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On behalf of the staff of the Hurley Foundation, Hurley Medical Center and Hurley Children’s Hospital, welcome to the Department of Volunteer Services.

As a volunteer, you are the backbone of the dedicated team that provides quality healthcare to Genesee County and surrounding areas. Your service to Hurley provides a personal touch to our patient care. The combination of your committed service and generous time allows hospital staff to allocate more of their energy to our patients and their families. We take great pride in our invaluable Volunteer Corps, the third largest department of the medical center.

We hope that this experience provides you the comfort that you are devoted to the betterment of others. Our volunteer program is a great way to serve your community, meet new people and get hands-on experience in a hospital setting.

Please take the time to read this handbook. It has been prepared to familiarize you with Hurley and our volunteer program. Thank you for choosing to be a part of our team.

Michael Burnett, Foundation President
The Volunteer Corps Purpose
The purpose of the Volunteer Corps is to render services to Hurley Medical Center patients and staff. Volunteers also assist in promoting the health and welfare of the community in accordance with objectives established by Hurley Medical Center and the Hurley Foundation.

Hurley Medical Center’s Volunteer History
When the hospital opened in 1908, a dedicated group of individuals combined their diverse talents and strengths to stage an extravaganza to benefit Hurley Medical Center. Together, their teamwork was able to furnish and equip the women’s ward of the hospital. In the upcoming years, these volunteers held several fundraising events to support many of the hospital’s projects. In the fifties, 103 women congregated to dedicate their volunteer efforts to being more involved with advancing the welfare of patients through fundraising and providing patient comfort.

In the sixties, volunteers expanded their service into waiting rooms, patient nursing floors and the hospital’s lobby shop. Today our beloved volunteers serve Hurley Medical Center and the Hurley Foundation in over 30 service areas to the hospital, as well as fundraising and wellness events on and off campus.

We thank our volunteers of past and present for their service. Thank you for your time and inspiration and for continuing our mission.
OPPORTUNITIES FOR SERVICE

THE FOLLOWING AREAS VOLUNTEERS SERVE:

• **Child Life:** The goal is for the volunteer to make the pediatric patient’s stay in the hospital as pleasant as possible by providing activities in the playroom and at the bedside, while also overseeing the playroom.

• **Cut ‘n Sew:** Sewing volunteers make sewing projects for Hurley Medical Center patients. Sewing projects include breast cancer pillows, gait belts, IV bags, comfort blankets, newborn hats, booties and holiday stockings.

• **Emergency Waiting Room:** Volunteers work in the waiting room alongside ER admittance staff. They act as a patient/family liaison. Their duties include but are not limited to greeting, providing escorts, wheelchair assistance and helping with phone calls.

• **Foster Grandparents:** In alliance with the local Foster Grandparents Organization, the Foster Grandparent’s role is to help make the pediatric patient’s stay in the hospital as pleasant as possible by providing activities bedside and in the playroom.

• **Guest Relations:** Are assigned to a variety of areas including GI Lab, Cath Lab, Information Desk, Admitting and Outpatient Clinic. These volunteers provide directions, wheelchair escorts and comfort measures.

• **HMC/Hurley Foundation Special Events:** Volunteers assist in the events hosted by HMC and the Hurley Foundation at offsite functions.

• **Hospital Elder Life Program (HELP) – Volunteers administer personalized interventions to patients that evolve to match their changing needs throughout the course of hospitalization. (HELP training and shadowing required prior to start)**

• **Lobby Shop/Goodie Cart:** Assist customers with their purchases, as well as stocking and manning the Lobby Shop and Goodie Cart.

• **NICU:** Assist with screening visitors, assembling discharge packets and providing comfort for babies in the Neonatal Care Unit.

• **NICU Cuddlers:** Help with the development of the newborn by providing nurturing touch and holding. These volunteers are trained by the NICU Nurse Educator and Occupational Therapist.

• **On Call Chaplains:** Ordained ministers and specifically trained laypeople assist the Coordinator of Spiritual Care in meeting the spiritual needs of patients.

• **Office:** Assists in various departments with basic clerical duties.

• **Pet Therapy:** Escorts and handles the therapy dog throughout the campus making therapeutic visits with patients.

• **Physical Therapy:** Placement is available for college level volunteers in the Hurley Physical Therapy department.

