



Volunteer Driver Training Pack



Dedicated information for volunteer drivers

Local contacts

We've added this information to the inside page so that you can quickly find the right name and contact details when you need assistance or advice regarding your role as a **volunteer driver**. If you volunteer in more than one role with us, this may differ from who you contact regarding your other role(s).

If I have any questions or concerns, I should contact:

Name:

Job Role:

Telephone:

Email:

or

Name:

Job Role:

Telephone:

Email:

If calling out of hours, I should use:

Telephone:

I should send completed driver expense forms to:

Name:

Address:

Important note: only driving jobs allocated to you by the mobility team or training school may be claimed via the office address above. Any driving jobs you may undertake for a fundraising group must be claimed direct from the group.

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Welcome

Welcome to Guide Dogs and thank you for offering to provide valuable support for our work.

Volunteers are at the heart of our work, and essential to the training and development of a guide dog; the varied services we provide to children and adults; our fundraising; and our campaigning.

Guide Dogs receives no government funding and relies solely on public generosity to ensure that we can continue to provide our mobility services. So, volunteers really are vital to the life and work of our organisation.

The purpose of this pack

This pack provides you with dedicated additional information for volunteer drivers.

It supplements the:

- Volunteer role description (see appendix 1)
- Volunteer welcome pack
- Volunteer driver training session
- Health and Safety factsheets
- Safeguarding training
- My Guide level 1 training
- Some mobility teams and training schools also hold volunteer induction days.

Information on all of these can be found on the next section 'Additional development and support for you'.

We recommend that you keep this document in a safe place so it can be used as a reference in the future. However, **if you need more detailed information** about any aspect of your volunteering role, or anything contained in this document, please do not hesitate to get in touch with your main Guide Dogs contact (you'll have noted their details on page two).

Once you have completed this pack, please complete the feedback sheet. We will log and incorporate improvements when it is next reviewed.

Additional development and support for you

Volunteer welcome pack

This is available in electronic and printed versions and is provided to new volunteers when they join us. **If you have yet to receive this or are new to the role but not Guide Dogs**, speak with your main Guide Dogs contact. It has key information relevant to your volunteering as well as providing an introduction to the charity.

The pack covers:

- Our ambition, purpose, and values - including introductions to common eye conditions and sighted guiding
- Our people - staff and volunteers
- Our work
- Our volunteer networks - how to keep in touch
- Our small print - including the volunteer agreement, and volunteering policies and procedures, Volunteer ID cards and clothing.

Volunteer driver training session

We have created an interactive training session to ensure you have an opportunity to ask questions, learn about local ways of working, and to cover relevant health and safety aspects such as lifting dogs, erecting a marquee etc.

Depending on numbers and your and other volunteers' availability; this might be combined with the My Guide training (described below).

Health and Safety factsheets

We have created a series of Health and Safety factsheets created specifically for our volunteers. You will find an overview in the volunteer welcome pack.

Two factsheets you must read as a driver are 'Top tips for drivers' and 'A guide to safer manual handling, lifting, and lowering

(including lifting dogs)'. These two are covered in the training session described above. If you wish to read any of the other Health and Safety factsheets (listed below), ask your main Guide Dogs contact (detailed on page two) – they will be able to find them on our staff intranet at <http://www.gdba.internal/woof/2074>. For example, if you are driving alone, you might want to read the 'Personal safety' factsheet.

The other factsheets in the range:

1. Top tips for volunteers (appears in the volunteer welcome pack)
2. Dog attacks and fights
3. Computer use
4. Hygiene
5. Personal safety.

Safeguarding training

As detailed in the welcome pack, staff and volunteers have a duty of care towards the children and 'adults at risk of harm' they come into contact with within their role.

As a volunteer driver, you are likely to have a lot of contact with Guide Dogs' service users and/or the public and so **must complete safeguarding training before you proceed in the role**. We have created a training day so you feel more confident in spotting signs of abuse and neglect, and to ensure we meet our legal obligations. These days are delivered across the UK each year. We will contact you in advance to tell you about training days as they become available in your area.

