


Name of Policy: <u>Reassignment or Termination of Service</u> Policy Number: 3364-103-VS-15 Department: Department of Service Excellence 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
<input type="checkbox"/> New policy proposal <input type="checkbox"/> Major revision of existing policy	<input type="checkbox"/> Minor/technical revision of existing policy <input checked="" type="checkbox"/> Reaffirmation of existing policy

(A) Policy Statement

Volunteers who fail to comply with the Standards of Behavior and/or Volunteer Services or hospital policies and procedures, or any other circumstances that, in the judgment of the Volunteer Services office staff, would make continued service as a volunteer contrary to the best interests of our patients, hospital or college will be released from said service.

(B) Purpose of Policy

If volunteer performance of assigned duties fails to meet desired standards and/or conduct or attitude is inappropriate to the hospital setting, reassignment or termination of the volunteer may be initiated.

(C) Procedure

Volunteer Services office staff should use positive performance coaching techniques with the volunteer and provide documentation for inclusion in the volunteer’s personnel file.

The department head and/or supervisor to whom a volunteer is assigned should notify the Volunteer Services office staff when a volunteer does not meet department needs or where there is evidence of inappropriate conduct.

If coaching does not result in desirable changes, determine whether volunteer should be offered reassignment or terminated.

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

- a. Discuss the facts with their department management for agreement with termination.
- b. Schedule meeting with volunteer and immediate supervisor to discuss concerns and review reasons for termination.
- c. Send letter of termination to volunteer via mail and or email.

The Volunteer Service office staff will assure that the rights of the volunteer are protected.

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 5/06 7/30/2008 8/20/2011 9/18/2015 10-7-2019 Next Review Date: 10-7-2022
Policies Superseded by This Policy: VS015	

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