• **Research Department:** Assist the Research team with data collection and entry.

• **Recovery Coach:** Support the patient in achieving and maintaining a solid foundation in recovery.

• **Surgical Lounge:** Volunteers act as a liaison between patients’ families and surgical and recovery staff. Responsibilities include checking in surgery patient’s families, updating patient progress to families, and providing overall comfort to the Surgical Lounge.

• **Transplant Kidney:** Prior transplant patients visit patients that are scheduled for upcoming kidney transplants, providing comfort.

• **Wayfinders:** Assist in directing patients and visitors in navigation of the hospital.
Placement in Various Nursing Units: This includes Emergency Room, Cardiac Rehab, Oncology, Neonatal Care Unit, Mother/Baby, Post-Partum, Pediatric, Orthopedics and Medical Surgery.

Guest Relations: Guest Relations Volunteers are assigned to a variety of areas including the GI Lab, Cath Lab, Information Desk, Admitting and Outpatient Clinic to assist with guest relations activities. Activities include providing directions, wheelchair escorts and comfort measures.

Emergency Room (ED) Ambassador*: The Emergency Department is a busy place. In some cases, patients and families may be waiting for a significant amount of time before receiving updates, which can result in frustration and fear. The goal of the ED Ambassador program is to provide patients and families with an additional resource person who can give updates and act as a liaison between the healthcare team and the patient.

*18 years of age and older

BECOMING A VOLUNTEER

A volunteer is anyone who performs a task on behalf of the hospital without the expectation of compensation. They must be accepted and enrolled by the hospital prior to performance of a task. Unless specifically stated, the volunteer shall not be considered as employees of Hurley Medical Center or the Hurley Foundation.

All volunteer applicants must be 16 years old. Applicants must complete and submit a volunteer application and participate in a Volunteer Orientation.

The volunteer application must be completed in person or online. The application can be found at www.hurleyfoundation.org/volunteer

LIFE MEMBERS

ACTIVE & EVENT VOLUNTEERS

Active Volunteers are those who are currently serving 50+ hours of service as volunteers of the Hurley Foundation.

Event Volunteers are those who participate in the events that the Hurley Foundation and Hurley Medical Center host in the community.

Life Volunteers are those who are physically or mentally unable to continue to serve, but have been Active Volunteers for at least 10 years. Such status should be designated by the Steering Committee.
**APPEARANCE & UNIFORMS**

All volunteers must be in proper uniform while on duty.

**Uniforms include:**
- Designated volunteer smock or polo shirt. Solid dress pants in white, black, navy, brown or khaki. Solid colored scrub bottoms are also acceptable.
- Shoes must be closed-toe walking shoes, hosiery must cover the ankle.
- Volunteer badge must be worn at all times. There is a $10 replacement fee for lost badges.

- A volunteer’s appearance and attitude are a reflection of Hurley Medical Center. Please keep uniforms clean and neat.
- A cheerful and positive attitude is an essential aspect of being part of the volunteer team.
- Please keep strong perfume/cologne to a minimum.

Please note: The dress code may vary for off-campus activities, in which case you would be notified of the proper dress code prior to the event.
We have developed the Volunteer Code of Ethics that promotes the mission and culture of Hurley Medical Center, supports an effective Volunteer Core and sustains a long-lasting relationship with our invaluable volunteers.

As a Hurley Foundation Volunteer, I promise to:

1. Make a personal commitment to treat all individuals with respect and dignity and to recognize and celebrate cultural differences and lifestyle of every person I work with.
2. Be courteous and compassionate in my communication and avoid profane or offensive language.
3. Abstain from taking photos, video or audio recordings, unless given consent.
4. Respect patient confidentiality. I will maintain the confidentiality of the information I am exposed to, whether this information pertains to a patient, staff member or fellow volunteer.
5. Never pressure anyone to accept my political, religious or cultural beliefs.
6. Be punctual, dependable and committed to my volunteer assignment. Accept volunteer assignments that are in the scope of my interests and abilities.
8. Honor and embrace the partnership of volunteer and staff, always follow the instructions of hospital personnel and follow workplace practices.
9. Not use, possess, or be under the influence of alcohol or drugs at any time.
10. Not smoke anywhere on the Hurley Medical Center campus.
11. Wear the volunteer uniform as presented in the Volunteer Handbook, with my volunteer badge displayed at all times.
12. Represent Hurley Medical Center in a professional manner and keep service at the forefront of all volunteer activities.

