Vanderbilt University Medical Center
Volunteer Services Department
Mission Statement

The Volunteer Services Department strives to maintain a premier program that maximizes the highest quality of patient and family services exceeding our customer’s expectations.

Through careful screening, training and support in collaboration with VUMC staff, we are committed to provide meaningful opportunities for the learning and growth of individuals as they serve our patients and families.
Monroe Carell Jr., Children’s Hospital at Vanderbilt Staff:

Office Location: 2200 Children’s Way, Suite 2504
Normal office hours are weekdays, 8:00am – 4:30pm

VCH/DOT Volunteer Services Office……………………………… 322-2379
FAX ……………………………………………………………………… 343-5959

• Stephanie Van Dyke  Director
• Jeannie Temple     Activities Coordinator

Vanderbilt Hospital, The Vanderbilt Clinic & One Hundred Oaks Staff:

21st Avenue Campus Office Location: 1005 Oxford House
Normal office hours are weekdays, 9am-5pm

VUH/TVC Volunteer Services Office …………………………….. 936-3078
FAX (VUH) ………………………………………………………………… 936-3257

• Andy Peterson   Director 936-8871
• Miguel Otero    Activities Coordinator – VUH & TVC 936-0281
• Cynthia Warner  Administrative Assistant 936-3078

One Hundred Oaks Office Location: 719 Thompson Lane, Suite 23409
Volunteer Office (staffed part-time)………………………………… 936-4800
FAX (OHO) ………………………………………………………………… 936-5800

• Julie Bulger     Activities Coordinator – OHO 936-4800

Visit our website at www.VolunteerAtVanderbilt.com
A Bill of Rights for Volunteers

Every Volunteer has:

1. The right to be treated as a co-worker
   ...not just “free help”
   ...not as a “prima donna”

2. The right to a suitable assignment
   ...with consideration for personal preference, temperament, life experience, education and employment background

3. The right to know as much about the organization as possible
   ...its mission
   ...its policies
   ...its people
   ...its programs

4. The right to training for the job
   ...thoughtfully planned and effectively presented

5. The right to sound guidance and direction
   ...by someone who is experienced, well informed, patient and thoughtful
   ...and who extends the time and attention necessary to invest in appropriate supervision

6. The right to a place to work
   ...an orderly, designated place
   ...conducive to work
   ...and suitable for the job to be done

7. The right to enhance skills and knowledge
   ...through advancement to assignments of more responsibility
   ...through transfer from one activity to another

8. The right to be heard
   ...to have a part in planning
   ...to have respect shown for comments and suggestions

9. The right to recognition
   ...in the form of appreciation events and service awards
   ...through day-by-day expressions of appreciation
   ...and by being treated as a bonafide co-worker
Volunteer Responsibilities

Volunteering on a weekly or bi-weekly basis provides consistency, continuity for our patients, families and staff.

All Volunteers Must:
- Complete volunteer application, handbook quizzes and background authorization form.
- Attend Volunteer Orientation and/or Volunteer Interview.
- Accept one assignment and commit as required by the specific assignments completing a minimum of 48 hours.
- Wear approved Volunteer Uniform. This vest is being loaned to you and must be returned if you discontinue volunteering at Vanderbilt.
- Provide Occupational Health documentation of any immunizations previously received.
- Attend General Volunteer Training for Vanderbilt Hospital or Monroe Carell Jr., Children’s Hospital at Vanderbilt and/or Vanderbilt Health – One Hundred Oaks.
- Attend Unit Specific Orientation, as required.

Additional College and Teen requirements are described on page 7 and 8.

Immunizations

ADULTS/COLLEGE STUDENTS **

Immunizations (or proof of immunizations) are required to volunteer at Vanderbilt. If you don't have the required immunizations, the Volunteer Department will provide these at no expense to you through the Vanderbilt Occupational Health Clinic (OHC)**. The following immunizations are required:

- Two step TB Skin test (one within the past year and one within the last 3 months);
- MMR (measles, mumps & rubella) two since 12 months of age or one after age 18 or Rubella Titer only (if born prior to 1957);
- Varicella Titer, to assess immunity to Chicken Pox, or documentation of two (2) Varivax vaccines at least one (1) month apart; and
- Hepatitis B Series is recommended for selected volunteer opportunities

IF DURING THE IMMUNIZATION PROCESS, IT IS DETERMINED OTHER TESTS ARE NEEDED (E.G., CHEST X-RAY, VARIVAX VACCINE, ETC.) IT WILL BE AT YOUR EXPENSE.

** Certain college groups will be required to pay for their own immunizations.
TEENS

Proof of immunizations are required for teens to volunteer at Vanderbilt. You can get the necessary shots at the health provider of your choice (at your expense). The following immunizations are required:

- Two Step TB Skin Test (one within the past year and one within the last 3 months)
- MMR (measles, mumps & rubella) two since 12 months of age or one after age 18
- Varicella Titer (to assess immunity to Chicken Pox)

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Teen Additional Responsibilities

**Monroe Carell Jr., Children’s Hospital at Vanderbilt**

- VolunTeens must be at least 16 years old.
- Completed Volunteer Packet which consists of: Application, Essay, All About Me form and 2 Teen Reference forms.
- Provide documentation of all required immunization (see page 5).
- Wear approved volunteer uniform. This vest is being loaned to you and must be returned when you discontinue volunteering at Vanderbilt.
- **During the summer** the commitment is a 3 week session (5 days a week).
- **During the school year** (available after volunteering during the summer), a 48 hour minimum commitment is required.
- VolunTeens are not to leave the Medical Center during their scheduled shift.
- A letter of recommendation may be provided (upon request, with two week notice) after initial volunteer commitment is completed.

