Volunteering at UVA Health System

Volunteering at UVA Health System means making a meaningful difference in the lives of others. Our team of volunteers contribute to the superlative care that we provide to our patients.

**Standard Requirements to Volunteer:**
Be at least 18 years of age.

A minimum commitment of 6 months and 50-100 hours is required. Most volunteers give one or two shifts per week; either a morning, afternoon or evening shift – the shift and required hours is defined by your volunteer assignment.

Complete a brief Health Assessment. This includes: review of previous immunizations, completing a two-part screening for TB, and receiving a flu vaccination at no cost to you.

Provide authorization for a Criminal History background check.

Join our team of dedicated volunteers! You'll make new friends, learn new skills, and feel a great sense of personal satisfaction. We'd love to have you.

**Volunteer Services**
Phone: 434.924.5251
Email: volunteerservices@virginia.edu

Penny Hackett, Administrative Specialist – pp7t@virginia.edu
Kim Garofalo, Volunteer Coordinator – kaq5v@virginia.edu
LaDelle Gay, Volunteer Coordinator – lh3wn@virginia.edu
Maureen Oswald, Volunteer Coordinator – mmo7u@virginia.edu
Sally LeBeau, Director – sbs5h@virginia.edu
Casey Just, President, UVA Hospital Auxiliary

Review the following list of current volunteer opportunities. Then contact us to set up an appointment to discuss.
Volunteer Opportunities

University Hospital
A 570-bed top ranked hospital serving Central Virginia. Volunteer opportunities include direct and indirect patient contact.

Escort & Wayfinding: A customer service position for those who like to walk. Volunteers assist patients and families by walking with them to their first destination. Friendly, gregarious people are wanted in this role. Basic wheelchair training provided. Ask for Maureen
- Hours: Monday – Friday, 3 hours shift 8:00AM-5:00PM

Flower Delivery: Volunteers deliver florist arrangements to the patient’s bedside, and may visit if the patient desires. Flower Delivery can be combined with Wayfinding and/or Mail Delivery for a full shift of customer service and walking – come and exercise while helping others! Ask for LaDelle
- Hours: Monday-Friday: Morning and afternoon shifts available

Patient Ambassador: Friendly visiting with inpatients in their rooms, volunteers welcome patients and families to UVA, and describe available services and amenities. Volunteers encourage patient to sign up for MyChart. Ask for LaDelle
- Hours: Flexible and include evenings and weekends

Mended Hearts: Volunteers are heart patients or caregivers of family members who have survived a life changing heart incident. Volunteers talk with heart patients about what they may face including lifestyle changes, depression, recovery, and treatment. Volunteers invite patients/families to consider becoming part of a Mended Hearts support group after they leave the hospital. These visits can provide powerful encouragement for patients and their families. Ask for Sally
- Hours: Flexible

Driver, Patient Courtesy Shuttle: Help patients and families navigate across “The Link” between University Hospital and the West Complex, driving a 3-passenger golf cart. A great sit-down job for someone interested in providing great customer service, and saving many steps for frail patients. A valid driver’s license is required. Ask for Maureen
- Hours: Monday–Friday, 3 hour shift between 8:00 AM–5:00 PM

Gift Shop: The Hospital Auxiliary Gift Shop in the main lobby offers flowers, balloons, stuffed animals, gift items, books & magazines, snack foods, toiletries, and sundries. Volunteers run the cash register, stock items, and offer excellent customer service Training is provided. The Gift shop is a great place to learn retail. Ask for LaDelle
- Hours: Monday-Friday, 8:00 AM-8:00 PM and Weekends 12:00 PM-4:00PM
Music for Healing: Soothing music can transform the busy hospital atmosphere and help to create a calm, relaxing environment. Volunteers who are pianists are invited to help create this feeling by playing the Lobby piano. Others who play more portable instruments are able to play in certain patient care areas. Audition required. Ask for Sally
   Hours: Flexible

Oncology Unit Friendly Visitor & Administrative Support: Volunteers support patients and families during their stay by providing companionship, empathetic listening and a cheerful diversion with shared activities. Provide clerical support for the Unit. Ask for Maureen
   Hours: Flexible and include evenings and weekends

Palliative Care/Geriatric Unit Friendly Visitor: A Family Centered Care Unit supporting patients and families during their stay. Patients on this unit include both older, frail adults needing rehabilitation as well as adult patients receiving palliative (symptom management) care or care at the end of life. Roles include visiting with the patients, providing companionship, empathetic listening and a cheerful diversion with shared activities, encouraging patients to eat, running errands for patients and clerical support for the Unit. Ask for LaDelle
   Hours: Flexible and include evenings and weekends

