

Chippenham Link Scheme

Information for Volunteer Drivers

Supporting Clients

1. Volunteers are not expected to be first aiders or patient transport technicians. Where the client has dementia or other special needs a carer should accompany the client. At a hospital help should be requested from volunteer porters where the client needs a hospital chair. Volunteers are not expected to have manual handling qualifications.
2. Your role is a volunteer driver; you should only offer further assistance e.g. help getting into/out of the car if you feel comfortable doing it.
NB If a client requires significant help they should have a 'carer' with them.
3. If when you arrive to collect a client, you find that they need more help than you expected, you can decline to take the client, explaining to the client that the help they require is beyond the service that Link can offer
or
if you are able and willing to give the extra help required you can take the client to their appointment.
In either case, please advise the coordinator so that the client record can be updated to properly reflect the client's needs.
4. You should arrive at the Client's house or alternative pick-up location at the appointed time.
5. When you drop the client off for their appointment you should agree how they will contact you to advise they are ready to be collected. You may choose to give the client your mobile phone number so that they can contact you for this purpose. If you do this, it is recommended that you write your number on the donation envelope that you give the client.
6. At the conclusion of the task request that the Client returns the sealed donation envelope to you.
7. The donation envelopes that you collect from clients should be given to either the Treasurer or Chair of Chippenham Link. From time to time, alternative locations for dropping off donations may be advised. But normally, you can hand them in when we have a volunteer drop in or you can drop them off at either of their homes:

Helen – Treasurer
23 Tavinor Drive
Pewsham
SN15 3FT

Carolyn - Chair
9 Partridge Close
Cepen Park North
SN14 6XY

8. If the client requests a receipt, use the standard form as provided by LINK Chippenham. You should count the donation and only seal the envelope once you have issued a receipt. If you don't have a receipt form with you, you can use a Link business card or we can arrange to provide one later.
9. When you need additional stationery, envelopes, receipt forms, business cards or anything else, you can collect them from either Helen or Carolyn. Just let them know what you need.
10. If the client asks for a 'follow-on' task to be done this should be booked through the Coordinator. It is important that all tasks are recorded: any unrecorded tasks might invalidate our insurance.