

**Welcome to Bear River Valley
Hospital, we are so pleased you've
joined our team.**

Ramona Fonnesbeck

Director of Volunteers

Hi, I am Ramona Fonnesbeck, Director of Volunteer Services at Logan Regional Hospital and Bear River Valley Hospital.



Lori Weston **Hospital Administrator**

She is a firm believer of
volunteerism and respects
and supports our volunteers



Bear River Valley Hospital

Hospital has been part of the community for 90 plus years. The current facility was completed in 2009.

We are licensed as a 16 bed facility and employ approximately 150 people and 30 volunteers.



Bear River Valley Hospital is owned and operated by Intermountain Health Care, which is a charitable, not-for-profit, nondenominational health care system of doctors, hospitals and health insurance plans dedicated to providing high quality healthcare.

Responsible to Whom?

Volunteers are ultimately responsible to the Director of Volunteer Services.

However, when serving in your assigned area, you are under the supervision of the department manager or their designee.



Volunteer Service Description

There are different areas for volunteer services in the hospital.

Each area has a specific set of responsibilities and duties.

You will receive a service description on the day you are trained.

Once you become familiar with your job please tell us any recommendations you may have for changes or additions, in your job description. We're always interested in improving our service.

Volunteer Commitment

Please serve as agreed. Your commitment is to serve a **minimum of 72 hours**.

You must sign in/out every time you volunteer with your badge on the time clock.

You should not volunteer without your badge identification within the hospital.

Lost badge, please notify the volunteer office immediately for replacement. Replacement cost is \$10.

Please notify your assigned area when you cannot attend, as well as the Volunteer Office at 435-716-5525 or 435-207-4709

Volunteer Performance Evaluations

Volunteers are evaluated by the assigned department staff and Volunteer Services annually. The volunteers are also given the opportunity to evaluate their current area of service and the volunteer program. These evaluations help us to continually make improvements to service descriptions and the Volunteer Program.

Volunteer Uniform Policy

Clean Volunteer Uniform.

Solid colored slacks or skirt. (without holes or fraying)

NO LEVIS, shorts, mini skirts, sweats, hats, t-shirts, tight or revealing clothing, outdoor footwear (hiking boots, water shoes or flip flops).

Sandals are permitted if not assigned to a patient care area.

Hospital name badge must be visible on front torso area.



Appropriate Appearance

Practice personal hygiene such as being neatly groomed and free of body odor. Strong perfume or cologne is not allowed, it may interfere with those who are ill or allergic to such odors or fragrances.

Hairstyles are to be conservative, clean and neat, and should not inadvertently make contact with patients or customers.

Beards and mustaches are to be neatly trimmed.

Fingernails are to be conservative, or short to moderate length, and safe and clean for interacting with those around us. Volunteers in patient care areas cannot wear artificial nails and wraps.

Tattoos are to be covered while serving.

Visible piercing is not permitted except for two conservative earrings per ear. Extreme piercing or body modification is not permitted (tongue piercing, earlobe spacers, skin disfiguring implants, etc.)

Limit jewelry. Wear jewelry that does not create a safety hazard or interfere with service.

Name Badge

- A ID name badge is provided as you begin your service
- The ID badge must be worn at all times when onsite
- Badge must be worn in a visible location on the upper torso at all times while serving. ID badges are to be free of pins, stickers, or any other material that might interfere with the visibility of the photo or the identification of the person wearing the badge.
- Badge gives you access to the area you have been assigned, it does not give you a privilege to access all areas of the hospital.

Why are name badges so important?

- Our badges are important for security and to let staff, patients and guests know you are part of the team.
- We charge \$10 to replace lost badges.
- When you terminate as a volunteer, please return your badge to the volunteer office.

Sign-in/Sign-out

- We keep records of all volunteer hours.
- You must clock in and out at the time clock each time you volunteer.
- If you are in an outlying area with no clock, you must sign in/out on log.

If you are unable to report to your service, please call the Volunteer Office at 435-207-4709. Leave a message that you are unable to come. We monitor volunteer attendance and notify the departments as necessary.

You can also email
LO.VolunteerServices@imail.org



Volunteer Benefits

- **Serving others**
- **Learning about your hospital and its services**
- **Making friends**
- **Complimentary meal** provided after completing two or more hours of service. (If the census is low and you stay less than your two hours, you are still invited to have your meal.)
- **Gift Shop Discount (10% discount)** - Show Volunteer I.D. Badge
- **Employee Assistance Program** (free short term counseling)

Service Hour Letters

Service hour letters may be obtained upon request in the Volunteer Office. Letters may be requested only after the minimum requirements for volunteering have been completed (72 hours).

The volunteer services staff reserves the right to deny written verification of hours if minimum requirements are not met. Please allow at least three business days to process your request.

Meal

The meal is offered on the day you serve and is for you only

The Bistro is open Mon – Fri: 7:00 am to 7:30 pm and on Saturday/Sunday 7:00 am to 6:30 pm.

Please eat before or after your shift.

If you cannot stay to eat, you are welcome to take your food to go.

Meal amount designated is \$5.00. If your meal is over the amount, **you must pay the additional amount**

Amount is redeemed with the cafeteria cashier.

Badges are to be worn or shown when >>>>



Holidays

Volunteers are not required to serve on holidays. Because some departments are open on holidays, you may work a holiday if you choose.



Annual Education

Volunteers are required to complete education assignments each year. They will be contacted when education is available. Volunteers will be given a specified deadline to complete education modules. If not completed by deadline, volunteers status may result in termination.

Termination

- When it becomes necessary to terminate your service, please notify the volunteer office. You can leave a voice mail or send an email.
- Let us know why you are leaving and the last day you will be serving. Remember to drop off your name badge in Administration.
- Remember to drop off your name badge in Administration or with your current supervisor.

Termination

We reserve the right to terminate a volunteer if he/she does not comply with the policies and procedures of the hospital and the volunteer department.

Volunteers will be terminated after **missing 3 consecutive times** without notifying the volunteer office.

Personal Patient Visits

- Please do not make personal patient visits while on volunteer duty
- Do not use your volunteer badge access to enter areas of the hospital outside of your volunteer assignment.
- If you are visiting, or coming to receive services, you will go through the same steps as a guest.



Tobacco Free Campus

The use of tobacco products are not allowed within Intermountain licensed facilities. Smoking is not allowed outside on the campus.

Refer any request by a patient or visitor regarding smoking to a staff member.