We would prefer you to attend courses we deliver that are tailored to your needs. If it is not possible for you to attend, or if you volunteer in an area where we have a low number of relevant volunteers, we will find another way to provide you with this training.

If you have recently completed safeguarding training with another organisation, let your main Guide Dogs contact know.

They will speak with our Safeguarding team to check whether this is equivalent to our course.

If the content of the day concerns you, speak to the Safeguarding team ahead of time to get a clear idea what will be covered. This isn't something to get concerned about and is quite rare, but if you come into contact with the public in more than a passing way and your gut senses something is wrong, you should speak with your main Guide Dogs contact or a local member of staff immediately. If you can't speak to either of them, contact the Guide Dogs Safeguarding team on 0845 372 7452. Even if you are uncertain, don't worry. It's our role to make that decision but your role to tell us about it. We'll listen and take every report seriously. All information we receive is treated sensitively.

My Guide Level 1 training

In this half day workshop you will learn and practise sighted guiding so that, if you are asked to drive someone who is blind or partially sighted, you will be confident if required to help them in and out of the car, etc. You will find an introduction to sighted guiding in the Volunteer welcome pack.

When will I complete the workshop training?

If we haven't already told you the next dates for the My Guide; safeguarding; or driver training sessions, ask your main Guide Dogs contact (detailed on page two).

Volunteer induction days

Some sites hold induction days to introduce you to the local staff and activities.

Specialisms

Depending on local need you may be driving people, puppies, adult dogs, equipment, our mobile unit, our sensory tunnel, etc. Training will be provided locally as relevant.

Equipment

You may be issued with Guide Dogs equipment to complete your role. For example, if you are transporting dogs you may need a lead, whistle, collar, half check, a Guide Dogs emergency disc, or a car harness.

Volunteer driver training checklist

You can use this checklist to keep a record of your training.
Speak to your main Guide Dogs contact if you have not received any of these and/or details of the next date.

Training	Notes	The next date is:	Date completed
Volunteer welcome pack	Provided to all new volunteers		
Volunteer driver training pack	This pack		
Volunteer driver training session			
Health and Safety factsheet – Top tips for drivers	Part of the training session (above)		
Health and Safety factsheet – Manual lifting	Part of the training session (above)		
Health and Safety factsheet – Other subject areas	Optional – obtain from your main Guide Dogs contact		
Safeguarding training	Must be completed before you can volunteer as a driver		
My Guide Level 1 training			
Volunteer induction days	Not held at all locations		

Continued overleaf

Training	Notes	The next date is:	Date completed
Specialisms	You may need additional training as described above		
Equipment	If issued with equipment – you will be shown how to use it		
Any questions?	If there is anything we haven't covered, speak to your main Guide Dogs contact		

Our ambition, purpose, and values

We introduced our ambition, purpose, and values in the Volunteer Welcome Pack (speak with your main Guide Dogs contact if you have not received this). They are core to all we do and so are repeated below, followed by some additional information with you as a volunteer driver in mind.

Our ambition

A future where every person with sight loss has the confidence and support to live their lives to the full.

Our purpose

To provide life-changing services for the independence of people living with sight loss and their friends and family.

Our values

We aspire to be:

- Open
- Passionate
- Innovative.

Open:

- We listen to and work with others, and we are inclusive in everything we do. We share our expertise and experience with anyone who can benefit from it and always seek to learn from others.

Passionate:

- We are positive and passionate about our life-changing work. We will challenge everything that prevents people with sight loss living full and rewarding lives.

Innovative:

- We strive continuously to improve the services we provide. We will never stop innovating. The only way we can change the world for even more people with sight loss is by embracing new technologies and new ways of working.

Acting as a Guide Dogs ambassador

As a volunteer driver, for some of our customers you will be their main Guide Dogs contact – they will form their opinion of the charity from you, which may impact on whether they access our services or choose to donate to us.

