



COVID SAFETY POLICY

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This policy will be reviewed annually by the CARE committee at their first meeting after the annual general meeting

COVID SAFETY POLICY

A/. Introduction

The aim of this Covid Safety Policy is to reduce the risk to both Clients and voluntary drivers. When using the CARE in East Grinstead & Lingfield (CARE EG & L) voluntary driving service

The Policy below identifies possible risks and actions required to mitigate them where they can most effectively be removed or reduced.

All users should at all times follow current Government Guidance on social distancing, employ rigorous hand washing and use available PPE. If this advice is followed we can provide as Risk Free a journey as is practically possible.

B/. Guidance & action required

To achieve these aims we would like clients and drivers to follow the Safety Policy guidance and carry out the specified actions listed below and in as bullet points in Annex A & B.

C/. COVID 19 Symptoms as defined by NHS Direct

- 1) *A High Temperature*;you feel hot to touch on your chest or back
- 2) *A new continuous cough*; this means coughing for more than 1 hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough it may be worse than usual)
- 3) *A loss or change to your sense of smell & tastes*; This means you notice you cannot taste anything, or things smell or taste different to normal.

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D/. Client Information and Duty Officer (DO) Guidance

Clients are requested to carry out the following actions and Duty Officers are asked to make all Clients aware of these points when taking a journey booking.

- 4) All clients MUST advise the Duty Officer at the time of booking or any time prior to the journey if they are suffering from any COVID symptoms or if they have been advised by NHS Track & Trace to self-isolate or the date when this isolation ended. (see para C above for NHS definitions of symptoms as listed by NHS Direct)
- 5) If the client feels they will need any assistance on arrival at the medical facility they are asked to bring a friend to assist them. The driver will remain with the vehicle.
- 6) When the driver rings the client before the journey the client MUST advise the driver if they currently have any COVID symptoms or if they have been contacted by NHS Track & Trace since making the booking.
- 7) Clients on leaving home should follow Government Guidance on Covid hygiene and remain alert at all times.
- 8) On entering the vehicle Clients should be wearing a face covering. Failure to wear a face covering could result in your journey being cancelled.
- 9) On entering and on leaving the Medical facility we request the Client to use a hand sanitiser.
- 10) In the 14 day period after the journey clients MUST advise the duty officer at CARE EG&L on 01342 410086 if they develop any COVID symptoms or if they are contacted by NHS Track & Trace.

By following the above actions we hope our clients will reduce the risk of infection to themselves and to our voluntary driver have a safer journey.

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E/. Voluntary Driver Information & Guidance

Voluntary drivers will carry out the following actions

- 11) The driver MUST advise the Duty Officer at any time if they have any COVID symptoms (see para C above) or if they have been contacted by NHS Track & Trace.
- 12) When the driver rings the client to confirm the journey they should ask the client if they have any COVID symptoms or if they have been contacted by NHS Track & Trace since making the booking.
- 13) The drivers will ensure they use antibacterial wipes and wipe down hard surfaces including handles and seat belt fixings. This is to be done before starting and at the end of the journey.
- 14) On leaving home drivers should follow Government Guidance on Covid hygiene and be alert at all times during the journey.
- 15) It is recommended that the driver should be wearing a face covering before collecting client and ensure the client is also wearing a face covering.
- 16) Failure of client to wear a face covering could result in their journey being cancelled.
- 17) Drivers will also use the PPE provided by CARE as listed in Annex C. These items will be reviewed periodically to meet the changing COVID situation.
- 18) In the 14 day period after the journey the driver MUST advise CARE EG&L duty officer on 01342 410086 if they develop any COVID symptoms or if they are contacted by NHS Track & Trace.

By following the above actions we hope our drivers will reduce the risk of infection to themselves and the client.



COVID SAFETY POLICY Annex A

Client Information & DO Guidance... bullet points

Clients 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 when booking or any time prior to journey if you have any Covid symptoms or have been contacted by NHS Track & Trace
2. If Client thinks they will need assistance at the medical facility please arrange to bring a friend, as the driver will remain with the vehicle.
3. On day before journey when the driver rings you **MUST** tell the driver if your health position on COVID has changed in any way.
4. On leaving home ensure you follow Government Guidance on Covid hygiene
5. On entering the vehicle ensure you are wearing a face covering. Failure to do so may result in the journey being cancelled.
6. On entering and leaving the medical facility; use a hand sanitiser
7. In 14 days after using a CARE journey; advise CARE duty officer on 01342 410086 if you develop any COVID symptoms or are contacted by NHS Track & Trace.



COVID SAFETY POLICY Annex B

Voluntary Driver Actions; bullet points

Voluntary drivers will carry out the following actions

1. Driver **MUST** advise CARE at any time if they have any COVID symptoms.
2. Driver to ring client one day before duty journey to check if client has any Covid symptoms.
3. Driver to ensure vehicle is wiped down before and after collecting Client.
4. Driver is recommended to follow Government Guidance on Covid hygiene on leaving home and to be **ALERT** at all times.
5. Driver is recommended to wear a face covering.
6. Driver to check that Client is wearing a face covering.
7. Driver to use antibacterial wipes to wipe down vulnerable hard surfaces before and at end of journey.
8. Driver to advise CARE duty officer at any time within 14 days of a journey if they develop any Covid symptoms.
9. Driver to use PPE provided by CARE.



COVID SAFETY POLICY Annex C

Personal Protective Equipment (PPE)

The following items of PPE will be supplied by CARE to all active voluntary drivers

1. Washable face mask for personal use.
2. Disposable face mask for issue to customers in emergency if they do not have one.
3. Hand sanitising gel for use before, during and after completion of CARE duty.
4. Antiseptic Wipes for use on vehicle before, during and completion of CARE duty.
5. The above PPE supplies are also available for volunteers doing “Help Heavy”. Please contact the Chairman or Vice Chairman for supplies.

CARE will review these items of PPE at each committee meeting for the next 6 months to ensure they are still relevant to the latest Government Guidance on Covid precautions.