We are so grateful for your time and commitment to Hurley Medical Center and the Hurley Foundation. We couldn’t do it without you!
**Injury or Illness:**
In case of illness or injury while on duty in the hospital, immediately notify the Volunteer Director regardless of how minor it may be. In cases of more serious injury while on duty, the Volunteer should be seen in Occupational Health. An incident report MUST be completed for on-duty injuries regardless of severity of injury.

**Pregnancy:** A Volunteer working during her pregnancy must have written permission from her physician stating limitations and restrictions and follow Hurley Protocol.

If you have been on a medical leave, seriously injured or on a maternity leave, you must present the Director of Volunteer Services with written permission from a physician prior to returning to work. The permission slip is to be filed in the Volunteer’s personal file in the Foundation office.

It is expected that a Volunteer who is unable to volunteer in the Lobby Shop or Surgical Lounge as scheduled will obtain a substitute. If a replacement cannot be found, the Service Chair must be notified in sufficient time to arrange coverage.

**Benefits:**
Meal vouchers: Volunteers working at least a four-hour shift are allowed to one meal (cost determined by the Foundation) to be taken on the day assigned only. Anything in excess of this amount will have to paid for by the Volunteer personally. The food allowance is intended for only the Volunteer and does not extend to families and friends of the Volunteer.

**Discount to the Lobby Shop:**
All active volunteers receive a 15% discount to the Lobby Shop. All proceeds of the Lobby Shop support hospital endeavors.
Your first few days as a volunteer will be filled with meeting the people with whom you will be working and learning the duties of your service area. As time passes you may come in contact with other departments in the hospital.

**ELEVATOR KEY**
- **West = Blue**
- **East = Blue or Green**
- **North = Pink**

<table>
<thead>
<tr>
<th>Location</th>
<th>Departments/Units</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Basement (West)</strong></td>
<td>Communications, Pharmacy, Environmental, General Services, Laundry, Mailroom, Pathology, Public Safety, Shipping and Receiving, Storeroom</td>
</tr>
<tr>
<td><strong>Basement (East)</strong></td>
<td>Radiology, Medical Records, Sterile Services</td>
</tr>
<tr>
<td><strong>Ground</strong></td>
<td>GI Lab, Security</td>
</tr>
<tr>
<td><strong>Ground (Main)</strong></td>
<td>Emergency, Admitting</td>
</tr>
<tr>
<td><strong>By the Cafeteria</strong></td>
<td>Cashiers, Patient Representative, Administration</td>
</tr>
<tr>
<td><strong>Patrick Street Entrance</strong></td>
<td>Ambulatory Clinic (Amputee, Burn, Chemotherapy, Heme/Oncology, Laboratory, Ostomy, Pediatric, Procedures, Specialty, Surgical, Women’s Health, Wound-Ground), Outpatient Pharmacy, Lab, Urgent Care and Occupational Health</td>
</tr>
<tr>
<td><strong>1st Floor, 1 North</strong></td>
<td>Inpatient Lab, Library</td>
</tr>
<tr>
<td><strong>1st Floor, 1 East</strong></td>
<td>Birthing Center</td>
</tr>
<tr>
<td><strong>2nd Floor</strong></td>
<td>Pediatrics, Neonatology, Pediatrics/ICU</td>
</tr>
<tr>
<td><strong>2nd Floor, 2 East</strong></td>
<td>NICU</td>
</tr>
<tr>
<td><strong>2nd Floor, 2 North</strong></td>
<td>Labor and Delivery, High Risk Birthing Center</td>
</tr>
<tr>
<td><strong>2nd Floor, 2 West</strong></td>
<td>Behavioral Health-2W</td>
</tr>
<tr>
<td><strong>3rd Floor, 3 West</strong></td>
<td>Maternal/Fetal Medicine</td>
</tr>
<tr>
<td><strong>4th Floor, 4 North</strong></td>
<td>Anesthesia, Surgery, Transport</td>
</tr>
<tr>
<td><strong>4th Floor, 4 West</strong></td>
<td>Surgical Lounge, Cardiovascular Services</td>
</tr>
<tr>
<td><strong>5th Floor, 5 East</strong></td>
<td>Burn Unit, Neuro Trauma</td>
</tr>
<tr>
<td><strong>6th Floor, 6 West</strong></td>
<td>Doppler Services, EKG, Neurology, Vascular Laboratories</td>
</tr>
<tr>
<td><strong>6th Floor, 6 East</strong></td>
<td>Rehab Brain Injury, Rehab, ACE Unit, Joint Replacement</td>
</tr>
<tr>
<td><strong>7th Floor, 7 East</strong></td>
<td>Family Practice, Internal Medicine</td>
</tr>
<tr>
<td><strong>8th Floor, 8 West</strong></td>
<td>Advanced Cardiac Life Support, Biomedical Engineering, Chaplain, Child Abuse/Case Management, Clinical Effectiveness, IV, Nursing Administration</td>
</tr>
<tr>
<td><strong>9th Floor, 9 West</strong></td>
<td>Women’s Clinic</td>
</tr>
<tr>
<td><strong>10th Floor</strong></td>
<td>Continuing Medical Education, Nuclear Medicine, Planning &amp; Marketing, Pulmonary Lab, Respiratory</td>
</tr>
</tbody>
</table>
**VOLUNTEER INFORMATION**

