TCC At Your Service Volunteer Program

The “At Your Service” Volunteer Program is a student-run volunteer program at the Terence Cardinal Cooke Health Care Center, a sub-acute rehab center and skilled nursing facility located on 106th and 5th Ave (a quick trip on the M3, M4 buses!). TCC is one-of-a-kind facility that has specific units for patients with HIV/AIDS, dementia, cancer, diabetes, end-stage renal disease, Huntington’s Disease, etc. It also has a strong focus on geriatrics and palliative/end-of-life care.

“At Your Service” Volunteers split their time (4 hours/week) between two shifts:

1) Sub-Acute Shift: (i.e. post-acute care) Volunteers work in different units throughout TCC by aiding patients (answering call bells, transport, etc.) and medical staff (helping to feed patients, etc.) as needed. During downtime between tasks, there are great opportunities to develop connections with the diverse patient populations at TCC. Volunteers are given the freedom to reach out of their comfort zone and help out in new and creative ways (some even bring musical instruments!). As a volunteer, you can work with many specialty units, including opportunities to volunteer with:

- Sub-acute patients
- Alzheimer’s and Dementia patients
- Patients with End-Stage Renal Disease
- Huntington’s Disease patients
- Physical Therapy/Occupational Therapy
- Discrete Unit (HIV/AIDs)

2) Long-Term-Care Shift: spending time one-on-one or in-group settings, as companions to our long-term care residents (we make matches based on students’ interest and our patients’ needs). The only requirement is to spend at least two hours per week with your companion. Many volunteers choose to spend more time with them doing activities such as watching movies, playing board games, singing, or even just talking!

- We require students to volunteer for at least one semester
- We have mandatory one-hour bi-weekly reflections sessions on campus. These focus on student experiences, educational presentations, and talks by guest speakers discussing relevant topics (communication, grieving, healthcare demographics, etc.)

There will on-site training & support from TCC’s Project Coordinator/Volunteer Coordinators.

Contact us at tcc.atyourservice@gmail.com
For more information, check out: “TCC: At Your Service Program” on Facebook
FAQ

How do I turn in my completed volunteer application and medical forms?
  - As soon as they are complete, you can scan and send them as PDFs to tcc.atyourservice@gmail.com. CamScanner is a free smartphone app that converts photos to PDFs. Be sure to attach to the email a photo of your ID (Columbia ID is fine, and your ID does not need to be scanned).

What if I have scheduling conflicts with the Mandatory Orientation?
  - Please attend as much of Orientation as your schedule allows. We generally hold two orientations per semester, if you truly can’t make either of them, let the Recruitment Coordinator know.

How does shift scheduling work?
  - You come in for your shifts whenever works for you during the week, though we ask that you have some consistency in your LTC shift so they know when to expect you.

When can I start volunteering?
  - Once you have been oriented and have turned in all your completed medical forms, and are medically cleared from TCC, you can start volunteering.

How do I sign in for each shift?
  - There will be a sign-in sheet at the security desk which you will use to both sign in and sign out each time you come in to volunteer.

Will we be trained on communicating with patients with cognitive impairments?
  - We conduct training on challenging situations that volunteers may face at TCC during our bi-weekly reflection sessions.

What if I have to miss a shift?
  - If you have to miss a shift, you must make up the shift before attendance is checked every week. You may only miss two weeks’ worth of shifts (8 hours total) without scheduling a makeup.

Will volunteering go on during academic holidays and Winter/Spring Break?
  - You are not expected to volunteer during academic holidays or Winter/Spring Break; however, you are welcome to do so.