



**CARE** In East Grinstead  
and Lingfield  
REGISTERED CHARITY No. 800348

## **CARE Client Information Document**

As you may already know, CARE is a “good neighbour” organisation, staffed entirely by volunteers devoted to helping people in need. We will endeavour to help those who have no other means of transport (family, friends, neighbours or taxi) to get to medical appointments or visit a relative or friend in hospital. If volunteers are available we can also take you essential shopping (once a fortnight). You can phone us on the number below and you will be put through to the Duty Officer, who will arrange for the help you need if possible.

**01342 410086**

**9.00am and 2.00pm Monday to Friday (not public holidays)**

### **COVID**

CARE operates a COVID safety policy which can be seen in full on our web site. At the end of this document is an APPENDIX which gives bullet points for all users of CARE. Clients should advise the Duty Officer when booking if any Covid symptoms exist. Clients should also advise the driver when he rings the day before the journey if any Covid symptoms have developed.

These bullet points will help to ensure a safer journey for our clients and our volunteers.

### **GENERAL INFORMATION**

We would find it most helpful if you could bear the following points in mind:

- The earlier in the day you can contact us, the better.
- We normally need at least three working days' notice of a request for help. We will try to help if your appointment is less than three days away, but volunteers may not be available at short notice.
- You can give us up to 6 weeks' notice of a request for help. A volunteer will be allocated at some point up to a week before the appointment.
- If you have given adequate notice you can be confident we will find a volunteer to assist you. If we have a problem we will give you plenty of notice.
- Whilst we do not normally contact you to confirm a volunteer has been allocated, if you use email or a mobile phone, an automated email or text confirming a volunteer has been allocated may be requested.
- The Duty Officer needs to know if you think your request for help may take more than two hours, so that we can try to find a volunteer who is able to give more time. If we can't, we will try to find two volunteers, one for the outward and the other for the home journeys.

- Please try to make no more than one request a week, so that we can share our service with as many people as possible.
- We rely on donations from clients to meet our expenses. All donations, however large or small, are greatly appreciated but if you are not sure what would be appropriate we suggest;
  - £4 for a local journey including shopping trips or fetching shopping,
  - £10 for a medium distance trip – eg journeys to the Princess Royal, Pembury, East Surrey or Crawley Hospitals
  - £25 for longer distances – eg to Brighton, Guildford or Maidstone.
  - For a very long distance journey (60 to 100 miles), 45p per mile for the round trip.
- Don't worry if you can only give a smaller amount, we will be very grateful for anything you can contribute. Of course if you feel you are able to give more we will happily accept it! Please give your donation to our volunteer driver or helper.
- You are responsible for any parking charges or other charges / tolls incurred by our driver during your request for help.

Regrettably, for legal and/or health & safety reasons, we can't provide transport for:-

- unaccompanied persons under the age of 18;
- children excluded by law from travelling in a private car without a correctly fitted child or booster seat;
- persons whose disabilities prevent them from correctly wearing a seat belt;
- persons whose disabilities prevent them from getting into, or out of, a private car without undue physical assistance, unless accompanied at all times by a qualified nurse or care worker;
- persons who require undue physical assistance to reach a car from their residence or who are unable to get into, or out of a wheelchair without undue physical assistance, unless accompanied at all times by a qualified nurse or care worker;
- persons with degenerative illnesses whose actions may be a danger to themselves, their driver or other road users while travelling in a private car, unless accompanied and supervised at all times by a qualified nurse or care worker;
- persons with a history of abuse (physical or verbal);
- persons with a history of failing to maintain a reasonable interaction with the volunteers providing them with assistance;
- persons who are involved in claims against CARE or any of its members for as long as the situation remains outstanding;

To enable CARE to match our clients' needs with an available volunteer, we securely store necessary client information: name, address, contact numbers, assistance required, etc. within our database system. CARE endeavours to be fully compliant with all current and future GDPR (General Data Protection Regulation).

### **CARE received the Queen's Award for Voluntary Service in 2019.**

The Queen's Award is the highest honour a voluntary group can receive, equivalent to the MBE, and is given for exceptional work done by volunteer groups in their communities. Only a small number of the thousands of charities across the UK receive one. It represents a tremendous achievement, particularly for a small charity like ours and would not have been possible without the hard work, dedication and positive attitude of all our volunteers, whatever their role.

If you have any concerns about this or anything else in this letter or have any queries about CARE generally, please ask our volunteer or contact the Duty Officer on 01342 410086.

The latest version of this document is available: [www.careineastgrinstead.co.uk/policy.php](http://www.careineastgrinstead.co.uk/policy.php)

## **Appendix:**

### **Client, driver & DO Guidance... bullet points**

Clients/drivers are requested to carry out the following actions and Duty Officers are asked to advise clients when taking a new journey booking;

1. Advise DO at any time prior to journey if you have any Covid symptoms
2. On day before journey when the driver rings the client should tell the driver if your health position on COVID has changed in any way.
3. On leaving home ensure you follow Government Guidance on Covid hygiene.
4. During vehicle journeys the wearing of masks is recommended.
5. On entering and leaving the medical facility; use a hand sanitizer.