


Name of Policy: Coaching/Counseling/Termination Policy Number: 3364-103-VS-12 Approving Officer: Chief Operating Officer Responsible Agent: Customer Service Director Scope: University of Toledo Medical Center		 Effective date: 5/2025 Original effective date: 3/2/1995	
Key words: Coaching, Counseling, Termination, Behavior, Actions			
<input type="checkbox"/>	New policy proposal	<input type="checkbox"/>	Minor/technical revision of existing policy
<input type="checkbox"/>	Major revision of existing policy	<input checked="" type="checkbox"/>	Reaffirmation of existing policy

(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 UTMHC.

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

<p>Approved by:</p> <p>/S/</p> <hr/> <p>Christine Stesney-Ridenour Chief Operating Officer Title</p> <p>5/2/2025</p> <hr/> <p>Date</p> <p>/s/</p> <hr/> <p>Tara Parker Customer Service Director</p> <p>5/2/2025</p> <hr/> <p>Date</p> <p><i>Review/Revision Completed by:</i> <i>Customer Service Director</i></p>	<p>Policies Superseded by This Policy:</p> <ul style="list-style-type: none">• <i>VS011</i> <p>Initial effective date: 3/21/1995</p> <p>All Review/Revision Dates:</p> <p>4/98 8/01 3/04 3/05 7/30/2008 8/20/2011 9/18/2015 10/7/2019 5/2025</p> <p>Next review date: 5/2028</p>
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