

## **SHOPPING BUS ESCORT PROCEDURE LIST**

Contact uses Croydon Accessible Transport (CAT) buses for the trips to Sainsbury's at Warlingham.

1. Please arrive at the office at 9.50 am for the morning bus and 12.50 pm for the afternoon bus. The afternoon buses are Tuesday and Thursday and the morning bus is on a Wednesday. The bus must leave promptly at 10am/1pm. Please ensure you are wearing your Contact identity badge. You should have been issued with an I.D. cardholder with a clip or chain. Please ask the office staff if you have not already got one.
2. Collect a copy of client list and, if necessary, wage packet to put any cash in. Clients pay for their trips in advance. However, occasionally they go on additional trips and will pay on the day. This will be marked on the client list.
3. Our volunteer driver will drive around the area collecting the clients. The driver is responsible for opening and closing the doors. He will probably know the route but, if not, you may like to plan this.
4. One escort needs to check if they need to collect any money from clients (currently £5.00 per return trip) and mark paid against their name on one copy of the clients' list. Place money in wage envelope and write on date and amount of money collected.
5. One escort to knock on client's door and assist onto bus where necessary. Ensure clients have their seat belts on. Some may need help with this. There is a tail-lift for anyone in a wheelchair or having great difficulty.
6. On arrival, help clients off bus if needed and help them to get trolleys.
7. If required, collect wheelchair(s) from Customer Services. There is no charge for Contact users.
8. Escort clients round the store as needed. Those in a wheelchair or requiring help (noted on client list) are to have their own escort.
9. Help clients through checkout - packing bags, etc. Each client has their own named Sainsbury's 'For Life' orange bags for easier identification.
10. Help clients back onto bus and help load shopping in.
11. On return journey, help clients by taking their bags into their homes.
12. The bus will drop escorts back at Sainsbury's car park, usually about 1.15pm/4.15pm after all the clients have been returned home.
13. One escort to bring any money back into the office or on the following morning for the afternoon buses.

Finally, thank you for your help on what is Contact's most popular service! Please help us by completing the Feedback Form.