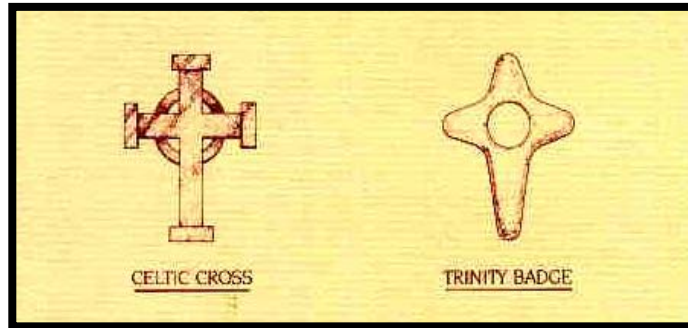


THE TRINITY CROSS



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.

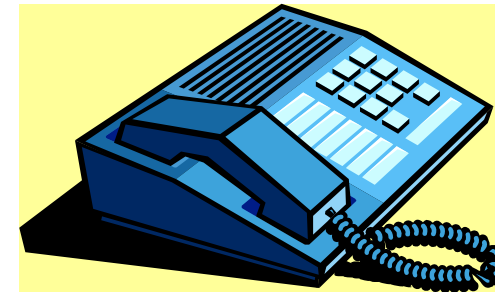
We have adopted for our badge the Celtic Cross. We have rounded all the edges and the circle has become a hole. It is symbolic of the purpose of the “hospice”.

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***



Guidelines For Main Reception Volunteers

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.

MAIN RECEPTION DUTIES

- Welcome all visitors, creating a helpful and friendly impression.
- Ensuring that the reception area is kept tidy and maintaining a safe environment for staff, volunteers and visitors.
- Directing visitors to appropriate rooms after signing the visitor's book.
- Assisting in receiving new patients by ambulance or car, letting Matron/Senior Nurse on duty, wing Sister & Medical Secretary know of the new patient's arrival. (Main Reception only)
- Accepting donations (envelopes provided) from visitors, relatives etc.
- Accepting goods for the shops or general hospice use. (Acknowledgement book provided)
- Distribution of information, bed lists, memo's, rotas etc.
- Photocopying, faxing and post.
- It is the responsibility of all Reception staff and volunteers to ensure that they read the 'Reception Staff Information' folder regularly. (Main Reception only)
- Start of shift check rotas in the desk folders and staff booked out for the day in the diary.
- Contractors must be signed in, and badges provided and the stewards informed they are in building and when they are leaving.

Please contact Sandra or Carol – the Receptionists if you are unable cover your shift.

GENERAL

- Whenever possible, please arrive at least 5 minutes before the commencement of your shift.
- It is appreciated that Reception staff acknowledge the importance of being appropriately dressed. Please refrain from wearing jeans or dressing too sombre i.e. all in black.
- No food to be eaten at the desk at any time.
- Please try to remember the public's first impression of the hospice, both in person and on the telephone is formed by the Reception Staff.

SWITCHBOARD AND TELEPHONE

- Incoming calls received via the switchboard on reception and to be directed to the correct extension.
- All calls must be answered within 5 rings
- All calls must be answered politely & courteously by: -

Good morning/afternoon/evening

Reception

- Ask the caller's name and to whom they wish to speak so that they can be announced.

- Complete the caller log.
- The caller will be asked to "hold" whilst the correct extension is found.
- Staff members with pagers should be contacted if they are not at their desk, unless they have specified otherwise.
- Non-medical messages may be taken if the caller does not want to leave a voicemail.

RECEPTION SHOP

- The shop is a locked contained unit and will be open from 10 am till 6 pm.
- The guidelines for the till are always there for your reference.
- The credit card machine is at the reception desk (due to telephone line) and the guidelines with it.

SOCIAL EVENTS AND INFORMATION

- There is an annual Appreciation Evening 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 organised 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



Here at whatever
hour you come,
you will find light
and help and
human kindness.

Dr. Albert Schweitzer

