

Dear Returning College Student Volunteer,

The office of Volunteer Services at University Medical Center Brackenridge would like to thank you for the time and service you have donated to our hospital. We are happy to know that you have decided to continue your services next semester. As a returning volunteer, you may choose from the list of service areas included in this packet.

In order to be considered as a returning student volunteer, please complete the attached application and include the following documents:

- A signed volunteer agreement
- A signed Seton Healthcare Network Volunteer Agreement
- Proof of immunizations:
 - Measles, Mumps, Rubella (if not previously submitted)
 - A current Tuberculosis screening test (please be reminded that this test expires every year)

Please submit your completed application to the volunteer office, which is located on the 2nd floor of the hospital. You may also fax your application at 512.324.7146 or mail it to the following address:

University Medical Center Brackenridge
Office of Volunteer Services
601 E. 15th Street
Austin, TX 78701

Please be reminded that you will be required to complete a minimum of 40 hours of volunteer service per semester, including the summer session. If you have any questions or concerns about these guidelines, please contact the volunteer office.

Once we have processed your application we will contact you either by telephone or email to discuss your volunteer service area. Thank you for choosing University Medical Center Brackenridge for volunteer services. We look forward to working with you.

Sincerely,

Erica Otero-Pena
Volunteer Coordinator
University Medical Center Brackenridge
A member of the Seton Family of Hospitals

University Medical Center Brackenridge
Returning College Student Volunteer Application

I. PERSONAL INFORMATION

Name: _____
 last first MI DOB

Local: _____
Address street apt. # city zip H: phone # or Cellular # **(Please indicate)**

Permanent: _____
Address street apt. # city zip phone #

Email Address: _____

In what area(s) have you volunteered: _____

This application is for the:

- Spring
- Summer
- Fall

I would like information to be delivered to my:

- Local address
- Permanent address
- Email

School Classification:

- Freshman
- Sophomore
- Junior
- Senior

For Volunteer Office use only:

Date received _____ CBC Update _____ Badge Update _____

Uniform: _____ MMR: _____ TB Test: _____

TB Part II: _____ Positive TB (Survey) _____

Service Area _____ Day _____ Time _____

Service Area _____ Day _____ Time _____

II. **EXPERIENCE** (If there has been any additions from last semester, please indicate)

Work Experience/Dates: _____

Volunteer Experience/Dates: _____

Campus Organizations and Awards/Dates: _____

If you are volunteering to fulfill a class requirement, please complete:

Professor's Name: _____ Class: _____ Hours Required _____

III. **PLACEMENT INFORMATION**

Specific Departments: Please indicate your 1st, 2nd, and 3rd choice of placement.

University Medical Center Brackenridge Volunteer Opportunities:

(CLINICAL OPPORTUNITIES):

Emergency Room	___	Physical Therapy	___	Occupational Therapy	___
Patient Floors	___	Surgery Recovery	___	Radiology Room	___
Pharmacy	___	ICU	___	Maternity	___
NICU	___				
Oncology (Shivers Cancer Clinic)	___				
Clinics: OB-GYN, Surgical, Specialty & Paul Bass Clinic	___				
Brain and Spine Rehabilitation Center	___				

(NON CLINICAL OPPORTUNITIES):

Great Habits Gift Shop	___	Volunteer Office	___
Information Desk	___	Austin Medical Education Programs	___
Medical Records	___	Dietary, Food Services	___
Outreach Volunteer	___	Chaplain Services	___

What days and times are you available to volunteer?

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- Sunday

- Mornings
- Afternoons
- Evenings

University Medical Center Brackenridge

College Student Volunteer Agreement

As a University Medical Center Brackenridge College Volunteer, I understand that I must meet certain requirements and complete the training offered to me by the University Medical Center Volunteer Services Department. In return for the opportunity to volunteer, these requirements include but are not limited to the following:

