



# UMHS

## Volunteer Placement Supervisor Handbook

Prepared by the Volunteer Services Staff

UMHS Volunteer Services  
L2616 UH South  
1500 E. Medical Center Drive  
Ann Arbor, Michigan 48109-5237  
734-936-4327 (office)  
734-936-9423 (fax)

Email: [UMHS.volunteer@umich.edu](mailto:UMHS.volunteer@umich.edu)  
Website: [www.med.umich.edu/volunteer](http://www.med.umich.edu/volunteer)

## Volunteer Placement Wallet Card\*

Placement	_____
Day	_____ Time _____
Location	_____
Supervisor	_____
Supv. Email	_____
Supv. Phone	_____

**UMHS Volunteer Services** L2616 UH South  
734-936-4327 (o) 734-936-9423 (f) [umhs.volunteer@umich.edu](mailto:umhs.volunteer@umich.edu)  
Door Code: 9 4 2 3 [www.med.umich.edu/volunteer](http://www.med.umich.edu/volunteer)

**Summary of Requirements for Volunteering at UMHS**

- ✓ **Attendance** – Fulfill your shift commitment
- ✓ **Absence** – Report absence to Supervisor and Volunteer Services
- ✓ **Reporting Hours** – Log in/out at kiosk; or submit timesheet to Volunteer Services the first week of the month.
- ✓ **Dress Code** – Follow Dress Code rules
- ✓ **Uniform** – Follow Care of Uniform instructions. Return uniform at end of service, or if taking a break for more than one month.
- ✓ **ID Badge** – Return to Volunteer Services at end of service. U-M Students exchange ID at SAB at end of service.
- ✓ **Grace Period** – Contact Volunteer Services for renewal/ reassignment of your placement in May, August, or December

\*Provided to each volunteer during the interview

# Table of Contents

<b>Introduction .....</b>	<b>2</b>
Mission .....	2
Vision .....	2
Goals.....	2
Definitions: Types of Volunteers .....	2
<b>Volunteer Services Department Contacts .....</b>	<b>3</b>
<b>Resources.....</b>	<b>3</b>
<b>Expectations for Supervision of Volunteers.....</b>	<b>4</b>
<b>Volunteer Processing and Placement Flow Chart.....</b>	<b>5</b>
<b>Volunteer Commitment .....</b>	<b>6</b>
<b>Volunteer Performance Expectations.....</b>	<b>6</b>
HIPAA and Code of Conduct.....	6
Attendance.....	6
Communication .....	6
Reporting Hours .....	6
Dress and Appearance .....	7
Incidents and Injuries to Volunteers.....	7
 <i>Appendix</i>	
<b>A Volunteer Placement Description - Example .....</b>	<b>8</b>
<b>B Volunteer Orientation Manual Table of Contents .....</b>	<b>10</b>
<b>C Volunteer Orientation and Training Checklist .....</b>	<b>12</b>
<b>D Volunteer Time Sheet.....</b>	<b>13</b>
<b>E Volunteer Placement Evaluation Survey .....</b>	<b>14</b>

## **Introduction**

This handbook is a guide for Volunteer Placement Supervisors who utilize volunteers within UMHS units/departments. Supervisors and unit staff are key to the success of the volunteer program, and volunteers rely on their guidance and support. In addition to the orientation and training to the unit provided by supervisors, volunteers complete a 2-hour General Orientation presented by Volunteer Services, which includes an overview of our health system, policies and procedures, and the essential elements of serving in the clinical environment. Volunteers are expected to follow the standard set of guidelines presented at Orientation. Knowing that the volunteer pool is a significant starting point for many with an interest in pursuing a career in the health care field, our goal is to ensure that the supervisor, the unit, and the volunteer all benefit from the volunteer experience.

## **Mission**

The mission of Volunteer Services is to promote the philosophy of caring for patients and families by providing volunteers to augment the work of the University of Michigan Health System faculty and staff.

## **Vision**

Our vision is to place volunteers who PARTNER with University of Michigan Health System faculty and staff to put patients and families first!

