Direct Referral Annual Education 2019

Please READ all the information provided as it is imperative for you to remember and understand UCLA policies and guidelines as they pertain to Volunteers and UCLA SRP Students. Please ensure that you follow the instructions on page 5 to officially COMPLETE the Annual Education Training requirement.

UCLA Health MISSION/VISION STATEMENTS
Mission: Delivering leading edge patient care, education and research.
Vision: Healing humankind one patient at a time by improving health, alleviating suffering and delivering acts of kindness.

1. **Off-Boarding Procedures:**
   a. **ID Badges must be returned to the Volunteer Office once you are no longer continuing your assignment here at UCLA Health/DGSOM/School of Dentistry.**
      I. If your department HIRED you, you must NOTIFY the Volunteer Office to be inactivated and return your ID Badge. (SRP Students will receive a different badge)
         1. If ANOTHER Department HIRED you, please notify our office so we can ensure you are not violating any policies or regulations.
      II. If you received a notice that you are inactivated and you will no longer continue, please return your badge to the Volunteer Office, mailing it is fine:
         UCLA Health Volunteer Services
         757 Westwood Plaza Ste. B-791
         Los Angeles, CA 90095
         Attn: Lily Zhang

2. **Uniforms must be worn AT ALL TIMES:**
   a. Please ensure that the uniform you are wearing follows the UCLA Health Dress Code (page 6).
   b. The UCLA Health "Volunteer" ID badge is part of your uniform, please wear it at ALL TIMES even if you are not in clinical areas. (If you do NOT have your badge with you, see 9.VII)
   c. Some departments have their own required uniforms, check with your supervisors before attending your shifts.
   d. Please use the "Volunteer" title when addressing yourself if you are a Volunteer (not receiving compensation). Examples include: "Direct Referral Volunteer", "Clinical Research Volunteer", "Dental Volunteer", etc.
   e. UCLA SRP students must use the "UCLA SRP Student" title and adhere the same policies as volunteers.
   f. DO NOT use an employee title as it will misrepresent your role (ex. "Research Assistant"). This is NOT permitted or acceptable during your Direct Referral Assignment.

3. **Logging in your hours:**
   a. Logging in your hours is **IMPORTANT** for not only your ACTIVE status, but for your safety and verification of participation. Remember, meetings and additional training hours count as your hours to be recorded.
   b. Two ways to log in (if you are based in the hospital/clinic, you should only use the first option):
      1. Use your pin number to sign IN and OUT of the computers, locations should have been provided.
      2. Use VicNet to log in your TOTAL hours for the day. (instructions should have been emailed if applicable)
   c. **NOTE:** the Volunteer Office keeps your status active; therefore, you are required to log in your hours through OUR SYSTEM every time you come to conduct any activities regardless of any other sign in methods provided by your supervisor. If you forgot to log in hours, please email us (CRV@mednet.ucla.edu).
   d. **Policy:** Volunteers/students are not allowed to service for more than 20 hours/week. Please notify your supervisor that you are only allowed a **max 20 hours/week** and a **max 6 hours/day** (unless stated otherwise).

4. **Leave of Absence (LOA) Policy:**
   a. Notify your supervisor AND the Volunteer Office if you are not conducting any activities for a long period of time (**min: 90 days; max: 120 days**). LOA's start the last week you logged hours and will end within 90-120 days.
   b. To place an LOA, please email CRV@mednet.ucla.edu for more information:
      I. Badges must be turned into the Volunteer Office in order to activate your LOA.
   c. You will be inactivated if you are not actively participating in your assignment for 90 days or more without notifying us with an LOA. Warning and notification emails will be sent. If you do not reply, your supervisors will be notified.

5. **Proof of Volunteering/Participation:**
   a. The Volunteer Office does not release any hours, verification of hours, or certificates until **100 SERVICE hours** have been reached. (NOTE: SRP hours will not count for any Volunteer awards)
      I. Those who are only able to complete less than 100 hours must ask their inviting supervisor for proof or verification of participation.
   b. We encourage/suggest that you request your verification of hours when you are no longer in Direct Referral, that way your hours are more substantial. To request hours of verification please email CRV@mednet.ucla.edu.
   c. Certificate of Completion can only be requested once you have completed Direct Referral Program and returned your Volunteer ID Badge.
   d. Letters of Recommendations are NOT guaranteed. Please ask your supervisor for letter of recommendation.