**Vanderbilt University Hospital**

- VolunTeens must be at least 16 years old.
- Have two teen reference forms completed.
- Provide documentation of all required immunization (see page 5).
- **During the school year**, a 48 hour minimum commitment is required.
- **During the summer**, an 8-week commitment is required.
- Wear approved volunteer uniform provided at training.
- VolunTeens are not to leave the Medical Center during their scheduled shift.
- A letter of recommendation may be provided (upon request, with two week notice) after initial volunteer commitment is completed.
Volunteering on a weekly or bi-weekly basis provides consistency, continuity for our patients, families and staff.

All College Volunteers Must:

- Complete volunteer application, handbook quizzes and background authorization form.
- Attend Volunteer Orientation and schedule a Volunteer Interview.
- Accept one assignment and commit as required by the specific assignments completing a minimum of 48 hours.
- Provide Occupational Health documentation of any immunizations previously received.
- Wear approved volunteer uniform. This vest is being loaned to you and must be returned when you discontinue volunteering at Vanderbilt.
- Attend General Volunteer Training for Vanderbilt University Hospital or Monroe Carell Jr., Children’s Hospital at Vanderbilt.
- Attend Unit Specific Orientation, if required.
- College students are accepted to the volunteer program during the months of August, September, January and May. A **minimum** commitment of 48 hours is required over two consecutive time periods (for example: Fall and Spring, Spring and Summer or Summer and Fall).
- At the end of each semester, college volunteers are asked to notify the Volunteer Services Department of their next semester and/or summer availability to volunteer:

  **Deadline to Notify:**
  - FALL semester - prior to December 5th
  - SPRING semester - prior to April 15th

- A letter of recommendation may be provided (upon request, with two week notice) after initial volunteer commitment is completed.

College Students Summer Short-Term Responsibilities:

The College Summer “Short Term” program allows **undergraduate** college students (who live locally and attend college out of town/state) who can make a **minimum** commitment of at least 25 hours to volunteer.

- Accept one volunteer assignment and volunteer at least 25 hours (or more depending on the assignment requirements).
- **All Required immunizations are to be completed at volunteer’s expense and documentation of completed immunizations provided to our Occupational Health Clinic.**
Background Checks

Because volunteers are exposed to patients, families and visitors within Vanderbilt Medical Center successful completion of a background check is required for all volunteers (over the age of 18).

Volunteer Photo ID Badge Authorization Process

The VMC Card/Badge office (S-2311 MCN – Medical Center North) - phone #936-3350) is open:

   Monday - Friday 8:30 am - 4:30 pm (closed 1:00 pm - 2:00 pm)

Active volunteers must wear Volunteer Photo ID at all times while volunteering.

**When a volunteer becomes inactive or goes on Leave of Absence, Photo ID MUST be returned immediately to Volunteer Services.**

Replacement Photo ID’s are at volunteers’ expense. The cost is $15.00 (cash, check or debit/credit card).

Services for Volunteers

In appreciation to our volunteers, the following services are available for Vanderbilt Volunteers:

1. Courtesy parking while volunteering in assigned area.
2. Vanderbilt University Medical Center Photo ID.
3. Use of the Vanderbilt University Library System after volunteering 36 hours. Access is valid for 3 months and will be renewed if volunteering on a regular basis. Please contact Volunteer Services for authorization letter.
4. Discounted Music City Star Train tickets available for transportation to and from Vanderbilt for volunteer shift.
5. Free MTA Bus rides available to and from Vanderbilt for volunteer shift.
6. Flu shots (usually offered in November).
7. Receive annual volunteer appreciation gift and annual volunteer service awards.
8. VFAM – Program to schedule physician appointments at Vanderbilt.
9. A letter of recommendation may be provided (upon request, with two weeks notice) after initial 48 hour volunteer commitment is completed.
Volunteer Recognition Program

We appreciate all of our volunteers!! It is important to recognize and thank our volunteers in many different ways. Our goal is to provide recognition, both formally and informally, on an on-going basis.

Vanderbilt’s Volunteer Services Department presents an annual event where all volunteers and volunteer supervisors are invited to attend. A variety of service awards are distributed to individuals achieving milestones in the previous calendar year.

Volunteer Services offers regular ‘Lunch and Learns’ which provides an opportunity to interact with other volunteers while learning about a variety of topics and speakers from the Vanderbilt community, along with a free lunch.
Volunteer Supervisor’s Role

To support volunteers:

- Create and maintain a positive, welcoming, working environment.
- Provide meaningful projects that enhance our mission and keep the volunteer busy.
- Provide initial volunteer orientation and ongoing training to include department purpose/function, expectations of volunteer, rules, priorities, and review of job description.
- Acknowledge Volunteer efforts and show appreciation.
- Communicate to all staff in the unit/area the role of volunteers in your department.
- Help volunteers feel part of the “team” by introducing them to staff.
- Provide a contact person for volunteer upon arrival (especially 1st day).
- Notify volunteer of changes in staffing that relate to volunteer duties, staff vacation, staffing changes, vacation plans and holiday closings.