- I understand that I must guarantee a **minimum of 40 hours of volunteer service a semester**. I understand that my minimum hours of service must be accrued at the rate of **four hours per week** over the course of the entire session.
- I understand that **I must attend a general hospital orientation once a year** in order to comply with University Medical Center at Brackenridge policies and procedures.
- I understand that if I miss my regularly scheduled shift for any reason, it is my responsibility to inform my service area supervisor at least 24 hours before my scheduled shift.
- I understand that the consequences for not keeping these agreements include, but are not limited, to the following: *I will not be able to continue as a volunteer or return as a volunteer at University Medical Center Brackenridge.*

I have read and understand the aforementioned agreement:

PRINT NAME: _____

SIGN NAME: _____

DATE: _____

SETON HEALTHCARE NETWORK

VOLUNTEER AGREEMENT

I, _____, agree to the following:

I. PLEDGE OF CONFIDENTIALITY

I will maintain **strict** confidentiality of **all** patient and hospital information I may learn while I am a Seton volunteer.

II. CODE OF CONDUCT

While a volunteer at Seton, I will conduct myself in accordance with all of Seton's rules, guidelines, instructions, policies and procedures ("Policies").

III. VOLUNTEER STATUS

I understand that I will not be paid for my volunteer services to Seton.

IV. DISMISSAL

I understand that my volunteer service is a privilege and not a right. If I fail to maintain confidentiality or if I fail to conduct myself in accordance with the Policies, I may be dismissed from volunteer service. I may also be dismissed from volunteer service at the sole discretion of Seton. All benefits of volunteer membership (including active, life, honorary or associate membership) will be terminated upon my dismissal from volunteer service.

I have read this document, I understand its contents, and I agree to its terms.

Signature of Volunteer

Date

University Medical Center Brackenridge

Volunteer Service Areas and Descriptions/ last updated: August 2009

Please note: The times available for each department may vary, because of volunteers that have recently been assigned. We will inform you at orientation of the days and times available for volunteer placement.

AUSTIN MEDICAL EDUCATION PROGRAM/INTERNAL MEDICINE *(available times M-F8-5pm)*

- Volunteer duties include administrative tasks such as: organizing files, delivering and distributing mail, contacting physicians, preparing informational packets for recruitment.

BRAIN & SPINE RECOVERY CENTER (4th floor of HealthSouth Suite #421) *(available times M-F 2-8pm)*

- Volunteer duties include: observing patients during work out, maintain patient's hydration levels, maintain inventory of supplies, maintaining fitness equipment clean, assist therapist as needed, support patients with pad applications, meet and greet new patients, and administrative duties as assigned.

CHAPLAIN SERVICES *(for additional information, please contact the volunteer office)*

- Seeking compassionate individuals who can serve as a companion to patients as assigned by Chaplain Services. Volunteers will provide a caring and listening presence for patients that need support during hospitalization.

CLINICS AT BRACKENRIDGE HOSPITAL: SPECIALTY CLINIC, SURGICAL SERVICES & OB-GYN *(available times M-F 8am-5pm)*

- Volunteer duties in this area will include: retrieving medical records, picking up supplies from SPD, running errands to the pharmacy or to the laboratory, accompanying patients to other departments, restocking rooms with supplies, making photocopies and sending faxes, translating for physicians, and assist with information management.

DIETARY/NUTRITION SERVICE *(please contact the volunteer office for available times)*

- Volunteer duties include creating and updating nutrition bulletin boards, answering phones, interview patients as to satisfaction with meals and diet preferences, conduct tray audits for tray line accuracy, deliver late trays to patient rooms, update tray tickets and or computer log, and assisting with special projects as needed.

EMERGENCY ROOM (available times M-Sunday, 6:00am - 10:00pm)

- Volunteers must be mature and able to work in a stressful setting. Volunteers duties include assisting with the transport of patients, running errands, delivering supplies, transporting medical records or labs, etc., helping patients, families, visitors, and staff, making up beds and occasional filing or paperwork duties. *Training for this area is scheduled separately from orientation.*

GREAT HABITS GIFT SHOP (available times M-Friday 9am-8pm; Sat. 10- 5:00pm; Sun. 12-5pm)

- Volunteer duties in the Gift Shop include meeting and greeting customers, sales, answering the telephone, customer service, restocking merchandise, arranging flowers and various displays, and entering inventory into the computer. Retail experience is preferred, but not required. *Bi-lingual volunteers are especially needed.*

HEALTH INFORMATION MANAGEMENT (available times M-F, 8:00am - 7:30pm)

- Volunteer duties include organize, sort files, supplies and reports, deliver records to Emergency Room, make new charts for patients, and assist in data entry. Other duties will be assigned, as they become available.

