



Community Transport Services during the Covid-19 Virus Outbreak

Community Action Dacorum are committed to supporting the community during the Covid-19 virus outbreak through our Community Transport service. To do this we will:

- ✓ Provide essential transport for non-routine healthcare appointments
- ✓ Provide a shopping service for isolated individuals
- ✓ Provide a prescription collection and delivery service

Transporting People to Essential Health Appointments

To protect our volunteers and to help stop the spread of the Covid-19 virus Community transport are committed to undertaking essential journey only for our service users. Essential journeys will almost invariably be for non-routine healthcare purposes. The category of service users we will be supporting are those that are socially self-isolated (social distancing) but have no symptoms.

How we will support you

1. To make a booking contact the Community Transport team on 01442 212888. If you are new to our Community Transport service we will register you for the service over the telephone. If you are an existing service user, please confirm your name and address details.
2. Before taking the booking details from you the team will first ascertain how you are feeling and whether you have any symptoms associated with the Covid-19 virus.
3. If you are self-Isolating because you have some symptoms but non-conclusive (unconfirmed Covid-19) or have Self-Isolated because you or someone else in your household is confirmed to have Covid-19 the Community Transport team will refer you to the Ambulance Service as you will require specific protected ambulance facilities
4. The Community Transport team will source a volunteer and contact you to confirm their name and pick-up time
5. All Community Transport journeys will be charged at 65p per mile for the return journey from the driver's home address. The team will provide you with an estimate for the journey when confirming the driver.
6. During the Covid-19 virus outbreak no cash will be accepted from service users to pay for the journey. The team will contact you after the journey to request payment over the phone.
7. Either on the day of your booking or the day before we will contact you to double check that you are well enough for the appointment and whether you have developed any of the Covid-19 symptoms since we last spoke to you. If you have, we will cancel the booking and refer you to the Ambulance Service.
8. We are unable to provide transport for any purpose other than for an essential journey
9. We will pick up only one passenger at once
10. Our volunteer drivers will ensure that their vehicle is clean
11. Where possible please exercise social distancing when being transported. The driver will ask you to sit in the back of their car and will not enter the health setting with you but remain outside for when you return.

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| <p>12. If you require a carer or assistant who does not live with you, then such persons should travel separately and meet you at the destination. If a passenger does travel with someone from within their own household, ensure that social distancing is maintained on board the vehicle (i.e. sitting 2 metres apart).</p> |
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How our drivers will behave

<p>✓ The driver will knock on the door or ring the bell wearing gloves or use a disposable tissue, and then take some steps back before the door is answered, allowing at least a 2 metre bubble. They will not enter your property.</p>
<p>✓ They will ask you how you are feeling, do you have any of the symptoms associated with Covid-19 (a high temperature and/or a new, continuous cough). Are you self-isolating, suspected or confirmed to have Covid-19?</p>
<p>✓ If the driver has to enter the property, they will call out and announce themselves trying to keep a 2 metre distance between you both until they have confirmation of your health</p>
<p>✓ If you are presenting as symptomatic then they will politely withdraw and inform you that they will be contacting the Community Transport team</p>
<p>✓ If you need support or manual assistance to get into the vehicle, they will wear protective gloves</p>
<p>✓ If they need to carry anything belonging to you (such as shopping, frame etc) they will wear protective gloves</p>

Store to Door community shopping service for those self-isolating

How we will support you

<p>1. To request essential supplies please contact the Community Transport booking line – 01442 212888 or send an email to ctadmin@communityactiondacorum.org.uk to request a 'shopper' and your preferable day of delivery. Please provide at least 48 hr notice.</p>
<p>2. Provide the team with a shopping list of essential items either over the telephone or via email.</p>
<p>3. The Community Transport team will confirm your booking and agree a ceiling figure for the cost of the groceries and take a payment over the phone to open an account with Community Action Dacorum for you.</p>
<p>4. The team will confirm whether you have any dietary requirements and ascertain whether you agree to any substitutions or not.</p>
<p>5. Please confirm with the team the best place to drop off the shopping ie front door, back door etc.</p>
<p>6. The Community Transport team will allocate a volunteer 'shopper' and pass over the shopping list and your home address details</p>
<p>7. The volunteer shopper will pick up the shopping from the local store shelves and purchase the shopping up to agreed limit using a Community Action Dacorum payment card. The</p>

volunteer will obtain two receipts. If the volunteer is unable to purchase items due to availability on the shelves, they will make a note of what was unavailable for you.
8. The volunteer will only shop in one location and a store that is local to them. We cannot meet service users' requests to shop in certain supermarkets or to search for availability for missing items in other stores
9. The shopping will be left on your doorstep by the volunteer with one of the receipts
10. The volunteer will not be able to bring your shopping into your home. You will be required to carry it in yourself.
11. The volunteer is unable to accept any cash or payment on the doorstep
12. Any balance of funds from your account will be kept by Community Action Dacorum and held for further shopping purchases. You can top up your account on an ongoing basis for the purpose of using the service
13. There will be a £5 charge for the service.
14. You will be required to pay for the purchase of carrier bags for the purpose of doing and delivering your shopping. We are unable to take carrier bags back from you to reuse or reimburse.
15. When the service ceases to exist due to the lifting of Government advise or you no longer wish to use it Community Action Dacorum will transfer any outstanding balance back to your account. You will be required to provide us with your bank details for us to be able to do this.

Prescription Collection and Delivery Service

You can request that Community Action Dacorum collects your prescription for you from either a pharmacy or GP service. To do this:

1. Contact the Community Transport team on 01442 212888 to make a request
2. Inform the team the location of where the prescription will need to be picked up from i.e. the name of a pharmacy or GP surgery
3. Please allow 48 hours between you requesting a delivery and our driver collecting it for you.
4. The Community Transport team will allocate a volunteer driver and inform you of their name.
5. If the prescription is to be picked up from a pharmacy please contact the pharmacy to inform them of the name of the volunteer who will be collecting the prescription for you
6. If the GP surgery is issuing a paper prescription, please inform them of the name of the driver who is collecting it for you. The volunteer will deliver the paper prescription to you for you to complete part 1 of the prescription form (FP10). He/she will complete parts 2 and 3 which includes identifying whether you are exempt from prescription charges. They will then request the prescription from a pharmacy and deliver it to you.
7. There will be a charge of £5 for the service. To protect our volunteers we are reducing the number of cash transactions. Therefore, please pay for the service over the phone on 01442 212888. The minimum card transaction is £10 so you will need to pay for 2 collection requests at the time of booking. The 2 nd collection charge will be held on account for you. If

you do not have a bank debit card, we are only able to accept cash if it's provided in a sealed clear bag.

8. When the service ceases to exist due to the lifting of Government advice or you no longer wish to use it Community Action Dacorum will transfer any outstanding balance back to your account. You will be required to provide us with your bank details for us to be able to do this.

9. The volunteer will be following social distancing guidance and will keep a 2 metre distance bubble between you at all times and will not enter your home. Please respect this and follow the same guidance. Remember to wash your hands after receiving the prescription

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