

Volunteers

FUNCTION/ROLE: To:

- Provide whatever help may be required as delegated by the Hospital Emergency Control Team.

ACTIVATION PROCEDURE:

- You will be informed by Security – Alert level 2.

1. When a Major Emergency has been declared, a Reception Desk at the Main Hospital Entrance will be established by:
 - a. the Duty Security Officer at the hospital main entrance during working hours
 - b. member of reception staff detailed by the Hospital Emergency Control Centre outside working hours.

(For all volunteers offering their services to the hospital: such callers will be thanked for their attendance and advised that only volunteers currently registered with the hospital's Service Department will be brought in, should the need arise i.e. Friends of the Hospital).

2. Volunteer groups will be alerted by security staff and will present themselves to the Main Reception Area where they will be registered by the on-duty security personnel or reception staff at the main desk.
3. Only volunteers currently registered with the hospital's Services department will be called in should the need arise
4. As a matter of routine the Hospital Emergency Control Team will be advised of the availability of volunteers registered with the hospital.
5. If there should be a need for voluntary services, individuals will receive badges (as per the current system for visitors/contractors) with basic details of their name, potential role and wait in the main reception area until the Hospital Emergency Control Centre requires their services.
6. As directed by the Hospital Emergency Control Team the security Officer/receptionist(s) will detail registered volunteers to emergency tasks directing the volunteer to the location in the hospital where they are required. A record will be maintained of volunteers allocated to specific roles.
7. When advised that the hospital is to stand down, the Security Officer/Receptionist(s) will tell any waiting volunteers of the situation and thank them for their attendance.