

Looking after yourself

- Be polite and helpful but avoid being over-friendly
- Don't have conversations that are, or may be interpreted to be, inappropriate or intrusive. Guard against a passenger becoming infatuated with you
- Don't ask personal information from a passenger, share your personal information or invite them to your home

Looking after yourself

- Don't exchange personal information through text messages or social media or take or swap photographs with passengers
- Never hug, kiss or touch a passenger in an inappropriate way
- Never give food or gifts

If your passenger has misinterpreted any of your actions you should report it immediately to your manager, if you have one, or by contacting 01629 536727.

Information for

Drivers and Passenger Assistants

providing transport on behalf of
Derbyshire County Council





Looking after your passengers

The job you do is very important in helping to get your passengers to where they need to be as safely as possible.

And by following a few basic guidelines you can help protect everyone - so you can all enjoy a smooth ride.

Keep this with you as a handy reminder.

- Stick to the agreed route
- Treat your passengers with dignity and respect
- Make sure you are aware of any special needs or illnesses
- Know how to use any special equipment such as restraints and how to secure wheelchairs, if applicable

Looking after your passengers

- Be aware of how to spot signs of abuse or severe neglect. Abuse may be physical, psychological, financial or sexual
- If a passenger tells you, or if you suspect they are being abused, listen carefully, make a note if possible and report the information to **Call Derbyshire 01629 533190.**

If you have any other concerns or want more information contact 01629 536727.