


Name of Policy: <u>Coaching/Counseling/Termination</u> Policy Number: 3364-103-VS-12 Department: Department of Service Excellence Volunteer Services Approving Officer: Chief Experience Officer Responsible Agent: Service Excellence Operations Manager Scope: UTMC Volunteers	 Effective Date: 10-7-2019 Initial Effective Date: 3/2/1995		
<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none;"> _____ New policy proposal _____ Major revision of existing policy </td> <td style="width: 50%; border: none;"> _____ Minor/technical revision of existing policy <u> X </u> Reaffirmation of existing policy </td> </tr> </table>		_____ New policy proposal _____ Major revision of existing policy	_____ Minor/technical revision of existing policy <u> X </u> Reaffirmation of existing policy
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(A) Policy Statement

Failure of a volunteer to fulfill assigned duties, to meet desired standards, or their conduct or attitude is inappropriate may indicate a need for coaching, counseling, or termination of the volunteer.

(B) Purpose of Policy

Volunteers who fail to comply with the Expected Behaviors, Volunteer Services or hospital policies and procedures, or any other circumstance that would make continued service as a volunteer contrary to the best interests of our patients, hospital or college will be subject to coaching, counseling or termination.

(C) Procedure

The department director/supervisor to whom a volunteer is assigned should notify the Volunteer Services office staff when a volunteer is unable to perform assigned duties or where there is evidence of inappropriate conduct. At such time, positive performance coaching techniques will be used to assist the volunteer with behavior modification.

The Coaching/Counseling/Termination form is to be used to document various stages of behavior modification. Obtain the volunteer’s signature and provide them with a copy of the signed document. The hard copy is then filed in the volunteer’s hard file by the Volunteer Services office staff assuring the volunteer that their information will be handled in a professional and confidential manner.

If coaching does not result in desirable changes, determine with the volunteer whether he/she would be interested in being reassigned. The volunteer has the option of terminating their relationship with UTMC.

If repeated actions or facts indicate that termination is the only course of action:

- a. Discuss the facts with assigned Department Director/Manager for agreement with termination.
- b. Meet with volunteer and his/her immediate supervisor to discuss concerns and review reasons for termination, revoke volunteer benefits and confiscate identification badge. Involve Campus Police if necessary.
- c. Send letter of termination to volunteer via regular U.S. mail and or email.

Approved by: _____ /s/ Mario Toussaint Chief Experience Officer <i>Review/Revision Completed By:</i> Amy Finkbeiner	Review/Revision Date: 4/98 8/01 3/04 3/05 7/30/2008 8-20-2011 9-18-2015 10-7-2019 <hr/> Next Review Date: 10-7-2022
Policies Superseded by This Policy: VS011	

It is the responsibility of the reader to verify with the responsible agent that this is the most current version of the policy.