 | £4.50 |
| 11 | £4.95 |
| 12 | £5.40 |
| 13 | £5.85 |
| 14 | £6.30 |
| 15 | £6.75 |
| 16 | £7.20 |
| 17 | £7.65 |
| 18 | £8.10 |
| 19 | £8.55 |
| 20 | £9.00 |
| 21 | £9.45 |
| 22 | £9.90 |
| 23 | £10.35 |
| 24 | £10.80 |
| 25 | £11.25 |
| 26 | £11.70 |
| 27 | £12.15 |
| 28 | £12.60 |
| 29 | £13.05 |
| 30 | £13.50 |
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| 35 | £15.75 |
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| 45 | £20.25 |
| 46 | £20.70 |
| 47 | £21.15 |
| 48 | £21.60 |
| 49 | £22.05 |
| 50 | £22.50 |
| 51 | £22.95 |
| 52 | £23.40 |
| 53 | £23.85 |
| 54 | £24.30 |
| 55 | £24.75 |
| 56 | £25.20 |
| 57 | £25.65 |
| 58 | £26.10 |
| 59 | £26.55 |
| 60 | £27.00 |
| 61 | £27.45 |
| 62 | £27.90 |
| 63 | £28.35 |
| 64 | £28.80 |
| 65 | £29.25 |
| 66 | £29.70 |
| 67 | £30.15 |
| 68 | £30.60 |
| 69 | £31.05 |
| 70 | £31.50 |
| 71 | £31.95 |
| 72 | £32.40 |
| 73 | £32.85 |
| 74 | £33.30 |
| 75 | £33.75 |
| 76 | £34.20 |
| 77 | £34.65 |
| 78 | £35.10 |
| 79 | £35.55 |
| 80 | £36.00 |
| 81 | £36.45 |
| 82 | £36.90 |
| 83 | £37.35 |
| 84 | £37.80 |
| 85 | £38.25 |
| 86 | £38.70 |
| 87 | £39.15 |
| 88 | £39.60 |
| 89 | £40.05 |
| 90 | £40.50 |
| 91 | £40.95 |
| 92 | £41.40 |
| 93 | £41.85 |
| 94 | £42.30 |
| 95 | £42.75 |
| 96 | £43.20 |
| 97 | £43.65 |
| 98 | £44.10 |
| 99 | £44.55 |
| 100 | £45.00 |

# EXPENSE CLAIM FORM FOR JOURNEYS WHERE

## THE CLIENT PAYS THE DRIVER

DRIVER’S NAME …………………………………………. DATE SUBMITTED ………………….

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **DAY** | **DATE** | **CLIENT’S NAME** | **FROM** | **TO** | **MILES** | **CASH/TOKENS RECEIVED** |
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***IF YOU HAVE ANY DIFFICULTY COLLECTING PAYMENT, PLEASE LET THE OFFICE HAVE DETAILS.***

### PLEASE RETURN THIS FORM TO [*INSERT NAME OF GNS*] EITHER WEEKLY, OR BY THE END OF THE MONTH

**NOTES**:

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# EXPENSE CLAIM FORM FOR JOURNEYS WHERE

## THE GNS PAYS THE DRIVER

DRIVER’S NAME …………………………………………. DATE SUBMITTED ………………….

***COLUMNS HEADED IN ITALICS FOR OFFICE USE ONLY***

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **DAY** | **DATE** | **CLIENT’S NAME** | **FROM** | **TO** | **MILES** | **COST** | ***CHEQUE NO*** | ***INVOICE*** |
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TOTAL CLAIMED £ ……………

### PLEASE RETURN THIS FORM TO [*INSERT NAME OF GNS*] EITHER WEEKLY, OR BY THE END OF THE MONTH

**NOTES**

**Volunteer Driver**Text

Description automatically generated **Contact Card**

Driver name………………………………………………………………………………………

Driver tel no………………………………………………………………………………………

Patient name……………………………………………………………………………………

Appointment date/time……………………………………………………………………

I voluntarily drive clients to hospitals. I wait for my client to complete

their appointment and then I take them home. Please contact me

if my client is waiting or there are problems. *Thank you.*

**Logo, company name

Description automatically generatedKEEP ME!**

|  |
| --- |
| *Community transport scheme*: |

Text

Description automatically generated**Volunteer Driver**Text

Description automatically generated **Contact Card**

Driver name………………………………………………………………………………………

Driver tel no………………………………………………………………………………………

Patient name……………………………………………………………………………………

Appointment date/time……………………………………………………………………

I voluntarily drive clients to hospitals. I wait for my client to complete

their appointment and then I take them home. Please contact me

if my client is waiting or there are problems. *Thank you.***Logo, company name

Description automatically generated**

**Logo, company name

Description automatically generated KEEP ME!**

|  |
| --- |
| *Community transport scheme*: |