6. **Transferring and Adding New Assignments (Volunteers):**
   a. Your current volunteer assignment must be completed (**50 service hours**) before adding another volunteer assignment. A new assignment form will be required to be submitted to the Volunteer Office to be approved AND to have you cleared and assigned before starting.
      I. Some assignments may not be part of Direct Referral Program, therefore another coordinator may handle the process.
   b. At least **100 hours** must be completed before requesting to apply for a Hospital Volunteer Program (NOT Care Extenders): you may contact (Lily) to check how you can apply.
   c. You will be immediately terminated and/or evaluated for disciplinary actions if you are conducting activities in an unassigned assignment, performing duties outside the scope of your service description, and/or have violated UCLA policy or other regulations.

7. **Special Access:**
   a. IF you require a Med Net, CareConnect, or prox access (access to doors) at any given time during your assignment duration, your department must grant you access. The Volunteer Office does not request or grant any special access for you as a Direct Referral.
      I. **NOTE:** IF your assignment form does not state you will need MedNet or CareConnect access, you are required to notify us as we will not approve access unless it is stated on your assignment form.

8. **Bonus Hours Opportunity**:
   a. Bonus Service Hours may be used towards requirements (10 max for assignment requirement to transfer/add)
   b. Blood and Platelet Center: www.gotblood.ucla.edu. Please visit website for limits and qualifications for donating. Once you complete your donation, please ask the nurse for a volunteer donation slip and email CRV@mednet.ucla.edu for us to issue you your bonus service hours.
      I. For each blood donation, you will receive 6 SERVICE Hours
      II. For each platelet donation, you will receive 12 SERVICE Hours.
   c. **Updating Compliance:**
      I. TB (Tuberculosis) Tests is required to be updated annually. If you update your TB test on time, two Service Hours will be issued. If you do not update on time, you will be inactivated.

1. Please remember to READ your TB reminders, TB skin tests are not accepted. If you have questions or issues, please email CRV@mednet.ucla.edu
II. Assignment forms: If your end date has passed and/or ANY assignment information has changed, you are required to submit a new form completed and signed by your supervisor to extend your end date. One service hour will be issued for any updates submitted.
    1. Note: Some may not be eligible to extend the end date.

9. Compliance with UCLA Health and David Geffen School of Medicine:
   a. As a volunteer/student under an invited UCLA Health Faculty and Staff member, you are different from the UCLA Health and DGSOM general volunteers.
   b. General training information must be orientated by your department as they are responsible for your training and any protocols you must understand depending on the unit/department you are assigned. Some examples they should orient you in are:

   I. Emergency exists (Building Evacuation Locations)
      1. Know the nearest public AND staff emergency exit according to your area/station.
      2. It is also important to know where your building's evacuation location is in case you are required to evacuate.

   II. Department Disaster Plans
      1. Know where the First Aid Kit, Emergency Kit, Earthquake Kit, Defibrillator, Fire Extinguisher, or any disaster kits in case you are asked to bring them to staff.
      2. You are NOT responsible to know how to use the above kits (exception: Fire Extinguisher), please have a UCLA employee use the above kits.

   III. Fire Safety
      1. **Code Red**: Fire
      2. **Fire Response Steps: RACE: R**emove, **A**larm (Call#36/911), **C**ontain, **E**xtinguish/**E**vacuate (Will be attached with your badge, if you do not have one, please obtain one from the Volunteer office)
      3. **Fire Extinguisher Steps: PASS: P**ull the pin, **A**im at the base of the fire, **S**queeze, **S**weep side to side
         a. As a volunteer/student, only use a fire extinguisher if you are the ONLY person capable. If an employee is with you, please have them use the fire extinguisher.

