



NANTWICH AND RURAL VOLUNTEER TRANSPORT SERVICE

HEALTH & SAFETY GUIDANCE

GENERAL PRACTICAL STEPS TO TAKE

- Carry a mobile phone in your vehicle at all times, in case of an emergency.
- Make someone aware of where you are going and what time you are expected to return. (The volunteer coordinator and/or a family or friend too).
- Ensure you have the client details and pickup location instructions from the volunteer coordinator with you.
- If lifting heavy items into the vehicle, please make sure you lift by bending your knees not your back.
- All drivers and passengers must wear a seatbelt and not use a handheld telephone whilst driving.
- Ensure the car door is locked into the fully open position before the individual gets in or out of the car. Do not use the car door as support as car doors are prone to move.
- Think about where you park before picking up and dropping off clients - avoid high pavements and drain covers or uneven ground. Park on the level not on a slope.
- Remember to leave enough space between cars when parking to be able to open the car doors fully to enable clients with limited mobility, access to get out safely/ in some cases for wheelchair access.

COVID SPECIFIC CAR CLEANING, PPE AND PREPARATION

PLEASE NOTE THAT THESE PRECAUTIONS WERE IN PLACE DURING THE COVID-19 PANDEMIC BUT MAY STILL BE USED AS A REFERENCE – NOT MANDATORY

- Carry drinking water and hand sanitiser in your vehicle at all times.
- Before transporting clients, ensure your car is clear of rubbish and clean.
- Ensure that dashboards, seatbelts, seats, wheelchair handles and door handles of your car are wiped down with an antibacterial wipe or cloth before and after every client. You may want to clean your car more regularly.
- All voluntary drivers with the VTS must wear a mask at all times in the vehicle and when in close proximity to any clients.
- If possible, single-use surgical masks should be used for each client you transport or wash your mask between each client.

- You will not be able to practice social distancing at all times when transporting clients, but please do so as much as possible when not in the vehicle or actively helping the client transfer to/from the vehicle.
- You should wash your hands as regularly as possible or use hand sanitiser and avoid touching your face.
- Keep the vehicle well ventilated.
- Ask passengers to use hand sanitiser before getting into your vehicle.
- All passengers should wear masks, however there are circumstances where a passenger may be exempt from the requirements due to a reasonable excuse, which may include:
 - Where they cannot put on, wear, or remove a face covering without severe distress or because of any physical or mental illness or impairment, or disability (within the meaning of section 6 of the Equality Act 2010).
 - Where they are travelling with, or providing assistance to, another person who relies on lip-reading to communicate.
 - Where they remove the face covering to avoid harm or injury, or the risk of harm or injury, to themselves or others.
 - Where they are travelling to avoid injury, or to escape a risk of harm, and do not have a face covering with them.
 - To eat or drink where it is reasonably necessary to do so.
 - Where they have to remove their face covering to take medication.

HELPING CLIENTS IN AND OUT OF YOUR CAR – IF ASSISTANCE IS NEEDED

- Before attempting to transfer, push the car seat back as far as possible to ensure maximum leg room.
- Open the car door fully, wind down the window and have someone brace it to stop it swinging back onto the client.
- Position the client with the back of their legs against the car seat before they sit down. Protect the client's head as they sit down into the car.
- The client can use the dash or car body for support if necessary.
- Pivot the client on their bottom, bringing their legs around into the car. You may need to assist with their legs, but only one at a time.
- Ensure your back is protected by maintaining good posture, bending your knees, and stabilising your core abdominal muscles.
- Reverse the procedure for getting into the car, i.e. legs out first, then stand.
- Care should be taken to protect the client's head.
- Guide the client out of the vehicle by placing a hand on their lower back. This also allows you to protect their head if needed.
- Have the clients walking aids in the ready position before they stand up.

VEHICLE ACCIDENTS – WHAT TO DO IN AN EMERGENCY

If you are involved in a road traffic accident or an incident which results in damage to your vehicle, loss or damage to property or injury to any people you must inform the volunteer coordinator as soon as possible. All incidents and accidents must be recorded.

Vehicle Accident – What practical steps you need to take:

1. Use hazard warning lights and switch off your engine.
2. Do not move injured passengers unless they are in immediate danger of further injury from other vehicles or from fire or explosion.
3. Call the emergency services immediately; provide them with information about the situation.
4. Determine the extent of and damage to both vehicles and/or property.
5. Do not under any circumstances apologise, admit blame or accept liability.
6. Record as far as you are able, the details of the accident.
7. Exchange information with others involved as detailed.
8. If possible, take photographs of the incident, and obtain statements from any independent witnesses at the scene.
9. Report the accident/incident immediately to the VTs coordinator via phone if physically possible.
10. Ensure your own safety and stand away from the vehicle in a safe place