Don't be put off by this, you will probably do everything right instinctively. But reflect on our vision, purpose, and values and think how they inform your behaviour.

If you have any questions, speak to your main Guide Dogs contact (as detailed on the inside cover).

Confidentiality

Guide Dogs has a number of policies relevant to volunteers (such as what expenses you can claim, how we will act if you have a grievance etc.) which are detailed in the Volunteer Welcome Pack. Confidentiality is a key consideration in your role as a driver. A summary of this policy follows. Your main Guide Dogs contact can provide you with a copy of the full policy if you wish to read it.

Volunteers have to maintain confidentiality throughout their time with Guide Dogs. Confidentiality prevents the disclosure of personal details. At the same time it protects clients, supporters, other volunteers, and staff as well as Guide Dogs' operations. This applies whether the information is received directly or indirectly, deliberately or accidentally, is written or spoken. In a sentence, unless you have specific permission you cannot discuss information you learn about people as a result of your volunteering at Guide Dogs – including but not only people who donate time/money to us and people who use our services. The exception to this is when safeguarding our clients. This is covered below and is a rare occurrence. In the majority of cases you would discuss this with a member of Guide Dogs staff (which is not a break in confidentiality, as it is within the organisation) and

the decision whether or not to break confidentiality will be made by them.



Vehicle insurance

Volunteers who use their own car as part of volunteering (not simply to get between home and the place of volunteering) must contact their insurance company for advice. Volunteering is usually covered under the "social, domestic, and pleasure" policies. Some companies do require an additional premium if the vehicle is used extensively for volunteering purposes.

Questions and answers

Question: Does Guide Dogs provide insurance to cover volunteers' cars, or are they required to insure their own vehicle for volunteering use?

Answer: Guide Dogs does not provide this cover, volunteers are required to insure their own vehicle for use on behalf of Guide Dogs.

Question: Do we cover any claims due to loss of 'no claims bonus' or the excess payment should a volunteer be involved in an accident whilst carrying out a volunteering activity?

Answer: Guide Dogs does not provide this level of cover.

Question: What is the coverage for puppy walkers who travel as a passenger in the back of a Guide Dogs' car?

Answer: The Guide Dogs Group Personal Accident policy provides cover in the event of a puppy walker sustaining bodily injury when carrying out duties on behalf of Guide Dogs.

Question: If volunteers are transporting a dog in their own vehicle and an accident occurs, is there any insurance protecting the dog?

Answer: Guide Dogs does not provide insurance for guide dogs or dogs in training other than Liability Insurance.

Question: Is the volunteer covered if the accident is due to the actions of the dog?

Answer: The Guide Dogs Public Liability policy will cover any claim for damages by a volunteer if Guide Dogs is held responsible for the actions of the dog on the grounds of negligence i.e. lack of training, defective training, etc.

Efficient driving tips

Modern vehicles are greener than ever and have the potential to reduce our environmental impact hugely. There is one caveat, however: these vehicles still must be driven in a way that allows them to perform as their manufacturer intended. The information contained within this fact sheet is intended to help you drive more efficiently, and in turn significantly cut your motoring costs whilst reducing CO² emissions.

Always use the appropriate gear

The key here is to use the highest gear possible without labouring the engine. As a general rule, you should aim to change gear between 2,000-2,500 revolutions for maximum efficiency. If the engine sounds like it's working too hard, it probably is.

Switch the engine off when idling

If you are stopped for more than a few minutes, switch off your engine to conserve fuel. For anything less than this time period it's best to leave the engine running for the following reasons:

- More fuel is required to start the engine again.
- The catalytic converter will no longer be running at full temperature, rendering the car less efficient.

Check your tyre pressure frequently

On average, tyres lose roughly 1psi per month, and an additional 1psi for every 10 degree drop in temperature. Tyres that are inflated to 25% below the recommended level can affect fuel consumption by as much as 6%. In addition to the decrease in efficiency, this can also compromise your road safety.