## **Goals**

To recruit, interview and place volunteers who:

- Provide caring service to our patients and families which helps make the patients' stay more pleasant
- Augment the work of the Hospitals' staff in providing the highest quality patient care
- Assist in creating and promoting community interest and understanding about the hospitals, health care and services provided
- Provide opportunities to volunteers for personal growth, skill development, career exploration, and meaningful service

## **RESOURCES – Online**

[\*\*Volunteer Orientation Manual\*\*](#)

[\*\*Code of Conduct and Compliance Program Booklet\*\*](#)

[\*\*UMHS Volunteer Services Website\*\*](#)

[\*\*Volunteer Placement Supervisors Handbook\*\*](#)

## Volunteer Services Department Contacts

Name	Email	Office Number	Phone	Pager
Loulie Meynard Director	<a href="mailto:louliem@umich.edu">louliem@umich.edu</a>	L2628	936-8060	36048
Pamela Fogarty Coordinator	<a href="mailto:pfog@umich.edu">pfog@umich.edu</a>	L2618	936-7912	
Karen Shill Coordinator	<a href="mailto:kshill@umich.edu">kshill@umich.edu</a>	L2620	763-9567	
Devyn Baker Coordinator	<a href="mailto:devynb@umich.edu">devynb@umich.edu</a>	L2624	936-8307	
April Lewis Admin. Assistant	<a href="mailto:adlewis@umich.edu">adlewis@umich.edu</a>	L2616	936-4327	

The Volunteer Services office is open Monday through Friday, 8:00am – 5:00pm. Volunteers working outside those hours have access to the Volunteer Services office. We are closed during the University of Michigan Health System observed holidays. For incidents involving volunteers that require urgent attention after hours or during holidays please page **36048** for assistance.

### **Definitions: Types of Volunteers**

- **Student Volunteer:** UM or other college/university undergrad or graduate student. Because of recurrent academic schedule changes, all students are removed from your schedule at the end of each semester/session.\*
- **Community Volunteer:** A non-student/member of the community will remain on the schedule until such time as they request a change to either their shift or their placement.
- **Teen Volunteer:** Age 16 or older and has not yet started college. Volunteer Services recruits teens for the Teen Summer Program only (June-August).
- **Pre-Approved Volunteer:** A student or community member who negotiates a volunteer opportunity directly with a lab or research area. The volunteer or supervisor submits a “Pre-Approved Volunteer Application” for registration and processing by Volunteer Services.

**\*Note:** Volunteer Services does not accept first-semester Freshmen.

## **Volunteer Services' Expectations for Supervision of Volunteers**

The Volunteer Services Department expects that supervisors of volunteers will:

- Educate unit staff about volunteers and their role, and promote understanding and cooperation regarding the team's use, training, support, and nurturance of volunteers on their unit.
- Work with volunteers to help them understand their role in the department.
- Provide volunteers with a comprehensive orientation to their work area.
- Provide constructive and timely feedback to volunteers regarding their work performance and provide coaching when necessary. When coaching does not prove to be successful, notify Volunteer Services for assistance and resolution.
- Reinforce with volunteers the importance of protecting confidential information. (The HIPAA code of conduct is covered in General Orientation for volunteers. All volunteers sign the Code of Conduct Attestation.)
- Ensure volunteers comply with safety instructions and observe safe work practices.
- Reinforce volunteers checking in and out with staff, and explain how to find assistance when needed during their volunteer shift.
- Review the Volunteer Job Description and submit changes/revisions to Volunteer Services.
- Please communicate schedule changes/updates with Volunteer Services staff.
- Volunteer Services fills in your schedule as interviews are conducted, therefore offering shifts without consultation with Volunteer Services can create duplication and overstaffing conflicts.

