

# Guidance for volunteers taking vulnerable people to essential medical appointments

The information offered in this guide can help reduce the risk of spreading the virus. However, breaking isolation is **still dangerous for a vulnerable person**.

You should only take a person to a medical appointment if you live with them. However, a vulnerable person may not have anyone in their household who can help. In this case, a volunteer can take them to the appointment.

Minimise the time you spend outside of your home and make sure you are 2 metres (6 feet) apart from anyone outside of your household.

## Government guidance

You can only provide support to vulnerable people if you fulfill **all** of the conditions below:

- you are well and have no symptoms such as a cough or high temperature and nobody in your household does
- you are under 70
- you are not pregnant
- you do not have any long-term health conditions that make you vulnerable to coronavirus.

(From the GOV.UK [coronavirus outbreak FAQ](#).)

# Guidance for volunteers taking vulnerable people to essential medical appointments (cont.)

## Transporting a vulnerable person in your car

**1** Wash your hands for 20 seconds with soap and water, or use a sanitising hand wash before and after. The vulnerable person should do the same.

**2** Clean the surfaces of your car before and after taking the vulnerable person. Used on surfaces, **bleach-based** cleaning products are best to reduce the risk of spreading infection.

**3** Consider wearing a face covering while taking the vulnerable person in your car. [Read our guidance for using face masks.](#)

**4** Avoid contact with the vulnerable person as much as possible. You should stay at least two metres away from others wherever possible.

# Guidance for volunteers taking vulnerable people to essential medical appointments (cont.)

## Helping a person with sight loss

There are some extra requirements when helping a person with a visual impairment.

**1** When you are at the person's door, announce your name and where you are from.

The person may have a hearing impairment and find it difficult to hear you from 2 metres away. It may be easier to phone the person when you are at their door.

**2** Do not be afraid to ask the person how much they can see. Most people will be more than happy to describe this to you. Ask them how it is you can best help them.

**3** Many people with visual impairment can get around by themselves. But in unfamiliar surroundings, they may need you to guide them. The Oxfordshire Association for the Blind has written [a brief introduction to sighted guiding](#).