

Trinity is most privileged and extremely grateful to have the help and support of over 600 volunteers. We value their contribution and their duties can be tailored to their skills/abilities. As an organisation we are open to doing things differently.

Insurance

Your own insurance policy must include cover for transporting passengers. The Voluntary Services Manager will provide a form for your Insurance to confirm this. You must obviously possess a current driving licence.

Health Problems/Fitness to Drive

Driving patients can be physically exacting, so it is important that the driver's own health is good. Please notify us of any changes. We need to know that you

- Are fit to drive at all times
- Do not drive when affected by alcohol, drugs or medicines
- Do not drive when affected by illness
- Do not drive when you are too tired to do so safely

Eyesight

The minimum legal eyesight standard for driving is that you can read a new style number at a distance of 20 meters. If you have to use glasses or contact lenses to do this, then they must be worn when driving.

It is strongly recommended that you have your eyesight checked regularly (at least every two years, or more often if your optician recommends it).

Safe Vehicle

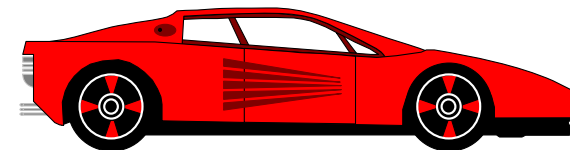
As the driver, you are also responsible for ensuring that the vehicle you are driving is safe and legal.

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- Tyres are undamaged, at the correct pressure for the number of passengers, and have enough tread depth. The legal minimum is 1.6mm, but above 3mm gives much more shorter breaking distances in the wet.
- There are no signs of vehicle damage.



Day Therapy Unit



Guidelines For Volunteer Drivers

- Oil, coolant and windscreen wash levels are correct.
- Brakes are working.
- Lights and indicators are working.
- Windscreen and windows are not damaged.
- Washers and wipers are working.
- Mirrors are correctly positioned
- All occupants are using their seatbelts and head restraints are adjusted correctly.

Claiming Expenses

Drivers may claim a mileage allowance. Forms can be obtained from the Voluntary Services Manager.

Smoking

Trinity operates a strict no smoking policy for volunteers and staff.

If you have any worries or queries please do not hesitate to let us know.

SOCIAL EVENTS AND INFORMATION

There is an annual Appreciation Evening is held for all volunteers at the Hospice. This is a 'thank-you' for the help and support you give to the Hospice. Please check Volunteer notice boards for dates.

Various other social events are organized throughout the year, including a Christmas party night and we encourage volunteers to let us have any suggestions, this can be done by email or in person.

Voluntary Services Manager – Diane Stonier 01253 359374 or email diane.stonier@trinitypcs.org.uk

Voluntary Services Assistant – Helen Rogerson 01253 359374 or email helen.rogerson@trinitypcs.org.uk

Sue Binns
Day Therapy Unit Sister

Diane & Helen
Voluntary Services Department

The Role of the Volunteer Driver

Thank you for becoming one of our volunteer drivers. The frequency of when your services will be required by Trinity will vary, but we hope it will be on a regular basis.

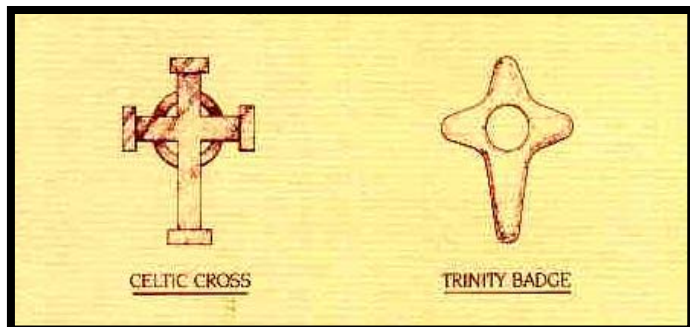
Volunteer drivers make an immense contribution to the running of the Day Therapy Unit. Patients feel greatly supported by the care given to them. Often the car journey can be the highlight of their week. We are extremely grateful that so many people give their time so willingly to us in this way.

Responsibilities to the Patient

When your services are required, you will be telephoned by the Volunteer office. She will give you the details of the patient you are to collect. The details will include the patient's name, address and any other relevant information.

You should aim to arrive with your patient at the Day Therapy Unit around 10.00 a.m. The patients are usually ready to leave between 3.15 and 3.30p.m. When dropping off or collecting patients please try to park as near to the curb, path or front door as possible.

THE TRINITY CROSS



Whatever religious significance you attach to the “Cross” it is acknowledged to be the universal symbol of suffering.

The Celtic Cross is square shaped and sharp. It has 3 equal arms with a support of greater length – its arms are joined by a circle.

We have adopted for our badge the Celtic Cross. We have rounded all the edges and the circle has become a hole. It is symbolic of the purpose of the “hospice”.

We exist to soften the suffering of those people committed to our care, to smooth the round edges and “to make it comfortable”. The ultimate objective is to take the centre out of suffering, hence the hole.

This cross is presented to members of staff and volunteers who have shown their commitment to the philosophy we embrace and rendered continuous service for a period of one year and five.

This cross cannot be bought – it is therefore, priceless when earned

Diane & Helen

Voluntary Services Department

If the patient needs a wheelchair please ask in the Day Therapy Unit for assistance from one of the nurses. When you pick the patient up, check that they have with them their medication for the day, their house keys,

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spectacles, handbag, walking aids and toiletries if required. When returning the patients home, you should ensure that they have gained access to their house. You may be asked to switch on lights, fires etc.

Relationships with the Patient

Drivers often develop close relationships with the patients they bring to the Day Therapy Unit. You may be entrusted with some very personal information. This must, at all times, remain confidential within the Unit. On occasions it may be felt necessary to pass certain information on to the Day Therapy Unit staff for the benefit of the patient.

We do not advise you to give your address or telephone number to your patient. If a patient wishes to contact you, they can do so via the Day Therapy Unit. If a patient asks more of you than your normal driving duties, please do not be afraid to say ‘No’.

All transport arrangements are made by Trinity and not between patient and driver.

Should any incident occur during your journey, which concerns you, please inform the Day Therapy Unit. The Voluntary Services Managers office is not usually aware of the reasons why a patient cancels.

Emergencies and Difficulties

In the unlikely event of a patient becoming acutely ill while they are in your car, you should go to the nearest source of care as the situation allows. If this is not Trinity, please telephone the Senior Nurse on duty.

If the patient falls, you should take time to assess how best to help. If the patient appears to have been injured, you should not move them, but keep them warm and summon help. If the patient is unhurt, help them to their feet.

On rare occasions patients may feel unwell and it would be advisable for drivers to keep tissues and plastic bags in the car. Emergency packs and knee blankets are available from the Day Therapy Unit on request.