**Vaccination:** Flu shots are available to all volunteers in the fall. Hepatitis B vaccines are available to volunteers that will have patient contact. Both TB test and Hepatitis B vaccination are done at the expense of the Foundation. Volunteers under the age of 18 must have a parent or guardian present for a vaccination or TB test.

**Service hour pins:** Service hour pins will be awarded on basis of 100 hours or one year of active service, whichever comes first. Hour pins are awarded in increments of 100 hours up to 1000 hours, then in increments of 500 hours as earned. Awards will be distributed at the annual Recognition Luncheon.

**Service Workshop:** All volunteers that are over the age of 18 years and have been with the Hurley Foundation for one year are required to attend the Service Workshop. The Service Workshop covers the annual safety education that is required. If unable to attend, volunteers need to make arrangements with the Director of Volunteer Services to complete their annual safety education.

**Meal Period:** A 30-minute meal period is granted. Food and beverages must not be brought from the cafeteria to the area of assignment.

**Volunteer Recognition Events:** All Active Volunteers over 18 years of age will be invited to all events. Volunteers that are 16-17 years old and Life Members will be invited to the Recognition Luncheon.

<table>
<thead>
<tr>
<th>Event</th>
<th>Month</th>
</tr>
</thead>
<tbody>
<tr>
<td>Birthday and Recognition Luncheon</td>
<td>April</td>
</tr>
<tr>
<td>Installation Luncheon</td>
<td>May</td>
</tr>
<tr>
<td>Holiday Luncheon</td>
<td>December</td>
</tr>
</tbody>
</table>

*Luncheons will tentatively be scheduled on the 3rd Tuesday of the month*
GET ACQUAINTED WITH HURLEY FOUNDATION

Board of Directors
President
Michael Burnett

Hurley Foundation Board of Directors

Data Manager
Rebecca Phillips

Director of Volunteer Services
Jordan E. Liechti

Lobby Shop Manager
Michelle Reed

Volunteer Corps
Steering Committee

Volunteer Corps
DIRECTOR OF VOLUNTEER SERVICES

Director of Volunteer Services (DVS)
The function of the DVS is to provide a central coordinating point for effective volunteer management and to direct and assist staff and volunteer efforts to jointly provide productive services. The DVS shall bear the primary responsibility for planning effective volunteer utilization, assisting staff in identifying productive and creative volunteer roles, the initial screening of the volunteer, recruiting and training suitable volunteers, and for tracking and evaluating the contributions of volunteers in the medical center.
**Volunteer Steering Committee**
This is an advisory committee made up of volunteers. The goals of the Volunteer Steering Committee are to provide guidance on key issues such as resource allocation, fundraising, scholarships, decisions involving large expenditures and volunteer recognition.