### **IMPORTANT!**

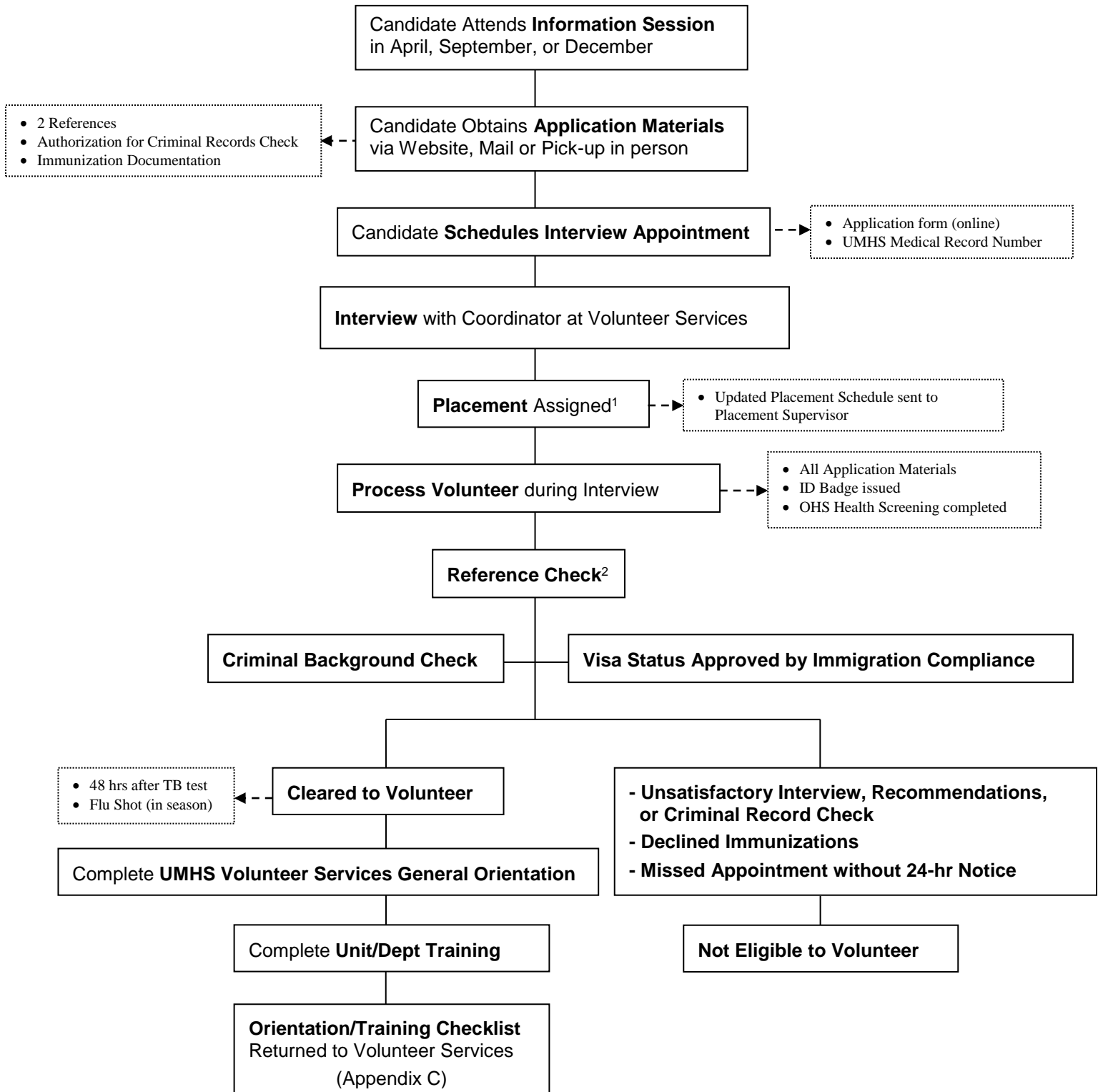
Volunteer Services will email Placement Supervisors a minimum of 3 times a year requesting revisions and/or sharing updates to:

- The Volunteer Job Description
- The unit's schedule for volunteers
- Supervisor and other staff members' contact information
- Feedback regarding volunteer performance
- Satisfaction Survey results (see Appendix E)

### **FINALLY...**

Several times a year, all Volunteer Placement Supervisors are invited to a lunch meeting to learn the latest volunteer-related news, gain new information regarding policies and procedures, and have the opportunity to hear and share their experiences supervising volunteers. Results from survey responses from volunteers are discussed as well.

## Volunteer Processing and Placement Flow Chart



<sup>1</sup>Based on interests, availability, and placement schedule.

<sup>2</sup>Telephone reference checks are also done randomly to verify information or if information is unclear.

