UI Health Care **Volunteer Services** Annual Report FY25





1,184 Volunteers 958 Student 226 Community



79,847 **Volunteer Hours**



\$2.8M hourly equivalent value

→15% increase from FY24!

Volunteer Recognition

 153 volunteers received Making A Difference Awards recognizing their service excellence!

Y , 197% award increase from FY24!

• 29% student volunteers have served over 100; hours!



- Guest Services volunteers served 3,925 hours supporting patient transport.
- 5,926 compliances were completed by volunteers and processed by our staff to ensure excellent, safe service.



New Partnerships - Pilot Programs



- Pediatric Patient & Family Support Volunteer
- Medical Center North Liberty Guest Services
- Surgical & Neurosciences Intensive Care Unit (SNICU) Family Lounge
- Guest Services Centralized Equipment Distribution Volunteer



Scan here to learn more.

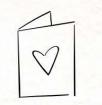
Gift Shops

Retail Businesses



77,560

Customers supported our mission!



Greeting Cards

9,996



Flowers

6,251



Toys & Plush Pieces

11,719



U.S. Postal Stamps

23,969

Rooftop Café

Relaxation Station

Massages:

- 968 visitors
- **532** 10-minute chair
- 1,000+ donations

33% increase in total sales from FY24

76%

increase in monthly beverages from FY24 **▶ 41,858** visitors

Monthly Statistics:



3,322 beverages



922 Power Plant energy drinks



671 cups of coffee



912 baked goods

Fourth Floor Salon



364 Patient No Pay

Services for inpatients who would benefit but face financial barriers.



44 Radiant & Resilient

One-on-one services provide free wigs to help patients feel confident while undergoing treatment.

545 patients & visitors served

Scan here to see where the money goes.



In 2025, revenue from the Volunteer Services Retail Businesses provided **\$231,584** in funding to support patients and families across UI Health Care.

Thank you for your continued support of Volunteer Services, our patients & our families.