Volunteering at UVA Health System
Year Round ~ Ongoing

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 Ongoing Year Round Programs require a minimum commitment of 50 hours of volunteer service over the course of 6 months to a year; typically one shift per week, of 3 or 4 hours, morning, afternoon or evening. Applications accepted as positions are available.

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, flu shots required annually
- 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 – kag5v@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
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 Deliveries: Volunteers deliver packages, mail and/or floral arrangements to the patient’s bedside, and may visit if the patient desires. A cheerful personality, exceptional customer service skills and the ability to walk long distances are essential for this role. 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 patients 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 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, running errands for patients and 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:** 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-8:00PM

**Flowers for Patients:** Volunteers receive donated flowers and turn them into beautiful individual take them upstairs to the nurses stations for patients who would not otherwise have flowers. 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 Waiting Room Hospitality: Volunteers provide refreshments and empathetic listening to patients and their caregivers in the many waiting rooms of the Cancer Center. Great opportunity to work in pairs, 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, empathetic 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 support our patients and families during their stay.

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. Ask for LaDelle  
   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, 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

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-4:00PM 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: 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 arts, crafts and book reading. Ask for Kim
Location: Barry Battle Outpatient Children’s Hospital
Hours: Monday-Friday, 9:00 AM -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
Guidelines for Crafters or other Donations

Thank you for thinking of us as you consider where to donate your gifts. Toys, crafts, and other donations are coordinated by and received in the Volunteer Services office. For more information, or to make a donation, please call us in advance at 434.924.5251.

Listed below are some general guidelines we follow for the protection of our patient’s privacy, and to prevent the spread of infection.

- UVA team members will deliver your item(s) to the patient(s).
- Items must be new and unused.
- Items may not contain latex.
- Items should be non-breakable, with certain exceptions, i.e. flower vases.
- Items must not promote themes of violence or religion.
- Items must be from a smoke-free and non-musty environment.
- Books and magazines may be new or gently used and in good condition.
- Do not gift wrap items.
- Donations not meeting these guidelines may be redirected to another charity or discarded.

Items for Children:
- Toys must be brand new, unused and in original packaging.
- Items must be made of non-toxic material including paint and glue in plastic toys, and arts and crafts materials.
- Dolls should have vinyl, washable bodies and hair.
- Items must not pose a choking hazard (no small parts and pieces).
- Items with cords or string must be longer than 7 inches for infants and longer than 12 inches for toddlers.
- Items may not produce sparks or discharge projectiles.

Guidelines for Crafters:
- Handmade items from fibers, such as knitting, crochet, sewing, quilting, felting, etc., shall be newly made, in a smoke free environment, and not be exposed to allergens such as dog or cat dander or hair.
- Crafters shall be careful to practice good hand hygiene while working on these items and not do so when sick.
- When reasonable, individually package items in zip lock bags.
- Soft fibers shall be utilized for hats, baby caps, shawls, lap blankets, etc. Baby cap size most needed is approximately 12” circumference. Baby blanket size - 38” wide up to 42” long. Other Size guidelines are available upon request.
Guidelines for Greeting Cards:

- Creativity and heartfelt get well wishes are appreciated. Simple generic messages are best, such as: thinking of you, wishing you well, I’m cheering for you, or holiday greetings appropriate for the specific holiday.
- Keep messages politically and religiously neutral.
- Use non-toxic glue or paint material.
- Use glitter sparingly.
- Avoid small embellishments that can be removed.
- Cards may include only the 1st name of the author or the group name.

Monetary Donations may be made to:

1. UVA Hospital Auxiliary
   PO Box 800668
   Charlottesville, VA 22908
   434.924.5251
   Tax ID# 54-0546962

2. UVA Health Foundation
   PO Box 800773
   Charlottesville, VA 22908
   800.297.0102
   434.243.GIVE
   www.healthfoundation.virginia.edu/ways-to-give