

PLEASE READ BEFORE BOOKING YOUR FACE TO FACE DRIVING SESSION:

To ensure that both scheme members and instructor are safe, in conjunction with Drive Doctors, NFU Mutual have created a step by step guide:

What will the Drive Doctor do?

Before the session the Drive Doctor will...

- Contact scheme member 24 hours before their session to check that they feel well and have not knowingly been in contact with anyone who has tested positive for Coronavirus or displayed symptoms in the last 14 days
- Talk them through the planned session and procedures

On arrival the Drive Doctor will...

- Contact the scheme member when they arrive at the agreed location and wait outside the vehicle
- Check that the scheme member is feeling well and that they have not been in contact with anyone who has tested positive for COVID-19 or displayed symptoms in the last 14 days
- Sanitise their hands prior to the start of the session – before and after getting into your vehicle

During the session the Drive Doctor will...

- Wear a mask or face covering for the duration of the session, plus gloves if this has been requested
- Follow the 1 metre plus social distancing rule when outside the vehicle
- Observe scheme member whilst they check the vehicle prior to the drive – water and oil levels and tyre pressures - giving guidance when required
- Avoid face to face conversations with scheme member whilst in the vehicle
- Sanitise their hands after any breaks or after leaving the vehicle
- Use their own pens and paper for making any notes

After the session the Drive Doctor will...

- Give feedback – this will take place outside of the vehicle
- Answer any questions the scheme member has from the driving session or vehicle check
- Sanitise their hands

What does the scheme member need to do?

Before their session they should...

- Be honest with the Drive Doctor when being asked about their health and possible exposure to the virus
- Request the driving session is rescheduled for another time if they have been in close contact with anyone who has displayed possible COVID-19 symptoms in last 14 days, or who has tested positive
- Wash or sanitise their hands
- Follow the 1 metre plus distancing rule when outside the vehicle
- Wear clothing which covers as much of their arms and legs as possible
- Bring a bottled drink with them
- Have their driving licence and MOT certificate ready to show the Drive Doctor

During their session they should...

- Use a face covering or mask, make sure it covers their face from the bridge of their nose to their chin
- Keep air flowing into the vehicle by leaving a window open, or partly open
- If possible, turn on the air conditioning, but do not set it to the recirculate option
- Avoid face to face conversations with the Drive Doctor when in the vehicle

- Let the Drive Doctor know if they need a break at any time – any breaks will take place outside of their vehicle, so the scheme member can remove their face covering, stretch their legs and have a drink
- Let the Drive Doctor know if they are feeling unwell

After your session they should...

- Ask any questions regarding their session or vehicle check
- Wash or sanitise their hands

Drive Doctors will not...

- Handle the scheme members driving licence or MOT certificate, they just need to see the details
- Demonstrate the vehicle check prior to the drive – but they will be there to observe the scheme member whilst they check their oil, water levels and tyre pressure
- Shake the customers hand
- Touch any of the controls inside the customers vehicle unless in an emergency situation
- Give feedback inside the vehicle – this will take place outside the vehicle

If the scheme member develops any symptoms after their driving session, please follow the government guidelines around isolation and testing. You can find these guidelines on the [gov.uk website](https://www.gov.uk). Please give the Drive Doctors name and number for the NHS Test and Trace programme if tested positive for COVID-19.

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