

1. The Government now requires everyone to wear a face covering on public transport and the Good Neighbour scheme is asking that all drivers and passengers involved with GNS lifts wear them too.
2. You may wear your own face covering. Alternatively, the Good Neighbour Scheme is offering **free re-useable face masks** to volunteer drivers. They are certified CE KN95 / FFP2 and come with simple instructions. They are reusable for a limited number of occasions. Please read the notes at the end on using these face masks.
3. Volunteer drivers will be given a supply of masks and hand gel for themselves, and disposable masks for any passengers. Please call the GNS Telephone Coordinator on 07561 890 100 when you need more supplies.
4. When someone phones the GNS to request a lift, the Telephone Coordinator will inform the client that a face covering is required and that the driver will have a free disposable mask for them (and any carer accompanying them) if needed.
5. When you are contacted by a Telephone Coordinator and asked if you can give a lift, please remember you are not under any obligation to say yes. It is fine to say no, and you don't need to give a reason.
6. Please telephone the client the day before the planned journey, to check that their appointment is still on and that they are not showing any symptoms of COVID 19. (They will also have been asked this at the time of booking the lift.)
7. When you pick up the client, check again that they are not showing any symptoms. If they are, then do not go ahead with the journey. Explain you cannot put yourself and others at risk and the client should immediately self-isolate.
8. Face coverings should be put on by the driver and passenger(s) before getting in the car and kept in place throughout the journey. (See the notes on using a face mask at the end of this guidance.)
9. Open the door for the client and ask them to sit in the back behind the front passenger seat, to maintain as much distance as is possible between you and the client.
10. If possible, open the windows of the car.
11. Open the door again for the client at the destination.
12. At the end of the journey, if there is a charge, the client will present the driver with an envelope containing the exact fare – the Telephone Coordinator will have informed the client at the time of booking the lift. There is no charge for journeys within the parish, 50p per mile outside.

13. When you are home and are able to wash your hands, please deduct your share of the fare and fill in the brown envelope with the date, the amount paid by the client, the amount retained by you, the client name and driver name. **NO CLIENT SIGNATURE IS REQUIRED.** Drop the envelope round, as soon as possible, to Judith Harrison (80 Maplewell Road) or Miranda Brookes (30 Main Street).
14. When you have finished the job, wipe down the surfaces that have come into contact with the client and wash your hands thoroughly.

Using the face mask supplied by the Good Neighbour Scheme:

- Try the mask on briefly before you need to use it. If the loops to go behind the ears are too long use safety pins or other ways to shorten them.
- There is a metal nose wire at the top of the mask. Fit the wire comfortably but closely to the bridge of your nose using gentle external pressure with your fingers.
- Make sure contact of the mask with your face, around the mask edges, is as complete as possible.
- If you wear spectacles try these on with the mask to find how best to wear them together.
- Put the mask on, as above, **BEFORE** the client or their carer enter the car (they should be wearing their face coverings before they enter the car).
- Once your mask is fitted and the client is in the car try **NOT TO TOUCH IT AGAIN** until it is no longer needed.
- When the mask is no longer required **REMOVE IT BY ITS STRAPS**, do not touch the outside of the mask.
- Place the mask, with the external surface folded inwards, in an airtight bag or container until you need to use it again. Wash your hands thoroughly after re-fitting the mask and touching the front of it.

SUMMARY

Fit mask comfortably and securely **BEFORE** having contact with the client or carer
Do **NOT** touch the outside surface of the mask after first exposure to the client or carer

Remove mask only by the loops

Place mask in a non-porous container/bag

Recycle the mask as per instructions

Do not touch the outside of the mask again unless you can wash your hands thoroughly afterwards.