Clinical UCLA Health Sciences Volunteer (CUHS) Program

Self-Study Orientation Guide

Revised 3/5/2021

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Chapter One: Overview

Why is an Orientation required?

As a member of the UCLA Health Sciences (includes Health System) Workforce, you are required to know our institutional policies, guidelines, and procedures as they pertain to accessing intellectual property (i.e. data, documents, etc.), performing your role and purpose, Health Sciences facilities, equipment, and others.

Every institution has their own policies, procedures, and rules. As you venture off to your career paths, you must make an effort to understand how to properly adhere to these regulations, especially in the administrative, healthcare, and research industry.

There are underlying risk, liability, and consequences when policies and state/federal regulations, especially safety and privacy, are not adhered to and this includes our non-employees (i.e. volunteers and SRP/199 students).

Our Mission:

To deliver leading-edge patient care, research, and education.

Our Vision:

To heal humankind, one patient at a time, by improving health, alleviating suffering and delivering acts of kindness.

Our Values:

CREDIT (Compassion, Respect, Excellence, Discovery, Integrity, Teamwork)

SAFETY and PRIVACY is always our priority (especially for our patients)

Patients include ANY individual such as visitors, employees, students, other volunteers, and study participants.

UCLA Health Sciences Volunteer Office:

Clinical Volunteer Program Coordinator:
Anna Zitter
Email: NCV@mednet.ucla.edu

Program Manager:
Lily Zhang
Email:
lilyzhang@mednet.ucla.edu

Office Location:
CHS 18-231

Office Hours:
11-12pm, 3-4pm
NOTE: Office Hours may be cancelled due to department events or unexpected meetings

Chapter Two: Volunteer Clearance Process

Pre-Screening Application Process

The Pre-Screening Process is required for all new applicants, updating volunteers, and volunteers who plan to join or add an additional volunteer assignment (including SRP/199s).

The Pre-Screening process entails the following:

1. Individual Status Questionnaire
2. Basic Application Process
3. Upload Scope of Duties Form and Personal Devices Form
    a. UCLA Students only: upload SRP/199 contract
4. Agreement Section

Once the Pre-Screening process is approved, then depending on the applicant's status:

New Applicants:

- Applicants will receive an Approval Email with clearance process instructions to complete volunteer registration.
- Supervisors/PIs will receive a confirmation email that the applicant's clearance process has been initiated.
- Approval Emails have expiration dates (3 months from sent date). Therefore, if you do not start the On-Boarding process within the timeframe, your Pre-Screening application will be invalid and discarded.

Applicants who are Active Volunteers from Other Programs:

- Applicants will receive an Approval Email with specific clearance process instructions to complete volunteer registration. Some requirements can be transferred if available.
- Supervisors/PIs will receive a confirmation email that the applicant's clearance process has been initiated.
- Approval Emails have expiration dates (3 months from sent date). Therefore, if you do not start the On-Boarding process within the timeframe, your Pre-Screening application will be invalid and discarded.

Active Volunteers who are Updating Assignments:

- Volunteers and their supervisors/PIs will receive a confirmation email when update is completed with indicated approved changes and other additional information.

On-Boarding Process

Each new applicant must complete STEP 1 and STEP2, before proceeding to STEP 3 (Final Session Orientation):

STEP 1: On-Boarding Requirements

- On-Boarding Requirements are listed on our website.
- Volunteers who are active in other programs can transfer some requirements over from the other programs if available and acceptable.
- Applicants must BRING their STEP 1 On-Boarding Requirements with them during the On-Boarding appointment/session.

