

Volunteer Opportunities - Summer 2016

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 patient to sign up for MyChart. Ask for Sally

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

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

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 (MERCY) 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

Inpatient Therapy Assistant: Individuals who plan to apply to Physical Therapy School (Pre PT) may apply for this role. Volunteers assist with delivering therapy interventions to adult inpatients 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: To be determined

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

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, 7:00 AM-9:00 PM or 9:00AM-12:00 noon

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: Thursday, Friday, 3 hours shift between 8:00 AM-2:00 PM

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 8:00 AM-5:00 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

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, 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)

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