## Volunteer Commitment

The volunteer commitment is the foundation for success of any volunteer program. The volunteer agrees to serve the University of Michigan Health System for a **minimum of two (2) hours per week and a maximum of four (4) hours per week for a minimum of six (6) months.**

If you find that you need a volunteer to change his/her hours and the volunteer agrees to do so, you must notify the Volunteer Services Office of the change. Volunteers are not allowed to arbitrarily change their hours (either increasing or decreasing) without the express consent of the placement supervisor. Volunteers who request a change in their scheduled day or time should be referred to Volunteer Services.

Volunteers who do not comply with the number of hours that they agreed to serve should be reported to the Volunteer Services Office. A coordinator will counsel the volunteer on the importance of their commitment to the UMHS and their value to their placement area. (See “**Attendance**” below for further actions.)

**The UMHS Volunteer Services Department reserves the right to suspend or terminate a volunteer if it is discovered that they made false statements during the application process or at any time during their commitment violate UMHS and Volunteer Policies and Procedures.**

## Monitoring Volunteer Performance

### HIPAA and Code of Conduct

Volunteers are held to the same HIPAA and Code of Conduct requirements as UMHS employees. Access to protected health information should be limited to Need-To-Know. At no time should volunteers have access to patient medical records, patient census or any other patient information unless it specifically relates to the volunteer’s job duties or functions in the unit or department.

### Attendance

Regular, weekly attendance is required. Volunteers are expected to notify the unit supervisor and Volunteer Services regarding absences. Please address attendance issues with the volunteer and contact Volunteer Services should the issue continue.

### Communication

Volunteer Services is your partner in communicating with volunteers. We want you to get good service from your volunteers. In the event that counseling you provide does not result in effective behavior on the part of the volunteer, please contact us for assistance.

### Reporting Hours

Volunteers are required to document their hours for liability purposes and for verification and recognition of service. The majority of volunteers on the main medical center campus sign in and out on a computer kiosk at one of the following locations: Volunteer Services, Mott 3<sup>rd</sup> Floor Welcome Desk (just off the elevator), the Main UH Gift Shop, or Meals on Wheels.



Those who have placements off-site (MedSport, MedRehab, Commonwealth, East Ann Arbor, etc.) record their hours by signing in/out in a logbook on site, or submit a Time Sheet to Volunteer Services. (See Appendix D). Supervisors in these locations are responsible for faxing, mailing, or emailing log book entries to Volunteer Services at the end of every month.

Fax: (734) 936-9423

Email: [umhs.volunteer@umich.edu](mailto:umhs.volunteer@umich.edu)

Campus mail address:

Volunteer Services  
L2616 UH South  
SPC 5237

## **Dress and Appearance**

Each volunteer is responsible for practicing acceptable standards of personal hygiene and grooming, and for wearing appropriate attire. Volunteers are expected to project a professional image.

Volunteers are expected to wear a UMHS volunteer uniform and ID Badge while volunteering. The exception to this policy is those volunteers whose placement requires that they wear scrubs.

At **no time** should a volunteer present for duty wearing the following:

- Blue jeans or denim jeans of any color
- Shorts (of any length)
- Mini-skirts
- Leggings (unless with skirt/shirt covering to mid-thigh)
- Halter-tops
- Clothing that reveals the mid-riff/cleavage
- Sweat suits
- Open-toed shoes, sandals or flip-flops of any kind
- Hats or caps (other than headwear worn for religious reasons)
- Dangling earrings, necklaces, bracelets, etc.
- Fragrances or perfumes
- Explicit unconventional piercings or tattoos

Volunteers who present for duty inappropriately dressed should be instructed to report back to Volunteer Services with the understanding that they may not be returning to their shift.

## **Incidents and Injuries Relating to Volunteers**

Any incidents, injuries, or illnesses relating to volunteers should be reported to Volunteer Services promptly.

**Injury/Illness** – Supervisors/Staff should assess the need to send the volunteer to OHS (if injury is directly related to volunteer responsibilities), or the Emergency Department (if injury or illness is not directly related to volunteer responsibilities) immediately. Please fill out an [Incident Report](#) as soon as possible, and forward a copy to Volunteer Services.

**Incidents** – Should there be an incident which warrants the involvement of Security and/or Risk Management, please do so immediately, along with notifying Volunteer Services.