For more information and a list of the requirements, please visit our website:
https://www.uclahealth.org/volunteer/step-1-clinical-ucla-hs-volunteer-requirements

STEP 2: On-Boarding Appointment/Session

- On-Boarding Appointments/Sessions must be scheduled online through Signup.com.
- Applicants will not receive the link until they complete and submit a Clinical Volunteer Application through the Volgistics database system.
- Link will be found in the Application Acknowledgement email.
- Applicants should NOT sign up or cannot attend their appointment if STEP 1 requirements are not completed.
- Background clearances will be verified after the appointment is completed in order to proceed to STEP 3.
- Other approvals (such as IBC, Bruincard, Departmental, etc.) will also be verified after the appointment is completed in order to proceed to STEP 3.
- Attendance is mandatory, any missing requirements will delay the clearance process.

For more information, please visit our website:
https://www.uclahealth.org/volunteer/step-2-on-boarding-appointment

Final Session Orientation

STEP 3: Final Session Orientation

- Once On-Boarding is completed, applicants must attend and pass the Final Session Orientation (STEP 3).
- Sign up for Final Session Orientation will be emailed to the applicants after verifying that all approvals, clearances, and on-boarding requirements are completed.
- Sign up is mandatory, if you cannot attend, please notify the coordinator immediately and reschedule.
- Attendance is mandatory, if you do not attend and complete the Final Session Orientation, then your clearance process will not be completed.
- An orientation quiz will be handed at the end of orientation. You must pass with 100% in order to complete orientation!
- Incomplete clearance process has an expiration date. If you do not complete STEP 3 within 60 days, your on-boarding application AND Pre-Screening application will be invalid and discarded.
- Per policy, you must complete the registration process in order to start volunteering!

For more information, please visit our website:
https://www.uclahealth.org/volunteer/step-3-final-session-orientation

Chapter Three: Orientation Information

Here you will find the more detailed orientation information that we provide for Final Session Orientation purposes.

You may preview the information here or download the condensed version called *Clinical UCLA Health Sciences Volunteer Program Orientation Information* on our website: https://www.uclahealth.org/volunteer/step-3-final-session-orientation

1. Active Status:

a. Your volunteer status in the Clinical UCLA Health Sciences Volunteer Program will be "activated" once you complete your Final Session Orientation.
    I. Being "activated" means that you are registered and assigned to the assignment we processed you for.
    II. However, being "active" does NOT mean that you can volunteer outside your approved Scope of Duties and Personal Device Form.

b. You MUST maintain an ACTIVE status with our office in order to continue volunteering in your assigned assignment(s).
    I. This means updating any requirements as needed or requested, completing any new requirements as mandated, and complete missing requirements.

c. You must start volunteering (i.e. recording/logging in hours) within 90 days of activation or else be inactivated by the system.
    I. See Inactivation of Status Policies for more information.
    II. You may have to reapply (i.e. reactivation process) if you become inactivated.
    III. If you cannot start volunteering within 90 days of your clearance date, then please email the coordinator to place a Leave of Absence (LOA).
        1. See 5. Leave of Absence (LOA) Policy for instructions.

d. If you become "inactive" for any reason (i.e. inactivity, assignment ended, etc.), then you must complete the reactivation process to reinstate your status.
    I. Each reactivation process are recorded in your profile history.
    II. However, reactivations are limited and will require completing the quiz again and other requirements as applicable.

2. Photo-ID Badge and Application Form:

a. To OBTAIN a new badge:
   I. You must go to Photo ID Office (located in Semel/CHS Level B) within 30 days to obtain your badge.
   II. Bruincard photos can be used and a map will be provided with your Photo ID Application.
   III. Your Volunteer ID Badge must be worn at all times during your shift or when performing your duties/activities.

b. If you ALREADY have a badge:
   I. There are TWO different TYPES of UCLA Health Sciences Volunteer badges issued according to your program status:
      1. **BLUE UCLA Health Badge**: is strictly for those who are in the "Clinical" Volunteer Program(s) (such as the Clinical UCLA Health Sciences Volunteer Program/UCLA Health Volunteer Programs) or BOTH "Clinical" and Non-Clinical Volunteer programs.
      2. **ORANGE UCLA DGSOM Badge**: is strictly for those who are in the Non-Clinical UCLA Health Sciences Volunteer Program ONLY.
   II. If you were "active" under BOTH programs, but then you are no longer active as a "Clinical" Volunteer, you must EXCHANGE your Volunteer Badge for the Orange UCLA DGSOM Volunteer Badge (email us for instructions).

