Volunteering at UVA Health System
Summer (May – August)

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

Our Summer Volunteer Program is a short term commitment during the months of May – August. Individuals are expected to commit to a minimum of 50 hours of volunteer service; typically 2 shifts per week, up to 8 hours (The Emergency Dept. requires 100 hours, typically 4 shifts per week). Your volunteering start and stop dates will be arranged individually and vacation trips can be accommodated in most cases. Applications accepted Jan. - April.

Requirements and Start-Up Process:
- Be at least 18 years of age.
- Please review 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 This includes: review of previous immunizations, completing a two-part screening for TB
- Complete Volunteer Safety & Service orientation, 2 hour training
- Obtain Health System ID Badge
- Attend role specific training

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
Marla McGaugh, President, UVA Hospital Auxiliary
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

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

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

Music for Healing: Soothing music can transform the busy hospital atmosphere into a calmer, more relaxing environment. Volunteer musicians are invited to help create this feeling by playing in our lobby spaces. Audition required. Ask for LaDelle
   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, run errands for patients, and provide clerical support for the Unit. Ask for LaDelle
   Hours: Flexible and include evenings and weekends
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: M-F; 5-9:00 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 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

Inpatient Therapy Assistant: Individuals who plan to apply to Physical Therapy School (Pre PT) may apply for this role. Volunteers assist therapists with delivering therapy interventions to adult inpatients under the therapist’s guidance, i.e., retrieval and set up of equipment, assistance with gait training, wheelchair transport, and other duties to assist the therapist. Must be able to stand, push, pull, and lift 25 pounds. Ask for Maureen
   Hours: M-F morning and afternoon shifts.

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 LaDelle
   Hours: Monday-Friday, 2-3 hour shift between 8:45 AM – 11:00 or 12:00 noon

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.
   Hours: Daily, 3 or 4 hour shifts, between 7:00AM-9:00PM

Harmonies for Healing: Volunteer musicians are invited to play their instrument in a corridor where the music will waft into nearby patient 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, empathetic listening and practical support to patients receiving intravenous medications. Need substitutes too. Ask for Maureen  
   Hours: 7 Days/Week, flexible 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, 3 hours shift between 8:00 AM-3:00 PM

**Emergency Department (requires 100 hours)**
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. Summer volunteers typically spend 2 shifts a week in each of the roles for a total of 4 shifts per week: ask for LaDelle

**ED Clinic** volunteers assist staff and patients in the patient care area of the Emergency Department. Duties include stocking supplies and making “comfort rounds” on stable patients.  
   Hours: Daily, 3 hour shifts, between 9:00 AM - 9:00 PM

**ED Lobby Liaison 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 and escort authorized visitors to the patient’s bedside; a busy location, suitable for high-energy volunteers.  
   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

**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: M, T, TH, F, 6 – 9:00AM or 4 - 6:00PM. Substitutes also needed.

**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:** 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, between 9:00 AM-9:00 PM

**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

**Therapy Assistant:** Volunteers assist staff and pediatric outpatients/ inpatients receiving Physical/Occupational Therapy Services with patient care activities and routine unit activities. An excellent opportunity to observe and learn about pediatric Physical/Occupational/Speech Therapy. Ask for Kim
Location: Barry Battle Outpatient Children’s Hospital
Hours: Monday– Friday, 9 AM–5 PM (shifts vary)