

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 from the office 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 a 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 Passenger Runs

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

Good practice - equipment

In addition to the Good Hygiene Practice - Equipment detailed above, drivers doing passenger runs should also get the following from SWRCCS pick up points for their car:

- First Aid Kit
- PPE face masks from the local medical practice (not community made face masks for passenger runs). FFP2 standard masks are advised if available for passenger runs.
- Driver Bubble / Shield **are available if needed**
- Passenger Run box – contains all the Good Hygiene Practice Equipment plus extra things for passenger journeys
- **Lateral Flow Tests**

It may also be advisable to have:-

- plastic bowl / tub lined with plastic bag (for passenger runs)
- small towel (for passenger runs)

Good practice - actions

After taking advice from local medical professionals please take particular note of the following.

BEFORE THE RUN

- Before agreeing to undertake a passenger run, all drivers are requested to discuss giving passengers a lift in their vehicles with family members so that all members of their household have agreed to them taking part in passenger runs. This is particularly important if members of the household are vulnerable.
- **A phone call to the passenger should be made prior to the run to check times of the run and pick up as well as mutually agreeing what precautions both driver and passenger would like to see during the car run. These additional precautions could include:-**
 - **Driver screen/shields**
 - **Lateral flow tests for driver and passenger**
 - **The passenger sitting in the back**

NOTE: Both passenger and driver should agree to appropriate precautions that suit them both.

DURING THE RUN

- At the point of pick up if you feel that the passenger is showing symptoms, you can cancel the journey and explain to them why (they have been asked to cancel the journey if they are showing any symptoms).

- If there is more than one passenger, they should be from the same household.
- You can choose to wear gloves but regular sanitising of hands can be as effective.
- Please follow the usual hygiene protocols washing hands etc before pick up, before leaving the hospital and avoid touching anything on the exit.
- Both passenger and driver should wear a face mask through the duration of the journey (this will be provided by the local surgery but if FFP2 standard masks are available these should be used).
- Provide tissues and sanitiser for your passenger as well (in the Passenger Run Box).
- The car windows should be open if possible and if not the car ventilation / air conditioners system should be set to extract and NOT recirculate.

AFTER THE RUN

- On your return home, change and wash clothes and have a shower before engaging with children, other adults etc (advice from nurses and others working in hospital environments).
- It is also essential to disinfect with anti-viral spray door handles, grab handles, seat belt straps and buckles, drivers bubble (if used) both before and after the hospital run. Aerosol Fogger spray can also be used in the car before and after passenger runs to ensure airborne particles are minimised.

SWRCCS is continually reviewing these protocols and we will endeavour to keep you as informed and as up to date as possible.

Passengers requiring assistance

You must not *lift* a passenger - help, guide, support but **DO NOT LIFT** - get professional help if necessary.

Where passengers require professional assistance getting in / out of the vehicle and / or an escort, the person who has requested the booking should arrange this. For insurance reasons, SWRCCS is unable to provide specialised help and drivers should not be asked to do so. Passengers who require assistance are asked to bring along a carer or friend / relative to help them.

Please also take care if you are helping passengers with luggage, wheelchairs etc. You will be aware of how much assistance you personally are able to offer. Please do not feel pressurised into doing more than you are physically able without risk of injury to yourself!

Driver Safety

If, when you arrive to collect a passenger, they are drunk, under the influence of other drugs, abusive, threatening or in any way make you feel uncomfortable about taking them in your car, you should not do so. We expect all our passengers to behave in a reasonable manner.

If you do ever encounter a problem with a passenger, please report it to SWRCCS as soon as possible. The safety and well being of all our Volunteers is extremely important and we need to be aware of any potential problems that may arise.

For Hospital Runs

- The passenger needs to be asked to pick up a Patients Travel Claim Form from the clinic they are attending. Ask passenger to leave the patients travel form (signed) and £10 fare on the back seat. Leave it there for at least 24 hours before handling it. NOTE: if attending Broadford or Dingwall hospitals, advise patient to pick up a form from reception and take it to clinic to get stamped.

Raigmore and other hospital news is available at <https://www.nhshighland.scot.nhs.uk/news/Pages/news.aspx>

Note on hospital runs

SWRCCS also provides hospital runs at the request of local doctors surgeries. These are funded by the NHS and are organised by the Coordinator. The NHS has stated that SWRCCS should only be used as a last resort and that passengers should first try to get a lift with family or friends who would be able to claim some expenses at the cash desk located in the hospital. However, if this option is not available to a passenger **ONLY THEN** should they approach the medical centre to arrange a car run. **IF YOU ARE APPROACHED TO DO A HOSPITAL RUN PLEASE ASK THE PASSENGER TO MAKE A REQUEST TO THE LOCAL SURGERY** then we can ensure that we will be able to claim the expenses from the NHS.

If a driver agrees to do a hospital run please remember:

- ✓ always leave enough time for the journey, embarking and disembarking from the car
- ✓ the driver will be provided with a sign saying 'dropping off for SWRCCS' to leave in the windscreen
- ✓ the passenger should be asked to ensure they collect a Patients' Travel Expenses Claim Form from the clinic, sign it on the back and give it to the driver who then sends it in to SWRCCS with the monthly claim form
NOTE: if attending Broadford or Dingwall hospitals advise patient to pick up a form from reception and take it to clinic to get stamped.
- ✓ the passenger is charged a flat rate of £10 (unless on particular income support)