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| Name of Policy: Benefits Policy Number: 3364-103-VS-14 Approving Officer: Chief Nursing Officer Responsible Agent: Customer Service Director Scope: University of Toledo Medical Center | |  Effective date: 6/2025 Original effective date: 03/02/1995 | |
| Key words: Volunteer, Benefits, Recognition, Perks, Complimentary | | | |
| <input type="checkbox"/> | New policy proposal | <input checked="" type="checkbox"/> | Minor/technical revision of existing policy |
| <input type="checkbox"/> | Major revision of existing policy | <input type="checkbox"/> | Reaffirmation of existing policy |

(A) Policy statement

Upon completion of application process and approval, orientation, and after the volunteer has begun service, he/she is considered to be an active volunteer/auxiliary member and is entitled to benefits.

(B) Purpose of policy

In appreciation for volunteer and auxiliary service to the hospital, the administration provides tangible benefits in recognition of volunteer time and talent.

(C) Procedure

- (1) **I.D. Badge:** Volunteers are provided a free University of Toledo Medical Center (UTMC) photo identification badge noting their name and volunteer status. If you misplace your ID Badge, there is a charge for a new badge.
- (2) **Parking Permits:** Parking registration is completed on-line only. Volunteers will receive instructions on where to park and should they receive a parking violation, they must file an appeal with University of Toledo (UT) Main Campus Police through the electronic system.
- (3) **Complimentary Meal:** Volunteers are entitled to a complimentary meal for each assigned 4-6-hour day of service. After making their meal selection, volunteers must present their I.D. badge to the cashier. Dollar limit is \$8.00 with the volunteer paying any overages. Shadow volunteers and interns/externs are exempt from this benefit as they are not providing a direct service to UTMC (re; Shadowing Volunteers, Internship Students and Externship Students).
- (4) **Medical Treatment:** Should a volunteer sustain an injury during the course of his/her volunteer duties, they must notify their immediate supervisor and the Volunteer Services office. Registered volunteers are covered under UTMC's liability insurance provided

they have documented their day of service on the timesheet and had a completed Occurrence Report (by their immediate supervisor or the VS Office) pertaining to their injury. Minor injuries may be treated at ED. Major injuries are to be treated through the Emergency/Trauma Department. The volunteer's primary insurance will be billed. Co-pays, usual and customary out-of-pocket expenses not covered by the volunteer's insurance are to be presented as soon as possible to the Volunteer Services office staff to be submitted to Liability Control and Risk Management.

- (5) **Recognition Events**: Volunteers donating a minimum of 100 hours for the prior 12-month period of time before the annual National Volunteer Week recognition shall be recognized for their contribution of time and talent.
- (6) **Professional Reference**: Volunteers may request a letter verifying their time donated to UTM. A professional reference may be added if one was provided by the immediate supervisor as found on the back of the timesheet.
- (7) **Infection Control**: Volunteers and Satellites may receive a free flu vaccine based upon Family Medicine guidelines.

Additional benefits are offered as they become available.

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| <p>Approved by:</p> <p>/s/</p> <hr/> <p>Kurt Kless Chief Nursing Officer</p> <p>6/30/2025</p> <hr/> <p>Date</p> <p>/s/</p> <hr/> <p>Tara Parker Customer Service Director</p> <p>6/30/2025</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>VS014</i> <p>Initial effective date: 3/2/1995</p> <p>All Review/Revision Dates:</p> <p>4/98 8/01 3/04 5/06 7/30/2008 8/20/2011 9/18/2015 10/7/2019 6/2025</p> <p>Next review date: 6/2028</p> |
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