Try and check your tyre pressure fortnightly. Nearly all petrol stations have a tyre pressure inflation point and many are free. It's best to check the pressure when the tyres are cold, without having been driven on. Using your own gauge will ensure consistent results.

Anticipate traffic flow and drive smoothly

Look ahead as far as possible to anticipate traffic activity and avoid sudden acceleration/braking as much as possible.

A more intelligent, smoother driving style can influence fuel economy as much as 30% – and make you a safer road user in the process.

Weight

Consider carefully what needs to be in your car before every journey. The basic rule here is: the lighter the car, the better the fuel efficiency. An extra load of 100kg (roughly 4 large suitcases) in a car weighing 1,500kg increases fuel consumption by around 7%.

Basic Maintenance

During a routine service, various components are generally replaced (if required), all of which contribute to a more efficient engine:

Oil

Changing the oil at regular intervals keeps the engine in optimal running condition and ensures fuel efficiency is as high as possible.

Air filter

A dirty intake filter can contribute to a drop in efficiency. It essentially limits the amount of air entering the cylinders of the engine, hindering combustion.

Spark plugs

Spark plugs kept in good condition will keep cylinders firing properly, leading to a fully efficient engine. They should be renewed at intervals specified by the car owner's manual.

Aerodynamics

Put simply, the smoother a car moves through the air around it, and the less resistance it causes, the more efficient it will be.

- Roof boxes, due to their shape and size, can cause up to 20% more fuel to be used. Cycle racks impact on economy too. When not in regular use, remove them.
- Driving with windows open increases drag on the car, and therefore fuel economy suffers.

Speed

Not only is it illegal to drive above 70mph on a British road, the fuel economy of a car changes dramatically as its speed rises over this limit:

- Travelling at 80mph uses up to 20% more fuel than travelling at 70mph.
- Travelling at 90mph uses up to 60% more fuel than travelling at 70mph.

Other fuel-consuming devices

Air conditioners, powerful hi-fi systems and heaters increase fuel consumption significantly. Although air conditioning units do reduce fuel efficiency, they actually consume less fuel than opening a car's windows when travelling at speed.

A car that would normally consume 11 litres of fuel would use 13.3 litres with air conditioning.

Avoid using your car unless absolutely necessary

If a journey is especially short, public transport, taking a bike or even walking would provide fuel efficient and greener alternatives.

The most fuel efficient journey is the one you do not make!

Please note that these suggestions from Inchcape Fleet Solutions are not intended to replace or override any policies, rules and procedures applicable to your business. To the extent permitted by law we, Inchcape Fleet Solutions, will not be liable by reason of breach of contract, negligence or otherwise for any loss occasioned to any person acting, omitting to act or refraining from acting in reliance upon this Driver Information Sheet, arising from or connected with any error or omission in it.

Volunteer drivers – general rules

- Drivers must read and abide by the guidelines contained in this document and relevant policies.
- Drivers must hold a full UK driving licence. A clean driving licence is preferred, although minor driving convictions may not necessarily preclude a person from volunteering. Each case will be taken on its merits, please contact Guide Dogs for more information.
- Drivers must notify any conviction and/or licence endorsement to their line manager immediately.
- All drivers are required to complete Guide Dogs' authorization to drive process. This is administered on our behalf by ADT (Applied Driving Techniques).
- Drivers must comply with all Road and Health and Safety Legislation and follow Guide Dogs Health and Safety and Fleet guidelines.
- Drivers must ensure that their motor vehicle insurance covers them for their volunteering activities in their private vehicle.
- Drivers must ensure that their vehicle is maintained in good condition and road worthy.
- Drivers must ensure that the vehicle is registered, has a current MOT (if applicable), and is taxed.
- Drivers will be responsible for any fines or any other penalties for illegal parking, speeding, late payment of congestion charge or similar breaches of any road legislation within their personal vehicle or a Guide Dogs' vehicle.
- Drivers must report all motor vehicle incidents that occur while driving on behalf of Guide Dogs to their line manager.
- Drivers using privately owned vehicles are responsible for recording the business mileage of their vehicles on a monthly basis and following the expenses procedure to claim reimbursement.
- Where a change of vehicle may be occasional, for example when using a courtesy or hire car, it is the volunteer's responsibility to ensure that vehicle is in a roadworthy condition, is taxed and insured prior to its use on Guide Dogs business.