   IV. Overhead Emergency Pages: As a volunteer/student, you are a SECOND SET OF EYES, not body. Meaning do NOT confront physically or verbally to suspicious individuals. Yell or call a UCLA staff/security for assistance.
      1. **Code Blue**: Medical Emergency
         a. Yell for help to attract staff's attention and then call #36/911 for help
         b. Only conduct CPR if you are currently certified and it is appropriate according to the situation, have someone else conduct CPR if he/she is more qualified.
      2. **Code Orange:** Hazardous Material Event/Spill
         a. Do NOT enter the *building* (regardless of level/room) if code Orange is announced. Wait outside until cleared. If you happen to miss your shift due to code orange, let your supervisor know ahead of time.
      3. **Code Pink:** Infant Abduction (Not just a patient, may be ANYONE's infant)
         a. Do NOT confront suspicious individuals verbally or physically. If you see ANY suspicious activities, yell/call for staff/security's attention.
      4. **Code Purple:** Child Abduction (Not just a patient, may be ANYONE's child)
         a. Do NOT confront suspicious individuals verbally or physically. If you see ANY suspicious activities, yell/call for staff/security's attention.
      5. **Code Gray:** Combative/abusive person (May be ANYONE, patient, visitor, staff, etc.)
         a. Do NOT confront suspicious individuals verbally or physically. If you see ANY suspicious activities, yell/call for staff/security's attention.

6. Code Silver: Person with weapon or hostage (May be ANYONE, patient, visitor, staff, etc.)
    a. Stay close to your trusted UCLA staff/faculty and follow instructions.
7. **Code Triage** (disaster code): **Internal** (within hospital/building) or External (outside/community area)
    IN CASE OF EMERGENCY, CALL: #36 and/or 911
    Emergency Numbers are also attached to your badge, if you do not have one, please obtain one from the Volunteer office.

V. Hazardous Materials:
1. Do NOT pick up any trash or spills, please inform a custodian, staff, or your supervisor *immediately* to avoid anyone else slipping or falling down.
2. Do NOT touch or handle any sharps, needles, knives, glass, broken materials, or devices that may cause harm/risk to you.

VI. Safety and Body Mechanics:
1. Always practice your Safe Patient Handling skills when carrying HEAVY objects.
2. Do NOT carry/pick up patients/research subjects independently, you may ASSIST staff ONLY if appropriate.

VII. Security:
1. Do NOT conduct any activities without your ID badge.
2. If you forgot your badge at home and the Volunteer Office is OPEN, please obtain a temporary ID from the Volunteer Office.
    a. During Flu Season, you will not be able to use a temporary ID badge in clinical areas.
3. If you forgot your badge at home and the Volunteer Office is CLOSED, please RESCHEDULE your assigned shift and return when you have your badge.
4. If your badge is LOST/STOLEN, please notify the Volunteer Office for a new badge application ($23.50 fee must be paid at the RRUCLA Cashier's office)
5. DO NOT obtain a Visitor badge as those badges are for visitors and family members of a specific patient.

VIII. Utilities:
1. Be cautious of areas undergoing construction. Be aware of your surroundings and find a different rout if your pathway is blocked or dangerous.
2. Report any broken devices (phones, computers, etc.) to your supervisor immediately.

IX. Incident and Abuse Reporting:
1. If you witness any abuse (Elder, Domestic, Child), REPORT it to your supervisor to evaluate if the incident requires any interventions.
2. REPORT any injury incidents that may have occurred to you during your shift to your supervisor or staff *immediately*, no matter how big or small your injury is.
    a. If you are a **Volunteer,** please visit the UCLA Occupational Health Facility for medical treatment. If it is an emergency, please visit the Emergency Department and let the ED Staff know you are a Volunteer.
    b. If you are a **UCLA SRP Student**, please visit Ashe Center for medical treatment. If it is an emergency, please present your *student health insurance* when being treated in the Emergency Rooms.
3. REPORT ANY suspicious activities you see to your supervisor. Do NOT confront any suspicious person(s) verbally or physically.

X. Patient Safety and Privacy (HIPAA):
1. You should utilize **CICARE** when you encounter any individual at UCLA Health/DGSOM Facilities. CICARE stands for: **C**onnect with patient, **I**ntroduce yourself, **C**ommunicate what you are going to do, **A**sk and anticipate needs, **R**espond to questions or requests with immediacy, and **E**xit courteously with explanation of what comes next or when you will return.
    a. CICARE telephone etiquette requires that we answer the telephone within 4 rings.

    b. CICARE telephone etiquette requires we provide a greeting, identify ourselves by name and department, and offer assistance. Example: "Good morning, Volunteer Services, Elaine speaking, how may I help you?"

    c. If any individual(s) at UCLA is making you feel uncomfortable, in danger, threatening you, or creating a hostile environment, please report them to your supervisor or the Volunteer Office.

2. Please hand sanitize each time you encounter a patient/research subjects (including staff/faculty/volunteer). It is for you and other individuals' safety.