Rounding with Heart: Volunteers round with a team of health care professionals on the cardiology unit, providing key assistance to the team. Volunteers page team members as directed and collect data. After rounding, volunteers then visit with and provide friendly visiting to patients from rounds that you feel will benefit from an interaction. Ask for Sally
   Hours: Monday-Friday, 2-3 hour shift between 9:00 AM – 11:00 or 12:00pm

Surgical Family Lounge: Volunteers meet and greet patients who are having surgery, and escort them to the surgery unit, ensure good communication with family while the surgery is happening. Volunteers support patients and families throughout the day. Ask for LaDelle
   Hours: Monday-Friday; 5:00 AM-9:00 AM, or 9:00 AM-1:00PM
   Substitutes also needed

MERCI Program: The Medical Equipment Recovery of Clean Inventory Program (MERCI) shares our supply abundance with others in the world who need medical supplies, while preventing unused items from going to the landfill. Volunteers sort, pack, and prepare a large variety of clean surplus medical supplies from UVA operating rooms, clinics and units for redistribution to medically needy areas. Ask for LaDelle
   Hours: Thursdays only, flexible between the hours of 10:00 AM-4:00 PM
Administrative Assistance: Volunteers assist staff with general clerical duties, including filing, making and receiving telephone calls, and handling occasional deliveries. Ask for Maureen
   Hours: Vary depending on assignment

Hospital Auxiliary: Numerous volunteer opportunities exist to support the Auxiliary’s work to benefit the Health System. Ask for Sally
   - Ongoing activities such as serving on the Board of Directors, writing for the Newsletter, helping with the finances, or serving on a committee
   - Annual events such as the “Lights of Love” holiday tree or Daffodil Days, which require both leaders and helpers
   - Seasonal events such as Book, Jewelry and other vendor sales that support the Auxiliary’s philanthropy budget

Transitional Care Hospital
The Transitional Care Hospital is a long term acute care facility located at 2965 Ivy Road in Charlottesville. There are several ways in which volunteers can plug in and make a real difference in the lives of our patients, their families, and guests.

Patient Emissary: Volunteers provide support to patients and families during their stay through visiting, providing companionship and sharing in activities. Volunteers provide exemplary customer service by answering call bells in person and assist with providing comfort measures. Volunteers work under the direction of a physical therapist to assist as needed during therapy sessions. Volunteers also assist staff with such tasks as paperwork, answering phones, restocking and running errands. Ask for LaDelle
   Hours: Daily, 3 or 4 hour shifts, between 7:00AM-9:00PM

Flowers for Patients: Volunteers arrange donated flowers and take them to patients who have none. Ask for LaDelle
   Hours: Tuesday mornings, 9:00-11:30 AM

Hallway Musicians: Volunteer musicians are invited to play their instrument in a corridor where the music will waft into nearby rooms. Music creates a pleasant and healing environment for patients, families and staff, providing comfort and diversion in an often-difficult environment. Ask for LaDelle
   Hours: Flexible and include evenings and weekends

Emily Couric Clinical Cancer Center
A nationally recognized cancer center where patients receive all the treatment they need in one central location. Volunteers provide support and comfort to patients in their battle against cancer.
**Flourish Boutique**: A positive image boutique designed to help those facing cancer to look and feel their best. Help patients to feel more vibrant, confident and better able to face the challenges of cancer. Volunteers run the cash register, stock items, and offer excellent customer service. The Boutique is a great place to learn retail. Ask for Maureen
   Hours: Monday-Friday, morning and afternoon shifts

**Infusion Hospitality**: Volunteers provide hospitality by serving refreshments, comfort care items, empathic listening and practical support to patients receiving intravenous medications. Need substitutes too. Ask for Maureen
   Hours: Monday-Friday, 7:00AM-4:00PM, 2-4 hour shifts

**Clinic Hospitality**: Volunteers provide refreshments and empathetic listening to patients and their caregivers in the many waiting rooms of the Cancer Center. Ask for Maureen
   Hours: Monday - Friday, morning and afternoon shifts

**UVA HOPE Cancer Care - Augusta**
The HOPE Cancer Care Center of Augusta is located at 57 Beam Lane, Suite 300 in Fishersville, VA specializes in the diagnosis, treatment and long term care of adult patients with cancer and blood disorders.

**Infusion Hospitality**: Volunteers provide hospitality by serving refreshments, comfort care items, empathic listening and practical support to patients receiving intravenous medications. Ask for Maureen
   Hours: Monday-Friday, 3 hour shift between 9:00 AM-4:00 PM

**Emergency Department**
A level I trauma Center with 41 beds providing treatment for approximately 61,000 patients annually. Volunteers work with patients and families in a fast paced environment.