- Drivers must inform their main Guide Dogs contact immediately in respect of the following:
 - any change in circumstance regarding their driving licence, for example, penalties or bans imposed.
 - if, at any time, their Driving Licence, Certificate of Motor Insurance, MOT Certificate or Tax become invalid and they can no longer drive on behalf of Guide Dogs.
 - if they have concerns over the roadworthiness of their vehicle.
 - any deterioration to their health that may impact upon their ability to drive
 - any accidents/incidents which occur whilst driving for Guide Dogs.

Use of mobile phones

The use of mobile phones in vehicles can cause or contribute to the cause or accidents.

Information from Guide Dogs' policy:

- All drivers must be aware that using a mobile phone whilst driving distracts attention from the road. Research shows that a driver using a mobile phone whilst driving is about four times more likely to be involved in a crash (the risk is the same as being just over the legal drink/drive alcohol limit).
- Do not confuse what is safe with what is legal. It is illegal to use a hand-held mobile phone whilst driving. It is dangerous to use a hands-free mobile phone whilst driving. It is always best to find a safe and legal place to park before use.
- In law you must have proper control of your vehicle at all times. If the use of a phone affects your control of the vehicle, causes you to drive without due care and attention, or causes you to drive in a careless or dangerous manner, you could be prosecuted, receive a fine, disqualification, or even a prison sentence.
- Guide Dogs do not expect you to answer or make a call whilst driving and recommend that you use your voicemail facility. We do not provide any bespoke equipment for taking calls in vehicles and vehicles must not be adapted for that purpose.

- If you do take a hands-free call whilst driving, ensure that it does not distract you, if you feel you are or may be distracted do not take or make any calls.
- All calls should be kept to an absolute minimum and you should always advise the person you are speaking to that you are driving.
- If you use a hands-free system for your phone whilst driving it must be one touch – voice activated.

Guide Dogs' equipment fitted to vehicles

The majority of volunteer drivers use their own equipment. Any equipment provided by Guide Dogs and fitted into a privately owned vehicle must be:

- Used wholly, exclusively and necessarily for business purposes.
- Returned to Guide Dogs when the driver leaves.
- Transferred to the driver's replacement main vehicle, should that change during their volunteering.

Damage caused to privately owned vehicles

Guide Dogs will reimburse drivers for damage caused to their vehicles by either dogs or equipment provided:

- The driver can prove they paid due care and attention to the handling of the dogs or equipment.
- The driver can demonstrate that the dogs and/or equipment were loaded and secured correctly, for example, dogs in fitted cages.
- The damaged occurred when on Guide Dogs business.

Vehicle breakdown

- The recovery of vehicles and return trip home as a result of breakdown remains the responsibility of the driver.
- Guide Dogs strongly recommends each driver takes out their own private breakdown cover.
- If you are asked to drive a Guide Dogs vehicle, we will advise you of what to do should it breakdown.

Towing and loading

- Drivers who are required to tow a trailer or caravan belonging to Guide Dogs must have completed an approved course of instruction before they do so. They may also be asked to provide a medical certificate of fitness to drive and tow.
- Drivers towing Guide Dogs equipment with their own vehicles are not covered by Guide Dogs insurance and should be reminded that their own insurance must be in order for this particular purpose.
- Loading of vehicles must not exceed the manufacturer's maximum payload limits. The responsibility for ensuring this, and even loading, will be that of the driver.

