



CLEVEDON CARE

Office Procedure



Introduction

Duty Officers (office staff) normally work in pairs, a half-day at a time. The rota is currently organised by Liz Rowen 01934 835229.

How it Works

1. Collect keys from The Pet Pantry in Old Church Road and open the office around 9:15am.

Alarm code is 1284A. Should the outer door be locked enter the **Keypad code C1650Z & turn handle.** Please use the **maroon** handled key to open the office. When inside, please open the cupboard in the corner using the **pink** handled key and take the two sets of keys out of the top drawer for the filing cabinet and the grey cupboard, together with the keys to the back door (green) which leads to the toilet. This door should be kept unlocked throughout the shift for fire safety.

- Take out the diary, logbook, DO notebook, new client sheets, mobile phone (ensuring it is sufficiently charged, **1953** is the mobile unlock code) and phone record sheet from the filing cabinet.
- Take out the client index cards, drivers' cards and pen/pencil pot from the grey cupboard.
- Please also take the phone (marked no.1) out of the box at the side of the desk. Phone no.2 stays connected in box.
- The board showing the names and phone numbers of the drivers should be unlocked & turned around.

At the end of the shift put everything back in its respective place & lock up doors, drawers, cabinets & board. Please wash up any mugs & spoons that have been used and return to the cabinet with tea, coffee, biscuits, kettle & heater if used.

The keys should be taken back to the Pet Shop at the end of your shift for collection by the next day Duty Officers.

When leaving the office, please check upstairs to see if there is no one else in the building. If no one else in building please enable the alarm by using the same alarm code, i.e. **1284A** and then close the front door behind you.

2. Clients must phone in to make arrangements individually or via a carer or relative. Under no circumstances can a driver make a booking on behalf of a client. Regular commitments can be accepted only in exceptional circumstances and with the prior approval of officers of the Management Committee.

3. When the client makes a request, the client's card should be extracted from the box file at once so that his/her particulars can be checked as they are recorded in the logbook. Entries should be



CLEVEDON CARE

Office Procedure



made directly into the logbook as errors can be made when transferring particulars from one record to another. If the client is a new one, please add details to the new client record sheet (for adding to database) and complete a new coloured record card (to be found at the back of one of the box files) and note the job on it:

- a. The full name of the client should be included (with surname first, followed by first name) plus address, postcode and telephone number, incl mobile no. if they have one. Also, any contact number if, say, a relative or friend has made the request on the client's behalf. The appointment needs to be confirmed to them also. If the client is to be escorted, that should be noted in the Remarks Column of the logbook and a note made if they have a disabled badge or walking aid.
- b. Details of destination, i.e. "Southmead Orthopaedic Outpatients" or "BRI Oncology" should be included in the Remarks Column. It is important to note the Department. One lady told the driver "Urology" when her appointment was at "Neurology")
- c. Date and time of appointment. Only those appointments no more than TWO WEEKS ahead can be accepted, otherwise the client must phone in nearer the time.
- d. The client should be told the amount of the donation and that it is payable in cash to the driver on completion of the journey.
- e. If possible, the length of time of the appointment must be noted in the Remarks column of the logbook and if it is a double journey the initials DJ should be entered in red. Sometimes the appointment letter gives an indication. Clients should be informed that the normal situation is, the driver will wait for them and bring them back to Clevedon when their appointment is completed. A standard donation is payable.
- f. When clients book, they should be asked whether the stay is likely to be more than two hours (such as for day surgery) or there are to be several tests or investigations. In that case, if the driver comes back to Clevedon and returns to pick the client up, a double contribution is payable. That is also the case if a different driver does the return journey. Clients should be re-assured that they will not be abandoned at the hospital; the driver will make arrangements with the client for their return journey. For hospital visiting, the length of stay is ONE hour. A double donation is not payable within Clevedon.
- g. The Duty Officer should enquire whether the client is disabled and/or accompanying person needs a wheelchair. If so, they must be accompanied by someone to push the wheelchair. Drivers provide transport only. They cannot be expected to push a wheelchair as they are not trained, nor does Clevedon Care have insurance cover.
- h. Clevedon Care cannot provide escorts for confused or disabled clients, whether coming from home or from residential or nursing homes. The client (or nursing home) must make arrangements to provide the escort.
- i. The nursing home/residential home must ensure the client has money for the donation. Although Clevedon Care will take people to hospital for visits (one hour only), they do not take people to nursing homes for visits.
- j. Clients should be asked whether they have a blue disabled parking badge and should be asked to bring it with them on the journey if they have.



CLEVEDON CARE

Office Procedure



- k. Inform the client of the donation (the donation list is pinned on the wall in the office) to be paid to the driver. If requested by the client a receipt can be given by the driver. Master copies of Receipts are in the folder in the metal cabinet.
- l. Long distance jobs which are not already shown on the list should be referred to the Drivers Co-ordinator both for approval in principle and for calculation of the mileage and the required donation. In the Driver Co-ordinator's absence please refer to the Chairman.
- m. Journeys can only be made to medical appointments and cannot be linked with, for example, shopping.