ICU (available times M-Sunday 6am - 10:00pm)

- Volunteers must be mature and able to work in a stressful setting. Volunteer duties include running labs, paperwork, etc., making charts, stocking supplies, answering phones and running various errands for staff. Volunteers must be people-oriented and willing to lend an ear or a shoulder to cry on. *Training for this area is scheduled separately from orientation.*

INFECTION CONTROL (please contact the volunteer office for available times)

- Volunteers will provide assistance in data management. Volunteers must be proficient in Microsoft Office software.

INFORMATION DESKS (*available times M-Sunday, 8:00am - 8:00pm*)

- Volunteer duties include meeting and greeting patients, families and visitors, providing directions, answering questions about patient location, answering the telephone, delivering flowers and gifts to the patient rooms. This is a great service area because you learn your way around the hospital and have a chance to meet hospital staff. ***Training for this area is scheduled separately from orientation.***

MATERNITY UNIT: NEW MOTHER AND BABY (*available times M-F, 8:00am – 7pm*)

- Volunteer duties include: running errands, passing and collecting food trays, assisting in transporting patients, changing linens as requested, assuring patients have fresh water, deliver specimens to the lab, deliver and retrieve medical records, answering phones, assembling literature, and assisting staff as needed. ***Training for this area is scheduled separately from orientation.***

NICU: Neonatal Intensive Care Unit (*available times M-Sun, 9-9pm*)

- Volunteer duties include comforting crying babies, put baby clothes of blankets away, help clinical assistants as needed, may change diaper/take temperature, may watch siblings while parents visit their baby, make certain that the toys have batteries, and at times our volunteers may be asked to feed healthy babies. ***Training for this department is scheduled separately from orientation.***

NO ONE DIES ALONE (NODA)

(Prospective volunteers must apply for this program by contacting Regina Bethune at 512.324.2120)

- The No One Dies Alone program trains volunteers to provide the precious gift of comfort and peace to those patients who might otherwise be alone at the time of death. Volunteers are provided a resource bag containing a CD player, music CDs, poetry, and sacred readings (when appropriate) to help comfort the dying patient.
- Volunteering for No One Dies Alone can be personally rewarding, inspiring and emotionally meaningful by assisting those in need at a critical point in their lives.

OB-GYN HIGH RISK OUTPATIENT CASE MANAGEMENT

(available upon request by department staff, please call the volunteer office for more information)

- Volunteer duties include assisting the staff prepare photocopies, preparing packets for patients, delivering and retrieving mail within the department, some computer assignments, and administrative support.

OCCUPATIONAL THERAPY *(available times M-F, 8:00am - 5:00pm)*

- Volunteer duties include running errands; picking up supplies and equipment; transporting patients; Xeroxing, filing, and typing; stocking clean linen; answering phones; engage in games with O.T. patients, etc. ***This department is reserved for occupational therapy students.***

ONCOLOGY CLINIC (THE SHIVERS CENTER) *(available times M-F, 8:00am - 4:30pm)*

- Volunteer duties include: Attend all training's as requested by your area supervisor and volunteer services staff, provide clerical support to the administrative staff, prepare bulk mailing by filing envelopes and affixing address labels, sort bulk mailing according to the standards of the U.S. Postal Service, assemble folders for educational programs, send birthday, get well and sympathy cards to Texas Cancer Center patients/families as directed, photocopy and staple documents as assigned, complete small tying assignments, and pick up/deliver mail for the Texas Cancer Center. ***Bilingual volunteers especially needed.***

PATIENT FLOORS *(available times M-Sun 8am-10pm)*

- **4th floor - 4 East Critical Decision Unit (CDU)**
- **6th floor – Intermediate Care Unit/ICU B** *(Training for this area is scheduled separately from orientation)*
- **7th floor – Medical Patient Room Floor**
- **8th floor – Trauma, Spinal & Orthopedic Patient Room Floor**
- **9th floor – Brain & Spine (Neuroscience) & Oncology Patient Room Floor**

