



**ROTARY CHRISTMAS DAY
MORNING INFORMATION FOR BUS ESCORTS**

TRANSPORT DESK CONTACT NUMBERS:

+44 7477 973261

PLEASE TAKE GREAT CARE OF THE ELDERLY GUESTS WHEN YOU COLLECT THEM FROM THEIR HOMES THIS MORNING.

PLEASE WEAR A YELLOW TABARD AND A GREEN CAP

**ONLY PICK UP GUESTS ON YOUR LIST, WHICH IS IN YOUR ENVELOPE
IN THE EVENT OF A QUERY - PHONE THE DESK**

1. **PLEASE PHONE GUESTS AHEAD OF YOUR ARRIVAL SO THEY CAN BE READY. THEY MAY TAKE A WHILE TO ANSWER – JUST BE PATIENT. THEIR DETAILS ARE ON YOUR LIST.**
2. RING OR KNOCK LOUDLY AGAIN, JUST BE PATIENT.
3. IF THERE IS NO ANSWER, PLEASE TRY NEXT DOOR. IF THERE IS NO SATISFACTORY EXPLANATION **MAKE A NOTE ON THE PICK UP LIST AND GO TO THE NEXT GUEST ON YOUR LIST. DO NOT CALL 111!!**
4. **DO CHECK THE PERSON HAS THEIR KEYS AND ANY MEDICINE THEY MAY NEED BEFORE LEAVING HOME.**
5. MAKE SURE THE GUESTS WEAR THEIR SEAT BELTS ON THE BUS.
6. PUT THEIR LANYARD AROUND THEIR NECK AND CHECK THEIR NAME (LANYARD IS IN THE ENVELOPE)
7. COLLECT THEIR INVITATION CARDS. IF THEY HAVE NOT GOT IT, MAKE A NOTE ON THE PICK UP LIST. THEY ARE INVITED TO COME ANYWAY.
8. ON YOUR RETURN, OTHER VOLUNTEERS WILL TAKE THE GUESTS IN, **BUT YOU MUST REPORT BACK IMMEDIATELY TO THE TRANSPORT DESK WITH YOUR ENVELOPES AND PICK UP LISTS AND LABELS NOT USED.**
9. **PLEASE REPORT ANY ACCIDENT OR INCIDENT, HOWEVER MINOR, TO THE TRANSPORT DESK. YOU MAY NEED TO COMPLETE AN ACCIDENT FORM**