

DONATIONS FOR JOURNEYS (EACH WAY)

Local journeys in <u>Maidenhead/Cookham</u>	£2.00
Bracknell	£4.50
Henley	£3.50
Marlow	£3.00
Reading	£5.00
Slough	£3.50

Please refer to the website for current donation details

http://maidenheadcare.org.uk/Need_Help_.html

Upton	£3.50
Wexham Park	£4.50
Wexham Street (Nuffield)	£4.50
Windsor K E VII & T V H	£4.00
Frimley Park	£7.50
Burnham	£3.00
Wargrave	£4.00
Chalfont	£6.50
Banbury	£23.00

All other journeys 45p per mile.

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N.B. We recommend that you keep this booklet in your car.

INTRODUCTION

Thank you for volunteering to be a driver for Maidenhead Care. The following notes have been compiled to help you and to answer some of the queries most frequently raised by our drivers. We hope you will find these notes comprehensive and useful but if you have any further points please do not hesitate to contact the Duty Officer or Transport Section Leader.

GENERAL INFORMATION

Please try to arrive a few minutes early to collect clients. They are usually ready and waiting before the agreed pick up time!

You should always carry and produce your membership card and **display your "Volunteer on Duty" card when parking at all times.**

Remember to take your collecting box, and do not be nervous about asking clients for their contributions. Many of them give more than the suggested amount, but please put the tin out of sight if you leave the car.

The seat belt law should be observed at all times. Special rules regarding children are outlined on page 3.

Care. Send the cheque to the Treasurer; if this is done regularly it helps our cash flow.

Do come to the coffee morning, whether or not to empty your collecting box. We do like to see you and it's a good chance to put names to faces and meet other volunteers.

London Congestion Charge

The Transport Section Leader has a list of hospitals in the London congestion Zone. Should you agree to drive to one of these hospitals you will have to register your car with the Congestion Authority. This is easily done at **local Newsagents displaying the letter C. or the Garage on Braywick Road, alternatively it can be done online, or by telephone 0845 900 1234.** The charge is £10.00 and should be claimed from the client in addition to the donation for the London journey.

FINANCE

Mileage Claims

You should note the mileage, from leaving home to returning home, for all Care jobs. A claim form is enclosed with your 'joining pack' and should be sent to Heather Knight, Expenses Secretary. Currently Maidenhead Care refunds drivers at 45p per mile.

Voluntary Contribution

All clients and drivers will be informed of the donation by the Duty Officer when a job is arranged. Money should be given to you by each client, e.g. each person when taking several clients to the shops together. However, family friends travel free of charge when acting as escort to the client, or children, as this is often very helpful for the driver.

Clients on Benefit

When providing transport to hospital you will be advised by the Duty Officer if your client is on any form of benefit which entitles them to claim a refund of their transport costs. This refund is payable in cash from the hospital cashier. The client will need to show:

- (1) A letter from the DWP showing their current benefit status.
- (2) A voucher from the clinic to confirm their attendance.
- (3) A receipt from the driver showing the total donation.

Please give a completed receipt to the client when you drop them at the hospital **BEFORE** actually receiving the donation so that they will be in a position to pay you when you collect them. Some clients experience difficulty with the formalities of the system; please be prepared to help them. Receipt forms are available from the Transport Section leader.

Collecting boxes

These are available from the Treasurer. Once a year a coffee morning is held, when you can have your collecting box emptied (see your list of diary dates issued each year). However the preferred procedure is for the driver to open the collecting box at home at regular intervals, retain the contents and write a cheque for the amount collected, payable to Maidenhead

SEAT BELTS

For all passengers, seat belts **MUST** be worn at all times unless the passenger has a valid exemption certificate.

For legal purposes children under age 14, whilst **IN** a car, are the responsibility of the driver, whether or not the parents are present. Children **MUST** be in an appropriate car seat, secured by the car's seat belt. They **MUST NOT** be carried or sit on an adult's lap.

Child seats, a baby carrier and a booster seat are available from the Transport Section Leader. When required an appropriate seat will be delivered to you. It must be returned as soon as possible after the completion of the commitment.

The seats and carrier are for children up to approximately 3 years old, the booster seat for children beyond this age to enable them to use the car seat belts.

It is illegal for a baby to be in a carrier in the front seat if the car is fitted with a passenger airbag that cannot be made inoperative.

INSURANCE

Personal Car Insurance

All car insurance policies cover injury to passengers. Car insurance is not covered by the Maidenhead Care policy. Under the 1978 Transport Act car owners are allowed to participate in car sharing arrangements for social or other similar purposes which will not be regarded as constituting the carriage of passenger for hire or reward, PROVIDING:

- (a) The insured car cannot carry more than 8 passengers.
- (b) The passengers are not being carried as part of a business.
- (c) The total contributions, or donations, received for the journey do not involve profit making.

Indemnity

Insurance policies are held in the name of Maidenhead Care as follows:

- (d) Personal accident - to provide a benefit against the possibility of death or injury to a member whilst performing duties for Care.
- (e) Public liability - to provide an indemnity for death or bodily injury to any person or damage to property caused by the fault or negligence (other than in connection with a motor vehicle) of a member whilst performing duties for Care.

