



A warm welcome and huge thanks to you for joining our team of volunteer car drivers

Some answers to your questions...

WHAT: You're probably wondering what's involved and what's expected of you – our volunteer drivers collect clients (usually from home) and take them to an appointment and often stay with them and transport them home. The client can give a donation for the journey to the driver. The driver can claim back mileage.

WHEN: Whenever it's convenient for you. Please let us know if you can only help on certain days or prefer to drive only to Reading or Henley.

WHERE: We can take clients to medical appointments at Sonning Common Health Centre, the Royal Berkshire Hospital, Townlands Hospital, Henley or sometimes the John Radcliffe Hospital, Bracknell or Windsor hospitals. Disabled parking badges are available to borrow from the FISH office. Maps of local hospitals, departments highlighting disabled parking spaces are enclosed and also listed on our website.

WHO: Many of our clients live alone and may walk with a stick or use a wheelchair or walking frame. Please let us know if you can carry these items in your vehicle and if you have a 4x4 or sports car (for accessibility reasons). The driver is given the name, address telephone number and where possible the postcode. The client will be notified of the drivers name and a pick up time but not your phone number as bookings are strictly made through the FISH office. If you like, you may find it useful to call the client the day before your pick up to confirm time and location..

HOW: How it works: A client telephones the FISH Office asking for transport. Details of the job are written down and a driver is found by telephoning around a list of drivers. Therefore, please let the office know if you are unavailable for periods of holidays, illness etc.

THE FORM FILLING:

Each “job” requires a form to be filled in. Please enter any voluntary donation received from the client, and your mileage. If you wish to claim back your travel expenses (at 40p per mile) please indicate this on the form. Reimbursements will be given in cash from the FISH Office. Envelopes are available for discreet donations from FISH office. There is a form attached but further are available from the FISH office or from our website.

ID BADGE:

Please wear your identity badge at all times whilst on duty for FISH. If you don't have yours yet, please supply a digital passport style photograph to the Office Manager. Your ID badge can be used to pay your parking fees at some hospitals.

CAR PARKING FEES:

You should not have to pay for parking. If you need to park through a ticket operated car park, reimbursement is usually done at the hospital/department reception when you present the ticket along with your ID badge.

GIFT AID:

Clients and drivers are encouraged to fill in a Gift Aid form to register their donations to FISH. Any donation by client or driver (should a driver not claim any mileage) FISH can treat this as a donation and Gift Aid the amount.

CAR INSURANCE:

You will need to inform your car insurance company that you'll be transporting passengers for FISH Charity. There should not be any additional costs.

The FISH Volunteer Centre is managed by a committee – you'd be very welcome to approach us with any ideas or you may have to help FISH support and transport the people of our community. Fred Nickson our Chairman can be contacted via the details below – or just pop into the office to say hello to our Volunteer Office Staff.

FISH also operate a mini bus which offers group outings, mystery tour visits and the essential shopping trips to local supermarkets which are always popular. We have a few drivers and would welcome more mini bus drivers to join our team. Please let us know.

The FISH Team is extremely grateful for your help and support and hope you'll find the driving rewarding. We ask that a commonsense approach is taken to respect the confidentiality of our patients illness and conversations they may discuss with you.

Kind Regards

FISH

Telephone: 0118 9723986 9.30-11.30am Mon-Fri

WEB: fishvolunteercentre.co.uk EMAIL:office@fishvolunteercentre.co.uk REG CHARITY 286318