In accordance with DVLA guidance, before towing, checks must be made to ensure that the persons licence is correct for weights and type of towing being done.

See the DVLA web site www.dvla.gov.uk for guidance on this and for free information handout INF30.

Erection of mini marquees and gazebos

- No volunteers should attempt to erect or dismantle any Guide Dogs mini marquee or gazebo until training has been given.
- Training will be given by a trained member of staff or another volunteer who has already been trained.

Guidelines for transporting dogs

Before you travel

Under the Welfare of Animals (Transport) Order 1997, animals must not be transported in a way that causes, or is likely to cause, injury or unnecessary suffering. Equally the dog must also be suitably restrained in the car so that it does not distract the driver or injure him/her if the vehicle stops quickly (UK Highway Code).

To ensure compliance with legislation and ensure your welfare and that of the dog, please make the following checks before travelling:

- Visually check the vehicle, looking at tyres, windows, mirrors, fuel, oil etc. and the area around the car for anything hazardous to dogs.
- Check the system you are using to secure the dog while travelling is safe, secure, and working properly.
- The dog's area should be clean, unsuitable objects should be removed, and there should be adequate room for the dog to travel comfortably. It is important that the dog can stand, stretch, lie down, sit up, and turn around.
- The engine should be off and the handbrake on before getting the dog out to the car.
- Prior to the journey consider if the dog is ready to travel, it should have had an opportunity to spend and should not have been recently fed.
- Smoking with a dog in the car would have the same impact as it does on children. Please consider whether you could wait till you are out of the car before you start smoking.

The surrounding area

- Check the surrounding area is safe from traffic and distractions.
- Ensure that there is adequate room for the dog to get in and out of the vehicle.
- Ensure the area is free of litter, dangerous objects and hazardous waste.

Securing the dog during car travel

- Maintaining a dog's confidence to travel in a car is really important and can be quickly affected if the dog hurts itself getting in or out, falling off a seat etc. Dogs should wear flat collars when travelling.
- As cars vary, Guide Dogs staff will complete a risk assessment and advise you on the safest way to transport dogs in your car. Even in the same car, we may advise you differently if you are transporting pups and/or the dog is visiting the vets. In descending order, the usual preference is as follows.
- The safest option is in the rear of an estate or hatchback vehicle behind a dog guard or in an anchored cage (cages should not be locked while the car is in transit).
- The dog is secured using a body harness and tether (attached to the harness) that is secured to a suitable fixing point in the boot. The tether should be long enough to allow the dog to lie down comfortably with room to turn around, but short enough to prevent the dog either entering the seating area or being able to jump out of the car when the boot is open.
- In the rear foot-well behind the passenger seat with an adult behind the driver's seat.
- Secured by a car safety harness and the seat belt on the back seat.
- If none of these options are possible, the dog can travel in the front foot-well if accompanied by an adult, using a collar and a lead with the handler sitting in the passenger seat. The dog should be encouraged to lie down. This is a last resort as airbags must not be disabled meaning that, if deployed, the safety of the passenger and the dog are likely to be compromised.
- All dogs must be safely secured by caging, dog guards or a harness.

Long Journeys

- Ensure you take sufficient breaks during the journeys to allow the dog to relieve itself and stretch its legs (as a guide, the minimum should be 15 minutes every two hours).

- Offer the dog small amounts of water during breaks.

Transferring to and from the vehicle

- Before letting the dog out of the car, you must ensure that you have control by attaching the lead to the collar. When you arrive at your destination do not open the boot/door fully as your dog may jump out. The dog should be told to sit and wait and not get out until asked. However, do not rely on the dog's good behaviour.