4. To find a Driver

- a. Consult the wall charts to find which drivers are available on that day and look in the diary to ensure they are not already out on a job, or holiday that day.
- b. Telephone the driver. Give the date and time of job at outset to save time. Messages may be left on answer phones while you continue looking for a driver. When a driver is found, give the driver particulars and job number so that the matter can readily be traced should a query arise later.
- c. Ascertain the "pick up time" from the driver and tell the client when confirming the arrangements. Clients may request to be taken by a particular driver but are not entitled to insist on their choice. We try to share jobs fairly so that a driver does not acquire a group of "private" clients whilst other drivers feel underused. A client may request not to have a particular driver ("drives too fast", "did not speak to me") and this request should be respected and a note of the driver's name made on the client's card. A driver may refuse to take a particular client and that, too, should be put on the client's card.
- d. Enter job number and date of the job on the client's and driver's cards. Enter the details in the diary.
- e. If a job is cancelled and the client is unable to inform the Office in time for them to tell the driver, no donation is claimed.
- f. When a job has been cancelled it must have a red line drawn through it, in the diary & logbook, stating whether the job has been cancelled by the client or the hospital, as well as being cancelled on both the client's and driver's card. A note must also be made on the cancellation that the driver has been informed of such cancellation. The date and DO's initials should be put at the side of these notes for ease of reference.
- g. Drivers' WhatsApp can be used for urgent jobs within 48 hours and occasions when there are a lot of jobs for one day, or days when there are limited drivers available, and you have exhausted all other options.

5. Disability Badges and Parking Permits

- a. Blue disabled badges for Bristol parking are available in the office filing cabinet. Blue Badges are taken at the driver's risk of a potential fine. Please make sure the badges are signed for by the driver on receipt and all details noted in the book provided.
- b. Blue Badges must be returned promptly after use to the office and signed back in by duty officer.



CLEVEDON CARE

Office Procedure



- c. Blue badges can be reserved in advance by drivers, please mark the diary page as there are only 3 badges available.

6. Regular commitments

These cannot be accepted, except for special circumstances, i.e. Oncology/Radiology. Clients must phone in to make arrangements individually or appointments can be requested by a carer or relative. In this regard we should try to use only 3 or 4 drivers for client continuity.

7. Holiday Dates

Drivers' holiday dates should be entered as shown in the diary, also details of non-availability. Please let Liz Rowen (01934 835229) know when you are going to be away.

8. General Notes

- a. If other requests are received, e.g. help in caring for "carers", sitting with housebound, other non-driving jobs, and non-medical jobs, they should be declined politely, as we do not have the volunteers able and willing to do such jobs and there are insurance and vulnerability issues. Any requests you are not sure about should be referred to the Duty Officer Co-ordinator or other officer of Clevedon Care.
- b. If clients make a gift to Clevedon Care, either directly or via a driver (i.e. tips), please put the money in the cash box in the filing cabinet together with a note of the name of the driver (or client) and the amount in the cash book alongside the cash box.
- c. If a client overpays a driver, the excess over the authorised rate must be brought into the office, as in b. above, or returned to the client.
- d. Trivial gifts can be accepted, i.e. Biscuits, boxes of chocolates, etc.

9. Health & Safety

The personal safety of volunteers is a primary concern for our organisation. All volunteers should make themselves familiar with the Office & Environment Health & Safety guidelines available on our website and in the red document file in the metal cabinet.

10. Confidentiality

Our clients' business is confidential and must not be discussed with any non-member of Clevedon Care.

Duty Officer Co-ordinator: Julie Butt 07976 842452

Website: www.clevedoncare.org

Login details for the secure area of the website for volunteers use only

Username: ccvolunteer

Password: Drivingforhealth1953



CLEVEDON CARE

Office Procedure



The attention of members is drawn to Clause 7 of the Constitution which is set out below:

Termination of membership.

Membership is terminated if:

- (a) The member dies;
- (b) All members must retire at 85;
- (c) The member resigns by verbal or written notice to the Charity unless, after the resignation, there would be less than two members remaining;
- (d) The member is removed from membership by a resolution of the Trustees that it is in the best interests of the Charity that his or her membership is terminated. A resolution to remove a member from membership shall only be passed if:
 - (i) The member has been given at least twenty-one days notice in writing of the meeting of the Trustees at which the resolution will be proposed and the reasons why it is to be proposed;
 - (ii) The member or, at the option of the member, the member's representative (who need not be a member of the Charity) has been allowed to make representations to the meeting.

In reference to point (d) above, examples of conduct not in the best interests of Clevedon Care could include (the list is not exhaustive):

- Habitual unpleasantness of a member to clients or other members;
- Breaches of confidentiality by discussing clients business with non-members;
- Drivers being late in picking up or not picking up;
- Overcharging;
- Soliciting jobs;
- Ignoring instructions in the Guidance Notes by phoning in jobs direct.