c. **Off-Boarding Process:** Notify your supervisor and RETURN your UCLA Health Science Volunteer ID Badge to the Health Sciences Volunteer Office if you are no longer ACTIVE in our system for any of the following:
   I. You will no longer continue with your UCLA Health Sciences Volunteer assignment(s).
   II. You have been terminated due to other reasons and may not return to your UCLA Health Sciences assignment.
   III. **Employee-Volunteer Policy:** If you become HIRED as a UCLA employee (regardless of department), you must NOTIFY the Health Sciences Volunteer Office to CONFIRM that your employment status does NOT violate UCLA Volunteer policies:
      1. If your volunteer status does NOT violate policies, you may be permitted to continue.
      2. If your volunteer status DOES violate policy, then we need to determine next steps according to departmental and institutional procedures.

3. Uniforms:

a. Please ask your supervisor about your uniform and PPE requirements.
b. Please ensure that uniforms are appropriate according to Dress Code guidelines.
    I. Download Dress Code guidelines from our webpage: https://www.uclahealth.org/volunteer/step-2-on-boarding-appointment)
    II. Adherence to proper attire and PPE (when in laboratories) are required (even if you are only attending a meeting).
c. If you are based in the Hospital or Clinical areas, additional dress code adherence may be required:
    I. UCLA Health Uniform Purchase Slip: If you NEED the UCLA Health Blue Jacket, please bring your Volunteer ID Badge AND the Uniform Purchase Slip to the CHS Bookstore (map included).
    II. If you do NOT need the jacket, do not purchase one as it is NON-REFUNDABLE.
d. **Volunteer ID Badges:** UCLA Health Sciences Volunteer ID badges are part of your required uniform, wear it at ALL TIMES during your shift or when performing your duties/activities.
    I. If you forgot your Volunteer ID badge, please come to the CHS Volunteer Office (Room 18-231) to obtain a temporary badge.
    II. Temporary badges are valid for a limited duration (typically 1 day) and must be returned or shredded after use.
e. Please always use the "Volunteer" title when addressing yourself to anyone you encounter.
    I. Per policy, when volunteering, you are NOT permitted to use any title that may assume that you are an employee, under paid status, or academic appointment status.
    II. UCLA students cleared for SRP or other UCLA elective research credit (i.e. 196, 198, 199, etc.) assignments by our office must be officially enrolled in the course AND address themselves as "UCLA SRP Students".
        1. UCLA SRP Students adhere to the same policies as volunteers.

4. Logging In Service and Activity Hours:

a. Logging in your activity hours is vital for not only your ACTIVE status, but for your safety and verification of your participation/assistance with the assignments:
    I. If you are assigned to the Ronald Reagan Medical Center, UCLA Medical Center Santa Monica, or 200 Medical Plaza, then you are REQUIRED to use your PIN# to log in and out of the computer kiosks.
    II. Use VicNet to log in your TOTAL hours for the day. (Password reset instructions will be emailed.)
        1. VicNet is an online system that you will access via a web browser (can be accessed on any device with internet connection) to manually log in your hours. Your login is the email address we have on file and where the password reset email is sent to, remember to log in the total hours your serviced including discussions, meetings, and other activities you performed with your assigned assignment.
    III. If you forgot to log in hours and you cannot log them in through the VicNet system, you must submit a completed Sign-In Sheet to the coordinator for manual entry.
        1. Sign-In Sheet can be downloaded on our webpage: https://www.uclahealth.org/volunteer/active-volunteers-resources

b. You should not record or log in more than your expected hours/week as indicated on your office approved Volunteer Scope of Duties Form.
    I. If your "max" or expected hours/week has changed, you must notify your coordinator.

