**Summer Junior Volunteer Program FAQ’s**

This information is for Junior Volunteers who wish to participate in the program. Please review with a parent or guardian and make certain you will be able to adhere to all of the requirements and deadlines. Participating in the program is a big summertime commitment.

**IMPORTANT DATES:**
Mandatory Orientation (all day) for everyone on the first Monday of the program. If you cannot attend this day, you are ineligible for the program. Check website for date.

**FREQUENTLY ASKED QUESTIONS:**

**What is the time commitment?**
The JV Program runs for 8 weeks, beginning on a Monday in June and ending on a Friday in August. Check website for specific dates. Juniors can choose to volunteer either one or two full days each week and must work the same day(s) each week. Volunteers must be available for at least 6 weeks of the 8-week program. Weeks do not need to be consecutive. The Program Coordinator must be notified of vacation time before the start of the program.

**What about vacation or camp?**
Juniors are allowed a maximum of 2 weeks absence from the 8-week program. Parents are asked to support their child’s commitment to the JV Program by scheduling vacations or planned absences so that they don’t conflict with volunteering. **Keep in mind the dates of any fall school obligations like Drivers Ed courses, sport camps or tryout requirements, especially in August.**

**Do I get to pick my assignments?**
Juniors returning from previous summers of service are given priority scheduling. Schedules are assigned by the Junior Volunteer Program Coordinator, and will be mailed to Juniors in late May. Juniors may request particular activities on their application and every effort will be made to honor your wishes. However, it is nearly impossible to assign everyone in such a large group exactly what they want.

Many factors are considered when assigning schedules, including: volunteer availability; experience; and suitability to a particular activity as determined by the Program Coordinator.

There will be opportunities to work extra days and learn other activities by filling in for students who are on vacation. See the Volunteer Coordinator for details.

**What will I be doing as a Junior Volunteer?**
There are many roles for Juniors. Some involve lots of contact with patients and visitors, such as wayfinding or Gift Shop cashier. Some provide opportunities to work alongside health care professionals, such as surgical supply or reception and
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administrative support at a nurse’s station. There are opportunities to help staff by playing with children, and lots of jobs assisting staff working on computers, running errands, and in a variety of busy offices all over the Medical Center. A list of the types of roles can be found at the end of this FAQ page.

Juniors work a 3-4 hour morning shift, break for lunch, and then work a different 3-4 hour afternoon shift. Juniors will be assigned to the same role on the same day for the entire program. Juniors will receive a lunch voucher worth up to $4.00 for use in the Hospital cafeteria on the day(s) they volunteer to help reduce the cost of lunch. This “perk” is a generous contribution by the UVA Hospital Auxiliary.

It is also important to understand what Junior Volunteers will not be doing. Volunteers are not permitted to provide medical care of any kind. They will not be allowed to read patient medical records, nor be present during medical procedures or during conversations between patients and their health care providers. Volunteers do not work with hazardous materials or have contact with body fluids of any kind, and do not enter rooms of patients on isolation for contagious illnesses.

Do I have to get any shots?
All staff and volunteers of UVA Medical Center must have an annual Tuberculosis screening. The TB screening does involve a stick with a tiny needle. A free TB screen will be offered to JV’s in our Employee Health clinic during designated times in May.

Alternatively, Juniors may visit their own doctor, at their own expense, for this screening. Employee Health may require you to update your Tetanus with a Tdap. And all JV’s must either disclose that they have had the chicken pox or show documentation of having had 2 varicella vaccines.

What is the mandatory orientation session?
All Juniors must attend the mandatory orientation session on the first Monday of the program. Arrive between 8:00-8:15 AM. Lunch will be provided. This is also the first day of the 8-week program. Junior Volunteers will learn about the mission and values of the organization, fire safety, infection control practices, personal safety, how to protect patient privacy, and other policies of the Medical Center. We will discuss customer service, and expectations for performance and demeanor, and provide a tour of the Medical Center. This is one of only two days when the entire program is together at once. This is an all-day event. After orientation, volunteers will be taught how to perform their assigned role by designated staff and/or experienced volunteers.

What do Junior Volunteers Wear?
All Junior Volunteers are required to wear a uniform and Hospital ID Badge while on duty. Uniform shirts (solid red, 100% cotton, unisex polo-style shirts) must be purchased from Volunteer Services. In addition to the shirt that must be tucked in, JVs must wear either khaki or white pants, or a khaki or white skirt if it falls to at least the knee, and comfortable shoes that cover the toe and heel. Sneakers are suggested. No Shorts (no matter how long), sandals, sweat pants, mini skirts, “pedal pushers,” or spandex pants. Appearance is an important part of the role.
Abundant jewelry, visible tattoos, and piercings (besides earrings) are not appropriate. Hair should be neat, kept away from the face, and of a color nature intended. Cologne or perfume is not permitted.

**Evaluations, Awards, and Scholarships**
A Junior Volunteer’s performance will be evaluated by their various supervisors at the end of the program. Juniors are welcome to review their evaluations with the Program Coordinator. The Program Coordinator will be happy to provide letters of recommendation for jobs, college applications, etc. for those who successfully complete the program, at any time, upon request.

