

# VOLUNTEER SERVICES

## FY23 ANNUAL REPORT

### VOLUNTEERS



**893** volunteers  
**528** students  
**365** community



**62,712**  
 volunteer hours



**\$1,994,242**  
 hourly equivalent  
 value

- ★ **440** volunteers have served over **1,000** hours
- ★ **53** volunteers received a “**Making a Difference**” Award recognizing their service excellence
- ★ The Volunteer Services Office processed **5,054** compliances to ensure our volunteers were prepared to provide excellent service.



- ★ Our certified dog handler teams spent **444** hours improving the health care experience for patients, families, and staff.
- ★ Guest Services lobby volunteers spent **2,685** hours (equivalent to 112 days) transporting patients to/from their appointments.

### Some of our larger service sites

- Adolescent/Child Psych Tutor
- Day of Surgery Lounge
- Emergency Department
- Guest Services Lobby Transporters
- NICU Developmental Care
- Patients' and Children's Library
- PAT Mobile
- Volunteer Services; Office & Businesses

**2,279**

UIHC newborns received a baby hat hand made by our volunteers



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### RETAIL BUSINESSES

#### Wild Rose Gifts & Kaleidoscope Gift Shop

**29%**

 of sales were  
Hawkeye gear

**68,641**

 customers supported  
our mission

**13,191 pieces of clothing**  
equivalent to 733 table stacks  
(18 items/stack)

#### Rooftop Café & Terrace

This respite in the patient and employee activity center sold


**28,820 beverages**

that's 113 per day!

**NEW**

#### Relaxation Station

 188 massages  
in May and  
June!

You asked, we listened!

In May of 2023, Volunteer Services' Fourth Floor Salon opened the Relaxation Station in the 1st floor Fountain Lobby, offering chair massages by a Licensed Massage Therapist to serve staff and guests.

#### Fourth Floor Salon

 May 2023 Grand  
Reopening

The salon provides service and product sales for patients, staff, and visitors. The salon has 3 Licensed Cosmetologists.

**426**

 patients served  
in FY23

**81%**

 of services were provided for **free** through  
**patient programs**

#### Here's Looking At Me

 In partnership with Child Life, the Salon visits Stead pediatric inpatients monthly for hair styling, nail painting, temporary tattoos, and spray-in hair color. **156** services provided in 2023!

#### A Fresh Look

Licensed Cosmetologists teach techniques to those undergoing physical changes due to illness or treatment to look and feel their best.

**40** wig fittings provided in 2023!

#### Patient No Pay

 Services for inpatients who would benefit from a service but would find payment a hardship. **108** patient no-pay services completed in 2023!

#### Locks of Love

Free haircuts for clients who donate 10+ inches of hair to create wigs for charity.

**36** haircuts for donations provided in 2023!


★ haircuts account for 33% of the total services performed

★ nearly 3,200 professional cosmetic products sold in FY23

Revenue from the Volunteer Services Retail Businesses is used to fund projects and initiatives that support patients and families throughout UIHC.

 ★ **\$413,272** of approved funding supported patients and families in 2023! ★

Thank you for your continued support of Volunteer Services and the patients and families of UIHC.