**ED Clinic Volunteer**: Assist staff and patients in the patient care area of the Emergency Department. Duties include stocking supplies and making “comfort rounds” on stable patients. Ask for LaDelle
   Hours: Daily, 9:00 AM-Noon, Noon-3:00 PM, 3:00 PM-6:00 PM, 6:00 PM-9:00 PM

**ED Patient & Guest Representative**: Volunteers staff the waiting room in the Emergency Department, supporting families of patients receiving emergency treatment. Volunteers track patients' progress, facilitate communication with medical staff, direct families and patients to hospital and community resources, and offer support as families await news of their loved ones. A busy location suitable for high-energy volunteers. Ask for LaDelle
   Hours: Daily, 3 hour shifts, between 10:00 AM-10:00 PM
Other Locations

ALS Clinic Volunteer: Provide support to patients, families & staff in the ALS Clinic at Fontaine Research Park, on two Thursdays per month; providing exceptional customer service, assisting/escorting/transporting patients to the clinic room, administrative assistance and teamwork. Ask for LaDelle

Dialysis Clinic Friendly Visitor: Volunteers provide support and companionship to patients during treatment.
Location: West Complex & Zion Crossroads. Ask for LaDelle
Hours: Flexible

Hospitality House: The 59-bed Hospitality House provides close, low-cost lodging and for patients and families traveling far from home. Volunteers register new guests, show them to their rooms, and provide friendly visiting and companionship.
Location: 205 14th St. Ask for Sally
Hours: Sunday-Thursday, 5:00PM-7:00 or 8:00PM

Outpatient Surgery Center: Volunteers meet and greet patients who are having surgery, escort to assigned surgery suite and ensure communication with family while the surgery is happening. Volunteers support patients and families throughout their day. Ask for LaDelle
Location: Barry Battle Building, 1204 W. Main St.
Hours: Flexible, between 6:00AM-7:30PM (Substitutes also needed)

Pet Therapy: Working through Therapy Dogs International, Therapy Dog Incorporated, or Pet Partners/Delta Society, certified dogs and their owner/handlers visit patients in a variety of locations throughout the Medical Center. Dogs must be certified before visiting the hospital. Ask for Kim
Hours: Flexible

UVA Children’s Hospital
At the UVA Children’s Hospital, children and their families are special. They receive special care in a warm, friendly environment especially designed for them. Offering total healthcare – everything from well-baby visits to heart transplants.

Inpatient Pediatric Bedside Visiting & Pre-School Classroom: Help staff lead educational and play activities for children. In addition to group activities, volunteers may make bedside visits to read a story, play a game, or give parents a break. Evening and weekend volunteers spend their time making bedside visits to pediatric patients and their families. Ask for Kim
Hours: Daily, hours vary: 9AM-12PM, 1PM-3PM, 6PM-8PM

Bookworms: Reading aloud with young patients and their siblings in the Pediatric Clinic waiting room, volunteers model book-sharing techniques for parents, showing them by example that reading aloud is fun for adults and children. Ask for Kim
Location: Barry Battle Outpatient Children’s Hospital
Hours: Individually scheduled
Creativity Zone: Help make pediatric clinic visits positive experiences for patients, siblings, and parents/caregivers through arts, crafts, and reading. Volunteers coordinate activities that engage children and facilitate play in the waiting room of the clinic. Activities include facilitation of arts and crafts and book reading. Ask for Kim 
Location: Barry Battle Outpatient Children’s Hospital 
   Hours: Monday–Friday, 9:00AM–12:00 noon or 1:00 PM–4:00 PM

Yoga: This seasonal program adapts traditional yoga teachings to meet the special needs of children with disabilities. The approach is non-competitive and provides a foundation for building trust and self-confidence. Volunteers assist the Yoga instructor with various yoga activities as directed. No yoga skills required. Ask for Kim 
Location: Varies 
   Hours: Typically Wednesday’s, 4:45 PM–6:15 PM Seasonal; 6 week sessions

Crafters 
A great opportunity for those who want to help from home. We graciously accept crafted items from pet free, smoke free homes. If you’d like to create something not listed below please call in advance to review our requirements for donated items.

Knitters and crocheters are needed to make lap robes for patients who are often cold during their treatment. Soft warm fibers and happy colors can cheer the soul. Sample size is 4 feet long x 2 ½–3 feet wide. Ask for LaDelle

Knitted regular sized baby caps are welcomed for healthy newborns. Ask for Kim

Also needed are scarves, hats and socks for both men and women. Ask for Maureen

About Our Start-up Process:
Our start-up process ensures that volunteers have a thorough, consistent screening and training process. The process takes approximately one month.

- Please review available volunteer roles before calling for an appointment
- Interview with one of our Volunteer Coordinators
- Complete an Application
- Provide two references
- Sign an authorization for a Criminal History background check
- Complete a Health Assessment offered at UVA Employee Health
- Complete Volunteer Safety & Service orientation, 2 hour training
- Obtain Health System ID Badge
- Attend role specific training

Thank you for your interest - List of all Opportunities.doc (8/12/16)