PREPARATION - YOU AND YOUR CAR

1 Travel light yourself-your client may have a bag, sticks, a frame or a trolley.

2 Wear safe shoes to preserve your balance when helping clients in and out of the car.

3 Move the passenger seat back to give the client enough leg room and to help them get in and out of the car.

4 Make sure you are clear about your pick-up address and destination: the correct donation and take a map if necessary. (The Transport Section Leader is always happy to advise on maps, routes and parking arrangements)

5 Take some small change with you; the client may not have the exact donation.

6 Take your Maidenhead Care Volunteer card and your "Volunteer on Duty" card with you to use whenever you park even in the road.

7 Take the blue Disabled Parking disc etc if these have been provided.

8 If you are using a child seat practice fitting it before setting off. The Transport Section Leader can advise you.

9 At the start and finish of your journey note the mileage for your expenses claim form.

NOTE We recommend that you carry this booklet in the car with you.

HINTS FOR HELPING CLIENTS SAFELY

These notes have been provided to enable volunteers to safely help those clients who need some assistance. The first rule is "IF IN DOUBT - DON'T DO IT"

The utmost priority must be given to YOUR safety. To avoid any accident or injury to yourself, you must be aware of your limitations and work well within them. Most people tend to OVER estimate their capabilities, and in an emergency situation may put themselves at risk.

With a little preparation, practice at simple helping techniques, and awareness of dangerous situations, we can make life a little easier and a lot safer for clients and volunteers alike.

Capabilities and Limitations

Remember, you are a VOLUNTEER, so never take on a client that you think you may not be able to handle, or are worried about in any way. Question the Duty Officer closely if in doubt - they should have all the information you need.

If you find a client needs more help than expected then report back immediately to the D/O so that this can be noted.

Bear in mind YOUR age, physical fitness and/or disabilities - Yes, we all have them - poor eyesight, poor hearing, a bad back, wonky knees, etc. etc. Chose the clients that meet YOUR needs.

PARKING

Parking charges or restrictions apply to almost all the places you are likely to visit. We have some special arrangements which are outlined below.

Wexham Park Hospital

Frequently it is best to drop the client off at the main entrance before parking the car. It is important to make clear arrangements with the client about picking them up after their appointment.

On leaving the hospital, take your Maidenhead Care membership card to the Hospital Transport section (in the main reception area). **They will stamp your parking ticket to allow free parking;** if there is no one in this section on leaving, press the button at the barrier, explain who you are and they will let you out.

King Edward VII Hospital Windsor; Heatherwood Hospital; St Mark's Hospital Maidenhead

Place your Maidenhead Care membership card and the "Volunteer on Duty" card clearly visible through the windscreen; these hospitals will then allow you to park free of charge. At busy times after setting down your client you may have to wait for a vacant slot in the car park.

Royal Berkshire Hospital Reading

Parking facilities in the main multi-storey car park on level 2 are very heavily used. It may be helpful to ask for a blue Disabled Parking disc. Clients attending radiotherapy appointments are offered parking passes near the Oncology department which is away from the main car parking areas. **Have your parking ticket stamped at reception for free parking.**

High Wycombe Hospital

The car park is controlled by Wycombe Council. The procedure to follow is:

Set down your client at the main entrance. There is a short period allowed for this - but inform reception if you have to escort your client to the clinic concerned. Park your car, pay the fee and display the parking ticket in the usual way.

Mount Vernon Hospital

Clients attending Mount Vernon are often sent parking vouchers.

Other destinations

For transport to hospitals further afield (e.g. Oxford) contact the Transport Section Leader who can advise you on routes and parking arrangements.

Doctors' Surgeries

Most Maidenhead surgeries have free parking or you can park on the road close by.

Special rules apply to the Wilderness Medical Centre, i.e. Claremont and Cedars surgeries: Enter the Magnet Leisure Centre car park from the A4 eastbound. Drop your client, park the car and ask at the surgery for a free parking ticket. If the client has a Disabled Parking disc approach the barrier, press the bell, and ask for entry for your client by name. The receptionist will raise the barrier so that you can drive your car nearer the surgery entrances. You may possibly be able to park in one of the two disabled parking bays facing the pharmacy.

Shopping

Parking in order to collect elderly and/or infirm clients from shopping trips can be difficult because of the parking restrictions. Agree a specific time and place for the final pick up, and be there!

NB. If you should need to leave your car for two or three minutes to help your client, e.g. at Tesco, please ensure that your driver identity card is prominently displayed in the car and your "Volunteer on Duty" card.

Parking Fees

If you ever incur parking charges whilst on a Maidenhead Care job you should try to retain a receipt and add this to your mileage claim.

Disabled Discs and Badges

Blue disabled discs and badges are available for use in specified disabled zones and other areas described in the instructions supplied with the badges. These Maidenhead Care badges must be used with caution. They can be arranged by the Duty Officer or Transport Section Leader and must be returned immediately after use or certainly within 24 hours.

Some clients have their own disabled disc for use with your car - make sure that it is still valid before using it, and clearly visible.

DO NOT park and use a disabled disc in a loading bay - identified by yellow lines on the kerbs, on a taxi rank or in any way impede normal traffic.

NOTE Display badge date side visible for Traffic Wardens.