

VASA and WRCC Covid 19 Community Transport Response

As you are aware, due to the Covid 19 pandemic and following guidance from Public Health England, both the VASA Community Transport (using volunteers own cars) and the UBus service, have had to be suspended.

Both organisations are acutely aware that there is still the need for community transport for urgent medical appointments but that safety for all parties is paramount.

Therefore, after some work and guidance from CTA (UK) and Public Health among others, we are able to offer the following reduced service.

Community Transport for Medical Journeys during Covid 19 Pandemic

VASA and WRCC, working in partnership, can offer the following service to:

- **Those in the shielded or high risk groups**
that
- **Have no other means of transport**
for
- **Urgent medical or GP appointments only**

Referrals can be made, using the electronic form by:

- Community groups such as Stratford Support
- Hubs
- GP surgeries or hospitals

Service details:

- Available Monday to Friday between 8.30am and 4pm
- Booking will be made on a first come first served basis
- There will be no fee for this service, but we retain the right to introduce a fee at a later date to help cover our costs if needed (not retrospective)
- Two passengers only to be transported at any one time in order to maintain 2 metre social distancing
- Following guidance, the driver may be wearing PPE
- The bus will be disinfected, the driver will follow strict hygiene procedures and 2 metre distancing upheld.
- If a passenger is using a wheelchair or needs assistance due to mobility, strict guidelines will be followed, and the driver will use appropriate PPE.

- Bookings can be made for appointments no more than 7 days in advance, ensuring VASA are informed of any cancellations immediately to allow another patient to be offered that space.
- Bookings can be made the day before. We hope to expand this to same day bookings if possible and will inform referrers when this is possible.
- All drivers are fully trained, and DBS checked
- Bookings to be made by completing the online form [Transport Referral Form](#)
- Service details may change, we will inform you as soon as possible of any alterations to the scheme.

The patient must confirm at the time of the referral that:

- The appointment has been confirmed as going ahead
- They have been 'triaged' by the hospital or surgery and be showing no symptoms of Covid 19 that day or in the last 7 days, (or within the last 14 days if anyone within their household has shown any symptoms)
- They must adhere to the Public Health guidelines on hygiene including hand washing
- Give any details of mobility issues (the buses have lifts and are wheelchair accessible) as additional PPE may be needed for that journey.
- If a carer needs to be travelling with them, this must be absolutely necessary as this will be taking up an additional seat on the minibus.

For the safety of all concerned, referrers are asked to remind passengers:

If you have shown any symptoms in the last 7 days (or someone in your household in the last 14 days), YOU MUST NOT TRAVEL.

If you have any questions relating to the service, please contact:

Kim Slater
Chief Executive
WRCC
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E-mail: kims@wrccrural.org.uk

Kirsty Holder
Charity Manager
VASA
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To make a referral, please use the following link [Transport Referral Form](#)

For journey queries please email transport@vasa.org.uk

Thank you