

## **Confidentiality**

Some aspects of your duties may involve you in hearing, or being told some information, in confidence. Anything which you may hear involving patients or their relatives and friends, must not be discussed outside the Hospice. If you are uncertain about whether to pass on information you have received from a patient or family member, please talk to the nurse in charge.

At the beginning of your employment you will be asked to sign an Agreement to show that you understand the confidential nature of your duties and the importance of discretion at all times.

## **Security**

Volunteers working in each area of the Hospice have access to a locked cupboard for leaving valuables while they are on duty.

## **Car Parking**

Cars can be left in the car park. Police advice applies equally to the Hospice car park as anywhere else i.e. Lock your doors and do not leave valuables on view

## **Grievance Procedure**

Any grievance should be made to the Hospice Manager, who will help you with any problems

**Thank you for  
your kind help  
and support**

## **A Guide for Volunteers**

Upper Denbigh Road  
St Asaph  
Denbighshire  
LL17 0RS



**St Kentigern Hospice**

Charity No. 519931  
Tele 01745 585221

## **Volunteers with the Hospice**

The following general points will help you understand the role and responsibilities of the volunteer within the Hospice. Should you have any queries relating to the contents or your duties, please do not hesitate to ask.

## **Training and Education**

Following a satisfactory interview and CRB check, when you start your duties you will be given a tour of the Hospice and an introduction to key personnel, and training in the duties with which you will be asked to help

**As a Volunteer at the Hospice you will be expected to attend various educational sessions.**

**These include mandatory training in moving and handling objects, health, safety and food hygiene. You will be expected to attend an induction day within three months of commencing your duties.**

**Further courses will be available throughout your time here, relating to all aspects of your voluntary work. Details of training programmes will be advertised on the Volunteer notice board.**

## **Regular Attendance and Punctuality**

Only commit yourself to hours that you can reasonably expect to keep. Reliability is very important and you can always increase your commitment later. Always try to arrive on time. Other staff and volunteers may have organized their work to include you. If you are unable to attend please let us know as soon as possible so that, if necessary, we have time to find a replacement.

## **Meals**

Meals and drinks are available at a modest charge. Meals have to be ordered before 11.00 a.m.

## **Areas where Volunteers help within the Hospice**

### **Day Care**

Volunteers help with general tasks, talking with patients and serving meals. They also help with craft projects alongside the direction of the creational therapist

### **Drivers**

Car drivers use their own vehicles once or twice a week to drive patients in to the Day Care and are reimbursed for their travelling expenses. Drivers need fully comprehensive car insurance, a valid driving licence and permission from their insurance company to take on voluntary their work.

## **In Patient Unit**

Volunteers help with a variety of non-nursing tasks as requested by the nursing staff. These might include answering the door, giving help to patients, their relatives or visitors, arranging flowers, answering the telephone and other duties as required.

## **Kitchen**

Volunteers help with the washing of dishes etc., serving meals, preparing vegetables, storing crockery and cutlery and help as needed.

## **Reception**

Volunteers help in this very important area of the Hospice, welcoming visitors, answering the telephone, dealing with enquiries and passing on messages. It is a vitally important role, as the reception area is the first point of contact for any visitor to the Hospice.

## **Various**

Volunteers also help in the Hospice shops that are located in several different towns in the local area.

If you feel that there is some other way in which you could contribute to the smooth running of the Hospice, please feel free to tell us of any special talents or new ideas you may have that could be utilised.