3. **Please practice HIPAA at ALL TIMES when you have access to any identifiable data.**

    a. **HIPAA violations may have dire consequences to your future career path in healthcare.**

    b. Examples of consequences range from hefty fines, criminal charges, exclusion from campus parameters, etc.

    c. Examples of violations include taking pictures of individuals near the clinical area(s), taking clinical data home, accessing information you do NOT need, exposing information to outsiders, etc.

    d. **ANY identifiable information given to you must be protected and kept confidential. Research subjects/participants are considered our patients.**

4. **SHADOWING POLICY: You are NOT permitted to shadow.** If you need shadowing hours, please find shadowing opportunities OUTSIDE of UCLA Health.

    a. If you are part of a UCLA Health/DGSOM Approved Shadowing Program, you are only permitted to shadow within your designated shifts and health professionals. You may NOT shadow outside the approved program shifts, please contact your program supervisor for additional questions.

XI. Infection Control:

1. When washing your hands, use warm water and anti-bacterial soap. You should wash and scrub your hands under running water for **15-20 seconds**. (including fingers and fingernails)

2. **Do NOT** enter ANY rooms that have a sign indicating dangerous materials or active diseases.

    a. Examples: Radiation, chemicals, Tuberculosis, Measles, Mumps, Rubella, Varicella, or Bacteria that can be spread (contact, droplet, spores, and airborne). HIPAA does not require us to name the organism or disease on the isolation sign.

3. If the room (not wet-lab) requires PPE (personal protective equipment: gloves, masks, goggles, etc.), you should **NOT enter** even if you have PPE. Entering the wet-lab with PPE is required, however, the wet-lab room must be deemed safe and low-risk WITHOUT any signs listed above.

c. Please ensure your department has trained you in all the above fields. It is IMPORTANT information that all volunteers and students at UCLA Health and DGSOM need to understand and know.

d. IF you need more information on the above training and protocols, please email us: CRV@mednet.ucla.edu

Thank you for taking the time to re-read your orientation information.

In order to officially update your status of completing this required Annual Education Training, please submit the completed and signed Direct Referral Annual Education Acknowledgement Form AND a Photo/Picture of yourself (from the neck, up – no full body photos) to CRV@mednet.ucla.edu

DRESS CODE

Volunteers/students represent the entire UCLA Health System, and are often the first impression a patient has of our hospital. Therefore, we ask that you adhere to the following uniform guidelines. Please ask the Volunteer Services staff if you have any questions. The Volunteer jackets are available in the Volunteer Office. Most importantly, BLUE JEANS ARE PROHIBITED or any open toed shoes. Please dress professionally and follow the guidelines in the policy. Uniforms must be washed regularly and be neat and clean. Please keep your uniform pressed and in good condition. Volunteers/students not wearing proper attire may be asked to leave their shift.

I. <u>Uniform</u>
Official volunteer jacket, buttoned up with a white collared shirt underneath. Light khaki (not olive or brown) pants with no holes or tears. NO JEANS OR SHORTS ALLOWED AT ANY TIME IN ANY AREA.
*Scrubs or lab coats are acceptable if required in your area- Check with your supervisor.

II. <u>Jewelry</u>
Small sized jewelry is acceptable. Large or ornate jewelry is not appropriate. Volunteer may wear no more than two earrings in each ear.

III. <u>Hair</u>
Hair will be neat, clean and trimmed. Long hair will be tied back, or a head covering will be worn in clinical areas. Facial hair must be neat, clean and trimmed.

IV. <u>Nails</u>
Artificial nails are not to be worn in patient care areas. "Natural" nails are to be kept clean and neatly trimmed to 1/4 inch long. Polish is to be in good repair with no nail "jewelry". Nail length is not to interfere with the job or pose a hazard to the patient or another employee.

V. <u>ID Badges</u>
Badges issued by Volunteer Services and the Security Department must be worn at all times displayed above the waist, picture facing forward. It must be clearly visible and without marking, defacement or pins. You must always identify yourself as a Volunteer when asked your job title or position (unless you were processed by Direct Referral for SRP)

VI. <u>Footwear</u>
Closed-toed, soft-soled tennis shoes (preferably white). No backless shoes. Stockings or socks must be worn at all times. Shoes must be tied. Thongs, beach shoes, deck shoes, high heels and slippers are unacceptable.