Volunteers on the patient floors (***floors 4, 6, 7, 8 & 9***) must be of mature judgment. Volunteer duties include passing food trays to patients, filling water pitchers, assisting with making chart packets, answering phones, running errands, discharging patients, and cleaning IV pumps/poles. ***Bilingual volunteers are a real plus.***

PAUL BASS CLINIC (*available times M-F 9am-5pm*)

- Volunteer duties will include escorting patients to the LAB, X-RAY, and Pharmacy; copying medical information for nursing staff; and assisting with patient time studies.

PET THERAPY VOLUNTEER (*reserved for volunteers and their certified pets; volunteers set their schedule with department staff*)

- Volunteers and their pets spread therapeutic and goodwill to patients, their families and staff in the hospital. Volunteer schedules are flexible including evenings and weekends.

PHARMACY (*available times M-F, 8am –4:30pm*)

- Volunteer duties include filling orders, answering phones, meeting and greeting visitors, making deliveries, labeling and distributing stock and assisting staff as needed. *This department is reserved for pre pharmacy students, spaces are limited.*

PHYSICAL THERAPY (*available times M-Sun, 8:00am - 5:00pm*)

- Volunteer duties include answering phones (often speaking with physicians or nurses as well as physical therapists), running errands, getting supplies, cleaning patient treatment areas, assist with transporting of patients, completing paperwork, assembling charts and interacting with patients, families, etc. *This department is reserved for pre physical therapy students, spaces are limited.*

RADIOLOGY (*available times M-F, 6:00am - 10:00pm*)

- Volunteer duties include assisting the Radiology Technicians in patient radiography, assist with transporting of patients, retrieving patient's files and assisting with film processing.

SETON FAMILY OF HOSPITALS OUTREACH VOLUNTEER *(for additional information, please contact the volunteer office)*

- Along with Seton staff, Outreach Volunteers represent the Seton Family of Hospitals at various community and health-related events around Austin and Central Texas.
- Outreach Volunteers have excellent communication skills, are outgoing and people-oriented. Responsibilities include visiting with event attendees, distributing information, helping with registration and assisting staff as needed.
- This is a flexible volunteer placement with events occurring throughout the year at different locations, days and times. Seton's Community Outreach department will contact Outreach Volunteers directly regarding their interest and availability for these events.

SURGERY RECOVERY ROOM/DAY SURGERY *(available times M-F, 6:00am - 7:00pm)*

- Volunteers must be mature and able to work in a stressful setting. Volunteer duties include: assisting the nursing staff in monitoring the patients temperature, getting an EKG strip, measuring output, listening and talking to the patient, and provide administrative support. Volunteer will also assist the clinical assisting staff with duties such as: gathering supplies (warm blankets, ice packs, and pillows), setting up equipment (ice cooler, plexi foot pump), transporting patients with the aide of the nurse, clean equipment as needed, and restocking warmer and bedside supplies.

VOLUNTEER SERVICES OFFICE *(available times M, Th., Friday 9:00am - 5:00pm)*

- Volunteers must possess excellent communication and phone skills. Volunteers must be people-oriented. Volunteers will assist with administrative projects such as the College Volunteer Program or various projects assigned by the Volunteer Coordinator. Volunteers also assist in organizing fund raising projects sponsored by the office of volunteer services. Other responsibilities include answering phones, computer data entry, filing and various other managerial and administrative duties. Computer skills are a plus.

VOLUNTEER SEWING ROOM *(schedule available in the volunteer office)*

- Volunteer duties include providing the patients of the hospital with items such as stuffed animals, heart pillows, baby blankets, camisoles, etc. Volunteers must be able to sew, turn and stuff, and distribute items to appropriate areas.

University Medical Center Brackenridge

Volunteer Service Area Contacts & Location

If the service area contact is not available, you may report to the Charge Nurse. As a reminder, please notify your service area if you need to be absent.