**Volunteer Steering Committee will consist of:**
Chair, Past Chair, Fundraising Chair, Secretary, Service Area Chairs and one Active Volunteer Corps Member at Large. The Director of Volunteer Services will serve as an ex officio member that holds a non-voting seat. No two members of the same family shall serve on the Steering Committee at the same time. Each member on the Steering Committee shall have one vote.

**Chair:** Oversees the Steering Committee meetings and coordinates the goals for the year. The Chair shall also serve on the Hurley Medical Center Foundation Board. The Chair shall advise and assure that Robert’s Rules of Order are executed at all Steering Committee meetings. The Chair also appoints all Service Chairs and Committee members.

**Immediate Past Chair:** Shall serve as Chairperson of the Steering Committees.

**Fundraising Chair:** Determines Volunteer’s fundraising goals for the fiscal year and works in conjunction with the Lobby Shop Manager and Director of Volunteer Services. Fundraiser Chair needs to be at all volunteer fundraising sales to close the daily activities with the vendor, and reports all fundraising activities to the Volunteer Steering Committee and the Director of Volunteer Services. Also, the Fundraising Chair works directly with the recording of Foundation fundraising monies.

**Secretary:** The Secretary shall keep records of attendance and actions of the Volunteer Steering Committee meetings.

**Lobby Shop Bookkeeper:** Will report to the Lobby Shop Chair, Lobby Shop Manager and Director of Volunteer Services.

**Active Volunteer Corps Committee Member at Large:** Members at large are responsible for ECD and MAHA conference sign up and mileage reimbursement for the volunteers and scholarship recipient’s monies transactions.

**Committees:** Under the direction of the Steering Committee, there will be a Scholarship and Nomination Committee.

**Philanthropic Initiatives:** The Volunteer Steering Committee will determine all recognition requests to honor the Volunteer Corps that will utilize the profits from the Lobby Shop and fundraising sales.
All recommendations will be presented by the Volunteer Steering Committee to the Foundation President for approval.

**Hurley Scholarships:** Annually the Hurley Foundation volunteers provide Educational Scholarships for Hurley Medical Center Employees and one local high school senior to aid the furthering of their health career. The Volunteer Steering Committee will assist in finalizing the scholarship selections. The scholarship can be applied to tuition, books and/or other school expenses relating to healthcare curriculum. The recipients are invited to the Annual Recognition Luncheon.

If a Volunteer or his or her spouse passes away, a representative from the Steering Committee will attend the funeral and/or visitation and present a rose to the family.

**Steering Committee Meetings:** Meetings shall be held as designated by the chair. A special meeting may be called at the discretion of the Chair or at the written request of four members of the Steering Committee. Written notices will be mailed to each member 72 hours before the scheduled time of meeting. The notice shall state the purpose of the meeting and business to be transacted. The Chair may call meetings of the Steering Committee as often as the business of the volunteers necessitates. The order of the business at any regular meeting may be set aside by a two-thirds vote of members present.
The elective slate of Steering Committee Members shall be Active Volunteers and shall be presented at the March Steering Committee Meeting.

Additional nominees may be made by petition, signed by ten Active Volunteers, with written consent of the nominee. This petition needs to be submitted to the Secretary at least seven days prior to the March Steering Committee Meeting.

A majority vote of Active Volunteers must be present to constitute election.

All Steering Committee Members are elected for one-year terms. After serving two consecutive terms in office, he or she may not be re-elected the next year.

Any part of a term in excess of nine months shall be considered a term in deciding eligibility for re-election.

Should the position of Chair be permanently vacated, the Past Chair shall assume the office for the remainder of the calendar year.

**Service Chairs Include:** Cut ‘n Sew, Emergency Department, Goodie Cart, Guest Relations - Main Lobby, Guest Relations - Outpatient Clinic, Lobby Shop and Surgical Lounge. Service Chairs will hold a seat on the Steering Committee.

**Committees:**
Committee Members shall be appointed by the Steering Committee Chair.

**Scholarship Committee:** The Director of Volunteer Services will assist in recruiting and interviewing applicants. The Steering Committee will vote to determine scholarship recipients.

