


Name of Policy: <u>Expected Standards of Behavior</u> Policy Number: 3364-103-VS-13 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> <tr> <td><input type="checkbox"/></td> <td>New policy proposal</td> <td><input type="checkbox"/></td> <td>Minor/technical revision of existing policy</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Major revision of existing policy</td> <td><input checked="" type="checkbox"/></td> <td>Reaffirmation of existing policy</td> </tr> </table>		<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
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(A) Policy Statement

University of Toledo Medical Center volunteers will adhere to an identified set of standards that delineate concrete behaviors expected of volunteers and their interactions with patients, visitors, employees, students, physicians and other customers of UTMC.

(B) Purpose of Policy

UTMC is richer because of its diverse students, faculty, patients and employees who provide a compassionate, healing environment and overall superior hospital experience for our patients and guests.

(C) Procedure

All prospective volunteers are asked to review and sign the Standards of Behavior statement as part of the enrollment process. Enrollment into the Volunteer Services program is dependent upon their willingness to commit to these expectations:

1. I will treat all persons with respect, honesty and dignity as customer service is the most important work I will do. Everyone I come into contact with is a customer.
2. I will wear my nametag while on duty and/or while utilizing any volunteer benefits.
3. I will be dependable.
4. I will be appropriate in dress, appearance, and interactions with staff and patients.
5. I will be drug-free.
6. I will continue to learn and will comply with Volunteer Services policies and annual compliance requirements.

Any breach of expected behaviors is to be reported immediately to the Volunteer Services office staff who will initiate the Coaching/Counseling/Termination process. Improved behaviors will afford the volunteer with the opportunity to continue their relationship with UTMC. Failure to improve behavior will result in immediate dismissal.

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 Next Review Date: 10-7-2022
Policies Superseded by This Policy: VS013	

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