## VOLUNTEER PLACEMENT DESCRIPTION (Example)

### University of Michigan Health System

#### Volunteer Services Department

#### Volunteer Placement Description

<b>Job Title:</b>	<b>Patient Unit Volunteer</b>
<b>Department:</b>	<b>Unit 7A General Medicine and Cardiology</b>
<b>Contact Information:</b>	Beverly Taylor-Glaza, Unit Host, 734-232-3931 Pager 77137 <a href="mailto:bevetayl@med.umich.edu">bevetayl@med.umich.edu</a> 7208 University Hospital Box 5108; Charge Nurse 734-232-3759; Clerk 734-936-8088
<b>Fax:</b>	
<b>Department Supervisor:</b>	Deborah “Deby” Evans, Nursing Supervisor, 734 936 8090, <a href="mailto:debevans@med.umich.edu">debevans@med.umich.edu</a>
<b>Volunteer Supervisors:</b>	Unit Host Beverly Taylor-Glaza 734-232-3931 Pager 77137 <a href="mailto:bevetayl@umich.edu">bevetayl@umich.edu</a> or Charge Nurse 734-232-3759
<b>Population to be served:</b>	Adults 18 years old and up
<b>Volunteers per shift:</b>	1-2 per day, one morning and one afternoon
<b>Purpose:</b>	To provide supportive assistance to the nursing staff, education coordinator and patients.
<b>Hours:</b>	Monday - Friday 7am - 5pm. Afternoons 12:00pm onwards are the busiest times.
<b>Qualifications:</b>	<ol style="list-style-type: none"><li>1. High school graduate.</li><li>2. Interest and desire to provide the service.</li><li>3. Friendly, mature individuals.</li><li>4. Dependable.</li></ol>
<b>Training:</b>	<ol style="list-style-type: none"><li>1. General Orientation to the hospital provided by Volunteer Services.</li><li>2. Orientation to the unit as provided by the nursing staff/unit host.</li></ol>
<b>Responsibilities:</b>	<b>Patient Services</b> <ol style="list-style-type: none"><li>1. Visit and talk with patients, adjust lighting, reach for personal items, close the door, and adjust the bed.</li><li>2. Assist with feeding and passing out fluids only after first checking with RN’s (patients may be fluid-restricted or have aspiration precautions).</li><li>3. Tidy linens, organize the items on the bedside table, sanitize the table.</li><li>4. Ensure that the TV remote, phone, walker and commode are easily accessible to patients.</li><li>5. Provide family members/guests with chairs when they visit. Give them a tour of the unit, and provide directions to the nourishment room, bathroom, clerk station (for parking tickets to be stamped), and food court.</li></ol>

### **Assisting Nurses and Clerks**

1. Answer call lights.
2. Pick up patients' belongings from Security.
3. Remove empty boxes and drop them in a container in the logistics room.
4. Reach out to other nurses to assist a nurse who needs help.
5. Return food trays to logistics room; ensure they are not left on satellite stations.
6. Retrieve wheelchairs.
7. Stock nurse servers with gloves, blue pads, Kleenex, urinals and grey supply tubs.
8. Sanitize discontinued door signs, remove excessive tapes, and file them in the cabinet.
9. Return storage chests of drawers outside the rooms to the MSC room – organize and re-stock.
10. Assist with patients as needed.

### **Clerical Assistance**

1. Stamp flowsheets
2. Set up discharge packets
3. Clean chart racks in the clerks' station

### **Housekeeping**

1. Move IV poles from the hallway to the soiled room after patient is discharged. Note that Nursing staff should first remove the IV bags.
2. Check and re-stock Purell hand sanitizer at all room entrances.
3. Ensure that 2 extra pillows are in the closet after a patient is discharged, and that the pillow on the bed has a pillowcase.
4. Report to the Charge Nurse all personal belongings found after the patient is discharged (in closet, electrical socket, bathroom or on the chair)
5. Make sure that large, medium and small size gloves are in each room
6. Report any spills immediately to the Charge Nurse or clerk.
7. Place blankets in blanket warmers.
8. Fold and put away pillow cases.

**Procedures:**

Volunteer should check in with charge nurse/unit host for specific instructions at the beginning of each shift.

**Report Absence to:**

Volunteer Services at 734-936-4327 and Unit at 734-936-8088.