c. INACTIVATION Policy: Inactivity (i.e. NOT logging in any hours) over 90 days will results in potential inactivation in the system.
    I. You may have to reapply (i.e. reactivation process) if you become inactivated. Warning and notification emails will be sent.
    II. If you do not reply, your supervisors will be notified. Placing a Leave of Absence (LOA) can help prevent inactivation due to inactivity (See #5 for more details).

d. NOTE: the Health Sciences Volunteer Office keeps your status ACTIVE; therefore, you are required to log in/record your activity hours through OUR SYSTEM every time you come to conduct activity regardless of a sign in sheet or system by your supervisor/department.

e. <u>POLICY:</u> A Volunteer/Student is not permitted 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.**
    I. We *suggest* that you service at least a **min 4 hours/week** (unless stated otherwise), but this is NOT mandatory and there will be some weeks you and your supervisor realize you will not have any hours to report.
f. <u>NOTE:</u> UCLA Students enrolled in a research elective course (i.e. SRP, 199, etc.) must be aware that their academic grades and classes should not be undermined due to volunteer assignment commitment hours.
    I. Discuss with your supervisors if you are having issues or complications with meeting your expected or “maximum” hours/week.

5. Leave of Absence (LOA) Policy:

a. A Leave of Absence is usually placed to keep your active status on hold for a period of time (90-120 days) to avoid inactivation due to inactivity.
b. You may request an LOA once you ask your supervisor for approval AND then notify Health Sciences Volunteer Office if you are unable to provide service.
c. LOA's start the last week you logged hours and will end within 90-120 days.
    I. To place an LOA, please email us for more information.
    II. Volunteer ID Badges must be turned into the Volunteer Office in order to *activate* your LOA unless otherwise instructed (i.e. if you need the badge for another program you are active under).
d. You will be inactivated if you have not logged in any hours for 90 days or more without notifying us with an LOA.
    I. Warning and notification emails will be sent. If you do not reply, your supervisors will be notified.
e. NOTE: Placing an LOA will NOT keep you active if your assignment ENDED.
    I. Therefore, when placing an LOA, be mindful whether your assignment will end soon to prevent inactivation and reapplying to reinstate your active status. We will usually let you know if your assignment will end once you request an LOA via email.

6. Proof of Service Hours and Participation:

a. The Health Sciences Volunteer Office does not release hours, verification of hours, or certificates until **100 SERVICE Hours** have been reached.
b. To request proof of hours, please email us or visit our website for the request form: https://www.uclahealth.org/volunteer/verification-of-hours-request
    I. Verification of Hours may be requested at any time once you reach your 100 SERVICE Hours.
    II. Certificate of Completion may only be requested once you have reached 100 hours or more AND completed the entire Clinical UCLA Health Sciences Volunteer program and you have officially off-boarded (i.e. terminated your volunteer status).
        1. We encourage/suggest that you request Certificate of hours when you are no longer ACTIVE/participating/assisting, that way your hours are more substantial.
c. Letters of Recommendations are NOT guaranteed.
    I. The Health Sciences Volunteer Office does not provide letters of recommendations for Volunteers.
    II. Please ask your supervisor for letter of recommendation.

7. Transferring or Adding Assignments:

a. **Adding an Assignment with the Health Sciences:**
   I. Current assignment's initial commitment must be completed (**50 SERVICE Hours**) before adding or transferring to any other assignments within the Health Sciences (including other labs in the same department, research with another supervisor, or if you are joining a lab for SRP or research elective course such as 199 in the Health Sciences campus).
   II. A new Volunteer Scope of Duties (VSOD) Form and Personal Device Form about the new assignment must be submitted to the Volunteer Office, approval is required before starting the new assignment.
   III. Some assignments may not be part of Clinical UCLA Health Sciences Volunteer Program, therefore another coordinator may need to handle your clearance process for the additional assignment/program.

