Name of Policy:	**Distribution Process**	
Policy Number:	3364-103-VS-17	THE UNIVERSITY OF TOLEDO 1872
Department:	Department of Service Excellence Volunteer Services	
Approving Officer:	Chief Experience officer	
Responsible Agent:	Service Excellence Operations Manager	**Effective Date:** 10-7-2019
Scope:	UTMC Volunteers	Initial Effective Date: 5/2002

New policy proposal	Minor/technical revision of existing policy
Major revision of existing policy	**X** Reaffirmation of existing policy

(A) Policy Statement

This policy outlines the distribution of information, reading material and coffee supplies.

(B) Purpose of Policy

To make information available to patients, families and visitors such as: reading material, Satellites fundraising events and beverage supplies.

(C) Procedure

Waiting areas referenced by this policy are:
3rd Floor Waiting Room (MICU)
2nd Floor Surgical Intensive Care Unit (SICU)
2nd Floor Surgery Waiting Room (SWR)

READING MATERIAL:
Attach the volunteer recruitment label on all reading material prior to distribution.
Deliver reading material to waiting areas listed above.
Maintain current material - 1.5 years of publication unless of an educational nature - National Geographic.
Dispose of inappropriate reading material: language and photographs, torn or missing covers.
Religious material to be forwarded to Pastoral Care for their use.
Magazines may be bundled and labeled and sent interoffice mail to outpatient clinics in RHC

COFFEE SUPPLIES:
Check SWR, MICU coffee supply twice weekly.
Use the VS owned cart to replenish inventory.

Approved by:	Review/Revision Date:
/s/ Mario Toussaint Date *Review/Revision Completed By:* *Amy Finkbeiner*	9/3/03 7/30/2008 8-20-2011 9-18-2015 10-7-2019
	Next Review Date: 10-72022

Policies Superseded by This Policy: VS017

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