**Approved by:**

---

Department Director or Volunteer Supervisor

Date

---

Director, Volunteer Services

Date

# VOLUNTEER ORIENTATION MANUAL

## TABLE OF CONTENTS

### Welcome and Orientation Goals

- Orientation Agenda
- Volunteer Services Department
- Volunteer Services Contact Information

### About the U-M Health System

- U-M Health System Firsts
- U-M Health System Leadership
- U-M Health System Organizational Chart

### UMHS Mission, Vision, Values and Goals

- Strategic Principles
- Diversity
- Cultural Competency
- Demonstrating Organizational Values

### Code of Conduct

### Performance Expectations

- Attendance and Commitment
- Volunteer Competencies
- U-M Non-Discrimination Statement

### HIPAA Privacy Regulations

### Safety and Security Precautions

- Emergency Management and Disaster Preparedness
- Critical Incident Plan
- Stairwell Security
- Cell Phone Usage
- Fire Safety
- Ergonomics
- Hazard Communication/Right-to-Know Law
- Waste Disposal
- Giving Care While Taking Care
- Standard Precautions
- Hand Hygiene
- Body Substance Exposures
- Isolation Precautions
- Precaution Signs
- How to Spot a Stroke
- Personal Security
- Transportation & Parking

# VOLUNTEER ORIENTATION MANUAL

## TABLE OF CONTENTS (CONTINUED)

### Procedures for Volunteering

- Attendance, Illness and Reporting Absences
- Supervision
- Dress Code and Appearance
- Insurance and Liability
- Termination of Service

### Volunteer Service Logistics

- Expectations/Training
- Requirements for Volunteering
- Renewal/Reassignment of Placement
- Grace Period
- Confirmation of Hours
- Closing Out Your Volunteer Service
- Recognition

### Patient Rights and Responsibilities

#### Understanding and Communicating with Patients

- Guidelines for Interacting with Children
- Assisting and Transporting Patients
- Quiet Policy
- Telephone Skills

#### Let's Pick It Up!

#### UMHS System Names

- Hospital Terminology and Acronyms

#### Memorandum of Understanding

## Volunteer Orientation and Training Checklist



### Volunteer Orientation and Training Checklist

Please work with your Placement Supervisor or his/her designee to complete Steps 13-23 for your Unit Orientation. Sign and return the form to Volunteer Services via email, fax, or drop-off.

Volunteer Name: \_\_\_\_\_

Placement: \_\_\_\_\_  Fall  Winter  Spr/Sum Year(s): \_\_\_\_\_

Topic	Date	Initials
<b><i>Volunteer Orientation and Training (conducted by Volunteer Services)</i></b>		
1. Attended Volunteer Orientation and Training		Volunteer Services (VS)
2. Obtained photo identification badge and understand policy		VS
3. Completed Volunteer health screening including TB test		VS
4. Reviewed UMHS organizational structure		VS
5. Reviewed <u>all</u> policies including parking, smoking, fragrance, attendance, dress code and appearance, etc.		VS
6. Discussed Confidentiality/PHI. Signed Code of Conduct Attestation form		VS
7. Reviewed Patient Rights/Responsibilities		VS
8. Discussed Safe Practice and Infection Control including hand hygiene		VS
9. Reviewed Emergency Codes		VS
10. Discussed the Critical Incident procedure including the yellow card code		VS
11. Discussed The Joint Commission		VS
12. Reviewed UM health system terminology		VS
<b><i>Department/Unit Orientation (conducted by placement supervisor or other trainer)</i></b>		
13. Reviewed placement responsibilities		
14. Provided placement-specific orientation		
15. Provided tour of unit and specific work area		
16. Introduced unit team members		
17. Reviewed work schedule		
18. Reviewed the Fire/Safety bulletin board		
19. Discussed Unit Safe Practices and Infection Control		
20. Reviewed age-specific job requirements (if applicable)		
21. Completed OSHA lab training (if applicable)		
22. Requested computer/network access (if applicable)		
23. Discussed unit preceptor program or buddy system (if applicable)		

*I agree to take responsibility for reading and complying with the Volunteer Orientation and the Code of Conduct Manuals*

Volunteer's Signature \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor's/Trainer's Signature \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor's/Trainer's Name (Please Print) \_\_\_\_\_

**Please Return this Form to Volunteer Services • L2616 UH South • Fax 734.936-9423 •  
Email: [umhs.volunteer@umich.edu](mailto:umhs.volunteer@umich.edu)**