In appreciation of your service, Junior Volunteers and their families will be invited to an **end of the program celebration in your honor on the last day of the program**. All Volunteers who successfully complete the program will receive a memento of achievement. Additional awards for cumulative hours of service will be presented as follows:

- 50 hours of service: Junior Volunteer pin
- 100 hours of service: Gold star pin
- Each 100 hour mark afterwards: additional gold star pin
- 500 hours or more: special gift of appreciation

The Junior Volunteer Program is co-sponsored by the Department of Volunteer Services and the UVA Hospital Auxiliary. Each year, the Auxiliary offers The Pat & Frank Dawson Scholarship to a former Junior Volunteer who has been accepted into a post-high school clinical health care training program. Applications are available online in January.

**Who can I call if I still have questions?**
Maureen Oswald, Junior Volunteer Program Coordinator
Phone: 434.924.5251
Sampling of Junior Volunteer Summer Site Assignments

Serving Patients & Families
The following jobs offer a lot of contact with patients and visitors. Students who are outgoing, friendly, mature, and comfortable around sick people and diverse groups of people are particularly suited for these jobs. You will be introducing yourself to people you do not know and providing superlative customer service!

Cancer Center:
Clinic Hospitality - Organize waiting rooms in UVA Emily Couric Clinical Cancer Center and distribute free magazines, books, puzzles to patients in the clinic waiting rooms. Assist in stocking the hospitality cart & serve beverages/snacks to patients in each of the waiting rooms. Work in teams of 2.

Infusion Center Hospitality- UVA Emily Couric Clinical Cancer Center: Offer companionship and refreshments to patients who are receiving chemotherapy, run errands for staff or patients & stock supplies. Good for students who are outgoing, like to talk to patients…and like to listen. Work alongside community volunteers.

Flourish- A Positive Image Boutique at the Emily Couric Clinical Cancer Center. Learn retail skills with compassion. Females only.

Escort & Wayfinding*: Our finest customer service offering! Great opportunity to be the smiling, friendly face of UVA Health System! Assist patients/guests upon arrival and escort them to their first destination. You will be oriented to the hospital areas you are escorting our guests to. Wheelchair training is necessary and provided. Possible evening hours too.

Flowers for Patients: Arrange flowers donated by local garden clubs, and distribute to waiting rooms and patients who otherwise would not have flowers. Work alongside community volunteers. Tuesday morning shift only.

Gift Shop*: Work at the cash register alongside community volunteers, price items, assist shoppers, blow up balloons, help staff keep the store clean and organized. Afternoon shift ends at 5:00PM. There may be evening shifts available too from 5P-8P.

Hospitality House*: Volunteers provide administrative support by answering the phone, making reservations, registering and orienting guests to the facility, and providing friendly support to the guests to make their stay away from home comfortable. Guest may be outpatients, or family members of inpatients. Evenings 4:30P-7:30P

Volunteering with Children
The following job requires students who love children, are playful and energetic, and have lots of patience!

Malcolm Cole Childcare Center: The Malcolm Cole Childcare Center is the not-for-profit childcare organization for employees of UVA Medical Center. Volunteers assist center staff
with playtime and help supervise activities of children ages infant to 5. Transportation provided. Mornings only.

**Administrative Work to Support Medical Center Staff and Departments**

These jobs provide opportunities to help out “behind-the-scenes” of a busy Medical Center. Many offer contact with health care professionals. Students with good attention to detail, and who have good organizational skills are well suited for these jobs. Many of them involve the use of computers, copiers or other office equipment.

**Friendly Visitor/Administrative Support (inpatient areas)** - Assist staff with reception, answering the phone, stocking, visiting patients, running errands, assembling charts and perhaps computer data entry.

**Administrative Assistance:** Assist staff with general office duties such as sorting, filing, mailings, errands, assembling charts, etc. (perhaps computer data entry). These assignments are in a variety of departments throughout the Medical Center.

**Surgical Supply:** Requires a mature, conscientious individual, who is comfortable around patients who are unconscious. In Surgical Supply, you must wear “scrubs” (provided). Duties consist of stocking supplies, putting bedding on clean stretchers, running errands for staff, and clerical duties. Volunteers are not permitted inside the actual operating rooms when surgery is taking place.

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**Note:**
Every effort will be made to design your schedule around your requests, but it is almost impossible to accomplish this for everyone in such a large group. Juniors returning from previous summers are given first priority. Also, many factors are considered when assigning schedules, including your days of availability, the needs of the Medical Center, and your suitability to a particular area as determined by the Volunteer Coordinator.

Your flexibility and willingness to try assignments not previously considered will be greatly appreciated.

There may be additional assignments by the time summer rolls around, this is what we know is available right now.

During the 8-week program a list of vacancies in some of the above assignments will be posted. Anyone can sign up for these extra shifts to gain extra hours and experience in other areas. Most substituting will require training in that area.