

Severn Hospice

Transport Volunteer Guidelines

Accountable to:	Chief Executive
Responsible to:	Voluntary Services Manager (working directly with the Transport Co-ordinators)
Hours of session	Variable (depending on the transport requirements of the patients)

Purpose - To provide transport facilities and help and support to those patients whose access to alternative transport is limited.

‘Ambulance’ Driver -

- To be responsible for the vehicle whilst on the road.
- Likewise for loading and securing any wheelchair patients.
- Assist the Escort in making the patients feel comfortable and secure in the ambulance.
- To be prepared to undertake any mandatory training necessary.

‘Ambulance’ Escort -

- Greet the patient at their doorstep and escort them to the ambulance, sometimes providing an arm to steady them or perhaps pushing them in their wheelchair as necessary.
- Make ambulant patients feel comfortable in the ambulance and assist them with their seatbelts if required .
- Assist the driver in securing any wheelchair patients.
- Travel back to the Hospice in the rear of the ambulance together with the patients.
- Extend the same care at the Hospice and escort the patients into the building.
- Return them home at an agreed time, leaving them in the comfort and safety of their homes.
- Be prepared to undertake any mandatory training as necessary.

Car Drivers -

- To be legally responsible for your vehicle.
- Greet the patient at their doorstep and escort them to your vehicle, offering an arm to steady them or pushing them in their wheelchair as necessary.
- Ensure they are comfortable and secure, assisting them with their seat belt if required.
- Extend the same care at the Hospice, escorting the patient into the building.
- Return them home at an agreed time, leaving them in the comfort and safety of their own home.
- Be prepared to undertake any mandatory training necessary.
- *N.B: The Hospice has a car which can be made available for you to drive if this is preferable.*

The above is only intended as a guide – more detailed guidelines will be issued at the induction stage.