*Rev. 2/1/17*

## UMHS VOLUNTEER TIME SHEET

NAME (please print): \_\_\_\_\_

Volunteer Placement: \_\_\_\_\_

**Important!**

Return this time sheet *AT THE END OF EACH MONTH*  
 Fax: 734-936-9423 or E-mail: [umhs.volunteer@umich.edu](mailto:umhs.volunteer@umich.edu)

DATE (mm/dd/yy)	TIME IN	TIME OUT
	a.m. p.m.	a.m. p.m.
	a.m. p.m.	a.m. p.m.
	a.m. p.m.	a.m. p.m.
	a.m. p.m.	a.m. p.m.
	a.m. p.m.	a.m. p.m.
	a.m. p.m.	a.m. p.m.
	a.m. p.m.	a.m. p.m.
	a.m. p.m.	a.m. p.m.
	a.m. p.m.	a.m. p.m.
	a.m. p.m.	a.m. p.m.
	a.m. p.m.	a.m. p.m.
	a.m. p.m.	a.m. p.m.
	a.m. p.m.	a.m. p.m.
	a.m. p.m.	a.m. p.m.
	a.m. p.m.	a.m. p.m.

**Important!**

Rev. 8/15

Return this time sheet *AT THE END OF EACH MONTH*  
 Fax: 734-936-9423 or E-mail: [umhs.volunteer@umich.edu](mailto:umhs.volunteer@umich.edu)

# Volunteer Placement Evaluation Survey

UMHS VOLUNTEER PLACEMENT EVALUATION – [SESSION]

Your comments provide valuable information in our continuing efforts to improve your experience with Volunteer Services at the University of Michigan Health System.

NOTE: If you volunteer at more than one placement, please select just one placement to evaluate here. You can return to this website and complete a separate survey for another placement if you wish. We appreciate your feedback, and your volunteer service at UMHS!

Your Name (OPTIONAL) \_\_\_\_\_

What is your volunteer status?

- Teen/High School Student
- College/University Student
- Community Resident (non-student)
- UM / UMHS Employee/Retiree

Volunteer Session:

- January - April
- May - August
- September - December

Is your volunteer placement New, or a Continuation from the previous session?

- New
- Continuation

At which location in the UM Health System do you serve as a volunteer? \_\_\_\_\_

Please rate the following questions as they relate to your volunteer placement:

	Strongly Agree	Agree	Neither Agree	Disagree	Strongly Disagree
My training adequately prepared me for my placement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My responsibilities were clearly defined	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My presence was acknowledged and valued	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In general, my time was utilized effectively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The staff I served were friendly, approachable and accessible, and I felt free to ask questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments regarding my volunteer placement: \_\_\_\_\_



Please rate the following questions as they pertain to the Volunteer Services staff:

	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
The Volunteer Services staff were friendly, approachable and accessible					
The Volunteer Services staff addressed my needs					
The general orientation conducted by Volunteer Services was helpful and informative					
The Volunteer Orientation Manual was helpful and informative					

Comments regarding the Volunteer Services staff: \_\_\_\_\_

Rate your experience as a volunteer at UMHS in terms of overall satisfaction:

	Extremely Satisfied	Moderately Satisfied	Satisfied	Moderately Dissatisfied	Extremely Dissatisfied
Select level of satisfaction:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments regarding your experience as a volunteer: \_\_\_\_\_

Are you planning to continue volunteering at The University of Michigan Health System?

- Yes
- No
- Maybe/Unknown

If you are NOT planning to return as a volunteer, please explain:

- Graduating/Leaving Ann Arbor
- Too busy
- Time commitment/Other priorities
- Dissatisfied with volunteer experience
- Other: \_\_\_\_\_

Would you like to volunteer for the same placement?

- Yes
- No (Please explain) \_\_\_\_\_

What suggestions do you have to ensure a successful volunteering experience at UMHS? \_\_\_\_\_

REMINDER TO STUDENTS: The [SESSION] volunteer session ends the week of [DATE]! Please remember to return your uniform and return your volunteer ID badge (if red) to Volunteer Services if you will not be volunteering during the next session.

Thank you for your volunteer service to UMHS!