AMEP Internal Medicine
(Brackenridge Hospital Annex)
Phone # 324-8355

- Mike Narvarez – Program Coordinator
- Tommie Starkey – Program Coordinator

Brain and Spine Rehabilitation
(Health South Clinic 4.421)
Phone # 512-324-7000 ext 82233

- Marlene Rios - Athletic Trainer

CEC Clinical Education Center Medical Library
(CEC Library room C2.203)
Phone # 324-7000 Ext 77449

- Barbara Mercer - Barbara Mercer, Medical Librarian

Chaplain Services
(2nd floor UMCB)
Phone # 324-7956

- Tim Sherman

Clinics at Brackenridge Hospital
(Professional Office Building, Suite 220)
Phone # 324-7000 Extension # 77130

- Irma Palacios – Radiology Supervisor

Dietary/Nutrition Service
(1st Floor Brackenridge Hospital)
Phone # 324-7598

- Judi Borke – Patient Service Manager

Emergency Department
(1st Floor Brackenridge Hospital)
Phone # 324-7024

- Charge Nurse on Duty

Great Habits Gift Shop
(2nd Floor Brackenridge Hospital)
Phone # 324-7000 Ext. 72680

- Manager on Duty

Health Information Systems (Medical Records)
Brackenridge Hospital LL
Phone # 324-7053

- Theresa Benavidez – Operations Manager

ICU
(1st Floor Brackenridge Hospital)
Phone #324-7007

- Betty Thornell – Clinical Director
- Donna Bradley – Clinical Manager
- Pam Feeley – ICU Manager
- Linda Guerra – Volunteer Trainer

Infection Control
(CEC)
Phone # 324-47565

- Christine Trevino

Information Desk (1st Floor)
Phone # 324-7584

- Volunteer Office Staff

Information Desk (2nd Floor)
Phone # 324-7584

- Volunteer Office Staff

Maternity (Mother & Baby)
2nd Floor Brackenridge Hospital
Phone # 324-7020

- Eve Giddins – Clinical Manager
- Charge Nurse on Duty

NICU (Neonatal Intensive Care Unit)
2nd Floor Brackenridge Hospital
Phone # 324-7000 ext. 74240

- Debbi Vance – RN, and NICU Educator

OB-GYN/High Risk Clinic
(Professional Office Building, Suite 320)
Phone # 324-7299

- Norma Valdez – Case Manager

Occupational Therapy
(1st Floor Brackenridge Hospital)
Phone # 324-7984

- Sara Edwards – Occupational Therapist

Oncology Clinic
(Professional Office Building, Suite 201)
Phone # 324-7996

- Barbara Colson – Clinical Supervisor

Patient Floor/4 East CDU (Critical Decision Unit)
Phone # 324-7183

- Idalia Mendez - Clinical Manager

Patient Floor/6th Floor IMC/ICU B
Phone # 324-7065

- Marcia O'Donoghue – Clinical Manager

Patient Floor/7 West Medical Floor

Phone # 324-7947

- Alan Weaver – Clinical Manager

Patient Floor/8th Floor Trauma, Spinal & Orthopedic

Phone # 324-7080

- Ruth LaMonica – Clinical Manager

Patient Floor/9th Floor Oncology & Neuroscience

Phone # 324-7989

- Mary Wright – Clinical Manager

Paul Bass Clinic

(LL Clinical Education Center)

Phone # 324-8476

- Richard Delgado – Operation Manager

Pharmacy

(LL Brackenridge Hospital)

Phone # 324-7310

- Brad Miller – Pharmacy Technician Supervisor

Physical Therapy

(1st Floor Brackenridge Hospital)

Phone # 324-7600

- Diane Merwarth – Physical Therapist
- Caren Betz – Rehabilitation Manager

Radiology Department
(1st Floor Brackenridge Hospital)
Phone # 324-7190

- Ray Boring (6am-3pm) shift
- Tina Benoit (3pm-11pm) shift
- Tim Karington (weekends)

Seton Family of Hospitals Outreach Volunteer
Phone # 324-7584

- Volunteer Services Department

Day Surgery/Surgery Recovery
(1st Floor Brackenridge Hospital)
Phone # 324-7651

- Chung Massey – Clinical Director
- Ana Casares – Department Assistant
- Laura Arredondo – RN Charge Nurse