

All volunteers are expected to treat our users with respect at all times. Many are vulnerable or isolated so your contact with them is important for their mental well being.

Health and Safety / Keeping Safe – ALL RUNS

Weather conditions

As the driver, it is for you to assess road conditions at the time of the run. We appreciate that, given our climate and the geography SWRCCS covers, these can vary considerably from day to day and place to place. If, on the day, you feel that you need to allow longer for the journey or that it is unsafe to set out, please let both the passenger and SWRCCS know. We would not wish any driver to make a journey if they feel unhappy about the road conditions. Your own safety and the safety of your passenger(s) must be your first consideration.

You can also look at SWRCCS Adverse Weather Policy which is available at the end of this manual and on the website.

NB If you have a run to Applecross and are concerned about the weather on the Bealach, you can call Mr Donald Mackenzie on 07769 713 668 to check the road conditions before setting out. Mr Mackenzie works for the Roads Department and will have up to the minute information or be able to check with his colleagues for you.

Feeling poorly – you or your car!

If, since agreeing to do the run, your vehicle has developed a problem or you yourself have become unwell, and you no longer feel it would be wise for you to do the run, please contact SWRCCS. We will arrange another driver.

Accidents & breakdowns

If your vehicle is involved in an accident during the course of a SWRCCS run, or if anyone - passenger **or** driver – should slip, fall, knock their head or otherwise suffer injury, the driver should let the SWRCCS have a written report as soon as possible after the incident. This will be filed in an accident book and hopefully never needed again, but please let SWRCCS have it as we might be required to provide a report at a later date.

Drivers are given an Emergency Card with useful procedure and telephone numbers to keep in the car should it be needed.

Good hygiene practice - equipment

It is essential to follow good hygiene practice when doing any car run for SWRCCS. The following things are provided by SWRCCS and should be in your car:-

- hand sanitiser
- disposable gloves
- SWRCCS emergency cards

- face masks (community made, surgical masks and FFP2 standard masks for passenger runs)
- car stickers – please display in you car to show you drive for SWRCCS
- Aerosol foggers

These are available from the following local pick up points:-

- Lochcarron – Anthea Zell (01520 722951)
- Shieldaig – Peter Fenton (01520 755737)
- Applecross – Caty Maclennan (01520 744447)
- Torridon – Kevin and Anne Wood (01445 791285)

If you phone in advance, the above materials can be left hanging on the door or in a mutually agreed place.

It is also advisable to have:-

- mobile phone (not to use while driving though!)

Good hygiene practice - actions

- If you feel unwell please cancel the journey so as not to expose our users (who are often vulnerable) to infection.
- Use sanitiser to clean hands before picking anything up including plastic bags etc
NOTE: DO NOT LEAVE SANITISER IN THE CAR DURING WARM WEATHER
- Clean the car after use, particularly contact points such as steering wheel, door handle, seat belts. A fogger is available in Lochcarron for use if making regular journeys. Aerosol foggers are available for other areas.
- Act as if you may have an infection or a virus or have been exposed to one as a precaution.
- If using gloves dispose of them safely after each use. You may want to keep a bag or plastic crate in the car to put them in after use so that they do not touch any other area in the car.
- It is advisable to wear face masks during your delivery run. The community made face masks do not offer complete protection from Covid 19 to you or to people you come into contact with but they may reduce the risk. Please:-
 - wash the community made face masks after use,
 - make sure they are tight but not uncomfortable,
 - do not share them with anyone else.

There is also some guidance at






<https://www.facebook.com/bbcnews/videos/626223184646729>

Access latest information and advice on www.nhsinform.scot





SWRCCS Protocols for Delivery Runs

General Guidance for All Deliveries


Please pick up any equipment needed for good hygiene practice from your local pick up point

-  If possible take a plastic crate to put things in from the delivery point. This can then be sanitised and cleaned before and after the delivery run and should only be touched by the driver. Keep it in the footwell or boot of the car. If the crate gets touched by a recipient try and sanitise that area and then sanitise your hands before touching any area in the car (car keys, door handles etc).
-  Please ensure you are at least 2m away from anyone you are taking delivery from or giving a delivery to.
-  Please make it clear to any recipient of a delivery to take precautions when handling and opening any received goods to minimise cross infection. If possible:
 - remove outer packaging straight away and put in the bin,
 - leave packages in sunlight for 24 hours (72 hours for plastic packaging),
 - do not put packages on surfaces used for other things such as kitchen tables
 - wash hands after taking the delivery
-  If using the plastic gloves please take them off and put them in the footwell of the car after each delivery using a different pair of gloves for each delivery OR regularly sanitise hands before and after each delivery. It is best to dispose of gloves straight into a bag or crate so that there is no contact with other parts of the car eg. door handles, steering wheel etc.
-  There is NO CHARGE for delivery runs

Delivery of prescription medicines





-  Patients needing prescription medicines to be delivered to their homes must phone the surgery to tell them that they would like SWRCCS to deliver them.
-  The driver will pick up the prescription medicines from the surgery and deliver them to the patients' homes. Please phone the surgery before you set off just to check that there is a delivery to make.
-  Drivers must double check with the householder that the prescription medicines being delivered are for the right person by checking against the name and the address on the label.
-  Drivers will knock on the door and put the prescription medicines in a safe place outside the door (eg hanging on the door handle / on a small box). They should then step back to a distance of at least 2m and wait until they have seen someone open the door and pick up the medicines.

**NO MEDICINES SHOULD BE LEFT AT A DOOR WITHOUT
BEING SEEN TO BE TAKEN IN. IF NO-ONE IS IN OR ACCEPTS MEDICINES THEY NEED
TO BE RETURNED TO THE MEDICAL PRACTICE**



-  Timetable for delivery of medicines
 - From Lochcarron Medical Practice (01520722215) (pick up from 14:00)
 - Lochcarron Area every Monday Wednesday and Friday
 - Kishorn – Friday
 - from Torridon Medical Practice (01445791223) (pick up 10:00):

- Torrison, Inveralligin, Alligin and Diabaig – Tuesday
- Shieldaig – Wednesday
- Kinlochewe – Friday
- From Applecross Medical Practice (01520744252) (pick up after 11:00)
 - Applecross and surrounding area Fridays

Delivery of food

-  Food deliveries can be organised with local shops, and SWRCCS will only do them if other friends, families and neighbours are unable to do it. Many local shops are able to deliver.
-  No payments will be taken for food deliveries – this needs to be arranged between the shop and the customer.
-  Drivers will knock on the door and put the food delivery on the floor. They should then step back to a distance of at least 2m and wait until they have seen someone open the door and pick up the food delivery.
-  Deliveries through Tesco Click and Collect to Torrison Community Centre can be delivered to the homes of people who are self isolating or are part of a vulnerable group.

Expenses

-  Expenses will be claimed using the expenses claim form provided. Please attach the claim form to an email if possible rather than posting. A flat rate of 45p per mile can be claimed.
-  Drivers should also record the number of deliveries they did and the number of returned packages.