

## **NEW GUIDANCE NOTES FOR PHONE CO-ORDINATORS**

**Due to Data Protection Rules the phone and folder must remain in your residence.**

Note that you do not have to stop your ordinary life during your week on the phone. You can leave it at home for short absences, and check the calls missed as soon as you get home. Then you can ring the caller back. If you need to leave home for a day or more, please arrange with another co-ordinator to cover for your absence.

1. Answer the phone with – “Whissendine Good Neighbour Scheme.”  
“Can we help you?”
2. Record on the co-ordinators sheet:-
  - The date of the call
  - Name, address and phone number of the caller
  - The request. If it is for transport, note the destination, duration of appointment and if they want someone to go with them.
  - The day date and time the transport/work is required.
  - Their bus pass number if they have one and its expiry date.
  - There is a client list in the folder giving our clients bus pass numbers and expiry dates. Please check if we already have this client’s details and if not, add them to the list.
3. Remember to ask if there are any mobility problems e.g.
  - Can they get in a car easily?
  - Do they have a wheelchair or walking aid?
  - NEW NOTE! If elderly clients have to attend one of the larger hospitals where parking is difficult, ask if they have a family member /friend to accompany them. If so, the driver can drop them off and park safely. If they need someone to accompany them ask one of our befriending volunteers to go along as well as the driver as a chaperone.
- 4 Look through the list of volunteers and ring someone who has volunteered to help in that category. You may have to ring several people.  
If you get no reply, do not be tempted to leave a message, as the volunteer may be on holiday and you need to fulfil the request quickly if we are to maintain our credibility.
- 5 When you have found a volunteer to do the work, ring the client who has requested the work and tell them:-
  - The name and phone number of the volunteer who will do it.
  - If it is transport, the time they will be picked up and the fare.
  - They should put the money in an envelope and give it to the driver on the day.
- 6 Fill in the volunteer’s name and details of the assignment on the Co-ordinators Sheet.

/PTO

7. Fill in a confirmation of assignment form which is downloadable from our website <http://www.whissendinegns.org.uk> and email it to the volunteer so they have a written reminder of what they have to do and when. If the volunteer is not online, drop it in their letterbox.

8. In addition, if you are able to deliver one, fill in a 'Client's confirmation of booking form' which is in the folder and drop it in the client's letterbox, as some of our clients are forgetful and need a written reminder.

9.. If you are unable to find a volunteer to help, ring the caller back, apologise that on this occasion WGNS is unable to help but to please contact us again in the future.

**Some other alternatives they could try contacting are:**

\*VAR TRANSPORT can offer transport too. Given enough notice (usually 7 days)  
They are like WGNS and fares are subsidised by RCC if the client has a bus pass.  
Ring 01572 724705 Mon- Fri. (9am – 12noon)

\*Some hospitals run hospital cars and buses which pick up from villages.

10. If someone rings asking to borrow our wheelchair which is in the church. Please take down their details in the usual way and tell them that the volunteer in charge of the wheelchair bookings will contact them shortly.  
Then pass their details on to Albert who will deal with it.

11. If someone rings who is interested in becoming a WGNS volunteer, take down their details and tell them a member of the Management Group will contact them shortly.

Enter details of the call on the record and email their details to Alison and Gwen.

**If you have any doubts about the nature of the work that is requested, please ring Alison or Gwen for advice.**