

## Link Client Transportation Policies

(Link's volunteer drivers use their own private cars to transport clients and do so without any financial reward other than a contribution from Link towards their costs)

1. Available only to residents of Westbury, Westbury Leigh, Dilton Marsh, Heywood, Hawkeridge, Chapmanslade and south Yarnbrook.
2. Transportation only to Westbury area for medical services available there:
  - a. Doctors, dentists, chemists, chiropodists, chiropractors and other health and welfare facilities (exception may be residents of Chapmanslade)
  - b. Shopping, libraries and hair appointments
3. Transportation as far as Devizes, Chippenham, Frome and Warminster for:
  - a. Medical services not available in Westbury e.g. specialists
  - b. Social, day care, welfare.
4. Hospital appointments at Bath and Salisbury and others in between.
5. Available only if client has no other reasonable means of transport e.g. family member, friend, neighbour etc. and is unable to use public transport.
6. In accepting a request for a trip, Link cannot guarantee to provide a car and driver.
7. It is a condition of transportation that a carer is supplied to accompany the client where needed.
8. Whilst clients might request a car with specific qualities (e.g. high or low floor), we cannot guarantee to meet that request. If that is a necessary requirement, they will be referred to the Patient Transport Advisory Service (PTAS).
9. Requests for trips where the client requires to use a wheelchair, either their own or one at the destination, will only be accepted where there is a capable person available at their home and destination to assist them out of and into a wheelchair. Drivers will provide reasonable assistance to a client but will not undertake any lifting. In the absence of such a person, they will be referred to PTAS.
10. Any child carried must occupy a suitable child's car seat, supplied and fitted by the client
11. Assistance dogs carried must be provided with a suitable car harness by the client.
12. If a client is significantly delayed at an appointment the driver reserves the right to depart and return for collection which will be counted as a double trip.
13. Clients should inform Link of any significant disability affecting their ability to be independently and safely delivered to their appointment. Failure to do so may result in a refusal to transport them.
14. Drivers will not transport any client with special needs without being informed in advance. Failure to do so may lead to the driver refusing to transport the client
15. Clients must inform us asap of any cancellation of appointment or change in details, in which circumstances Link cannot guarantee a driver.
16. The client should make an anonymous, financial donation to Link towards its costs at the end of their trip. Exceptions are past/present Link volunteers and bona fide refugees.