Leaving the dog in a vehicle

- Our preference is that dogs are not left unattended in cars.
- An unattended dog may bark or chew if they become anxious.
- There is also the danger of the dog being stolen.
- If you have to leave the dog in a car it must only be for a short time and never longer than 10 minutes.
- Consideration for the security and well-being of the dog must be given by ensuring that the doors are locked. In addition, fresh air must be made available by partially opening the windows, and you should ensure that no items that may cause harm to the dog are left in reach.
- In warm or hot weather a dog must never be left. When it is 22°C outside, the temperature inside a car can reach 47°C within 60 minutes. Even with all the windows open, there is significant danger of the dog over-heating which can quickly turn into heat stroke. This is an emergency situation and can be fatal. Dogs can die from heat stroke in as little as 20 minutes.

Commands used within Guide Dogs

We use standard commands when training our dogs. These are detailed below.

Basic commands

The table gives a list of basic commands. However, it is important to never make assumptions about what the dog should be able to do and consideration must be given to the current circumstances as you ask them to do perform an action.

Please be mindful that the dog's state of mind may affect how responsive it is to commands. A dog that is very excited, nervous, new to the environment, recently come from a stressful situation etc. may be less likely to respond to commands or instruction. It is also worth considering the dog's stage of life – a training dog may behave and understand very differently to an ill or elderly dog.

Command	Use
Sit	Used when you want the dog to sit. Avoid using 'sit down' as this can confuse the dog.
Down	Used when you want the dog to lie down. This should not be used to stop the dog from getting onto furniture or jumping up.
Stand	Used to stop the dog whilst moving on lead and also to ask the dog to move up from a 'sit' position.
Off	Used to stop the dog getting on furniture or jumping up.
Wait	Used when the dog is required to remain stationary for a short period of time. Examples include during recall, when feeding and putting the lead on. This is a temporary 'halt' prior to another command.
Stay	Used when the dog is to remain in position for a longer period of time, and usually when the dog can 'relax'. Usually this happens when the dog is in a "down" position.
Go Free	To release the dog from the last command given, this is most usually used when free running.
Busy	Used to encourage the dog to relieve itself. Remember this is not a 'command'.
Come	Used in conjunction with dog's name as a command for the dog to be with the handler i.e. recall or starting off from a stationary position.
No	Used to discourage any undesirable behaviour.
Quiet	Used to discourage dogs from barking.

Leave

Used when you want the dog to give something it has in its mouth.

When using commands, it is also important to think about the tone and volume of your voice and also what your body language is demonstrating to the dog. Try to always remain calm, and not repeat the command too many times. Try to fit your tone to the outcome you want e.g. positive and welcoming when using 'come' to call the dog back.

Guide Dogs clothing

If you wish to wear official Guide Dogs clothing, a range of items are now available for purchase and can be ordered directly from our supplier – 'Office Team'. Full details are provided in the Welcome Pack for volunteers (see image below) or can be obtained from your main Guide Dogs contact.



We want your comments

To help us improve our training, please let us know your thoughts (good and bad) about this pack.

You can either complete this via Survey Monkey at the following web address (<https://www.surveymonkey.com/s/VolDrivers>) or complete this paper version.

1. Your details

The first half of your postcode:

Your volunteer role: Driver

Your main Guide Dogs contact:

2. This information pack and the training session

	Unsatisfactory	Satisfactory	Good	Excellent
Overall, how would you rate the level of information in this pack?				
How well was the information presented?				
How well did the pack prepare you for your role as a driver?				
Have you attended the driver training session yet? Yes/No				
If yes, how well did the session and pack prepare you for your role as a driver?				
Did you have the opportunity to ask your main Guide Dogs contact questions whilst completing this pack and/or the training session? Yes/No				

Please tick below the section(s) of the pack that was/were of most value to you (on the left) and if you thought any were unnecessary, tick these on the right.

Most value ↓		Unnecessary ↓
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	Our vision, purpose, and values	
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What would you have liked to know more about (assuming you have already read the volunteer welcome pack)?

Space to add any other comments about your training:

Thank you

Please return to:

**Andrew Horne, Learning and Organisation Development
Guide Dogs, Hillfields, Reading Road,
Burghfield Common, Reading, RG7 3YG**