**Nomination Committee:** Will present nominees to the Volunteer Steering Committee.
## MONTHLY BOARD HOURS REQUIRED BY STEERING COMMITTEE MEMBERS

<table>
<thead>
<tr>
<th>Steering Committee</th>
<th>Hours Per Month</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chair</td>
<td>60</td>
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<tr>
<td>Past Chair</td>
<td>30</td>
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<tr>
<td>Secretary</td>
<td>30</td>
</tr>
<tr>
<td>Fundraising</td>
<td>50</td>
</tr>
<tr>
<td>Active Volunteer Corps Cmte. Member</td>
<td>30</td>
</tr>
<tr>
<td><strong>Appointed Positions</strong></td>
<td></td>
</tr>
<tr>
<td>Editor</td>
<td>45</td>
</tr>
<tr>
<td>Lobby Shop Bookkeeper</td>
<td>50</td>
</tr>
<tr>
<td>*<em>Service Chairs</em></td>
<td></td>
</tr>
<tr>
<td>All Service Chairs &amp; Co-Chairs</td>
<td>15</td>
</tr>
<tr>
<td>Lobby Shop Chair</td>
<td>70</td>
</tr>
<tr>
<td>Surgical Lounge</td>
<td>30</td>
</tr>
<tr>
<td>Scheduler</td>
<td>12</td>
</tr>
<tr>
<td>Purchaser</td>
<td>12</td>
</tr>
<tr>
<td><strong>Standing Committee</strong></td>
<td></td>
</tr>
<tr>
<td>Courtesy Chair</td>
<td>10</td>
</tr>
<tr>
<td>Historian</td>
<td>10</td>
</tr>
<tr>
<td>Legislative</td>
<td>5</td>
</tr>
<tr>
<td>Program Director</td>
<td>20</td>
</tr>
<tr>
<td>Luncheon Chair</td>
<td>4</td>
</tr>
<tr>
<td>Scholarship and Nomination</td>
<td>5</td>
</tr>
<tr>
<td>Telephone Chair</td>
<td>25</td>
</tr>
</tbody>
</table>

*If a Service Chair is absent from his/her duties for over one month, the Steering Committee shall adjust the monthly board hours.*
MAHA (Michigan Association of Healthcare Advocates)
The MAHA Mission is to provide guidance and education to its member hospitals and their communities, thus enabling each institution to maintain its highest standards of healthcare. MAHA hosts two conferences annually for Healthcare Advocates (Volunteers): Spring and Fall.

The ability to attend the MAHA conferences shall be given to the Steering Committee Chair, Treasurer, Gift Shop Chair and one Committee member at large. Includes registration, hotel expenses and mileage up to $150.* If any of the Steering Committee Chair Members can’t attend, then the Steering Committee can send another Active Volunteer representative.**

ECD (stands for Eastern Central District, one of the five districts of MAHA)
ECD meets twice annually—usually at the Saginaw Conference Center. Registration and mileage available for all approved Active Volunteers attending. (We encourage carpooling.)

Healthcare Advocacy Day at the Capital:
This is an opportunity to learn how you can make a difference in healthcare issues and meet state legislators to express your concerns on the future of healthcare. Registration and mileage available for all approved Active Volunteers attending. (We encourage carpooling.)

*Please see the Volunteer Director in regards to reimbursement procedure.
** Anyone making a reservation to attend any of the above functions and does not go or arrange for someone to replace them must reimburse Volunteer Services for the cost of total expenses. Funds for additional/future Volunteer sponsored events will not be authorized until the Volunteer has repaid this expense. Only exception is catastrophic event.
NOMINATE A VOLUNTEER.

HURLEY MEDICAL CENTER

VOLUNTEER OF THE MONTH

NOMINEE

VOLUNTEER NAME

VOLUNTEER SERVICE AREA

DAY AND TIME VOLUNTEERS

NOMINATOR

NAME AND TITLE

PHONE

REASONS FOR NOMINATING

Provide a brief paragraph noting the reasons you believe this volunteer should be selected.

JORDAN E. LIECHTI
DIRECTOR OF VOLUNTEER SERVICES

810.262.9152
jliecht1@hurleymc.com
www.hurleyfoundation.org/volunteer

One Hurley Plaza Flint, MI 48503 | hurleyfoundation.org
Want to positively influence our community?

VOLUNTEER
AT HURLEY MEDICAL CENTER

JORDAN E. LIECHTI
810.262.9152
jliecht1@hurleymc.com
www.hurleyfoundation.org/volunteer