b. **Applying for other volunteer programs in UCLA Health or the Health Sciences:**
   I. At least **50 SERVICE Hours** (we suggest 100) should be completed before transferring into another UCLA Volunteer Program (NOT Care Extenders): you may contact us before making an appointment with the Coordinator.

c. **UCLA STUDENTS ONLY:** If you decide to enroll for SRP or a research elective course (i.e. 196, 198, 199), then you are required to complete the following:
   I. Make sure your approved Volunteer Scope of Duties (VSOD) Form already indicates that you may be receiving SRP credit AND that your role/duties remain unchanged as indicated on the form.
   II. If your approved VSOD Form does not already indicate you are or will be receiving SRP credit, then inform your mentor/sponsor to update your VSOD form and resubmit it to be approved by the Volunteer Office (indicated duties must correspond with your SRP Course Contract description/duties).
   III. If your approved VSOD Form's role/duties do not correspond with your SRP Course Contract description/duties, then you must inform your mentor/sponsor to update your VSOD form and resubmit it to be approved by the Volunteer Office.
   IV. NOTE: If you are NOT enrolling in SRP/199 for the same assignment we cleared and approved you under, you MUST obtain

approval for the new assignment and have it cleared in your profile (see Adding an Assignment with the Health Sciences above).

V. Notify via email and submit a COPY of your signed UCLA SRP Contract to the Health Sciences Volunteer Office to transition to a "UCLA SRP Student" title.

VI. NOTE: You should not be registered with the Health Sciences Volunteer Office if you are a non-UCLA Student receiving any credit/stipend or you are a UCLA Student receiving non-UCLA credit/stipend.

d. Termination POLICY: You will be immediately terminated/inactivated and/or evaluated if you are conducting activities in an unassigned assignment, performing duties outside the scope of your service description, and/or have violated UCLA policy.

   I. When performing your role in the assignment, you must ensure that you are within your approved Scope of Duties.

      1. If you are unsure of your role and duties, please check with the coordinator for a copy of your forms if you do not have the approved version with you.

8. Special Accesses (i.e. Mednet, Computer, etc.):

a. Currently, the Health Sciences Volunteer Office only approves access, we do not grant them.
    I. This may change in the near future and will be updated as part of the standard IT process.
b. If you require a Mednet/ADlogin for your assignment, your department must request this access through the Department IT Authorizer.
    I. Per UCLA Health Sciences policies:
        1. If you will have access to any University business related activities (such as research data, documents, information pertaining to our work and department activities), then you are required to have a Mednet account to securely communicate with your supervisor(s) and other personnel members.
        2. It is not appropriate or within policy to use your Mednet email or computer/AD login for other purposes (including personal) other than your indicated role/duties as approved in your VSOD Form.
        3. When using your Mednet account to email others, always sign off with an appropriate signature (remember, you must use the appropriate title you are under, see #3 for more details).
        4. If you are also a UCLA Health Sciences employee and already have Mednet access, you must SEPARATE your roles and ensure that you are not using your employee privileges or accesses when volunteering or conducting non-employee activities.
        5. Cyber Security is important, never share passwords or confidential login information, or other individual's personal information online, by phone, or in-person. Inform your supervisor if someone calls you asking for personal contact or other information regarding members in your office or lab.
    II. If your assignment form does NOT state you will need MedNet/ADlogin access, then access is not permitted to be requested. You must inform your supervisor that your assignment form must be revised and submitted to the Health Sciences Volunteer Office for approval before requesting access.
c. Care Connect, PHI (Protected Health Information), or Medical Records access:

I. Such access is ONLY permitted if you are approved and your Volunteer Scope of Duties (VSOD) form indicates that you will have access to any identifiable information.
II. Per policies:
    1. You are required to ONLY access the MINIMAL necessary to perform your volunteer duty.
    2. Access must be completed ONSITE, on a UCLA owned device, and under staff supervision.
III. Requesting access must be completed by your supervisor with your Department's IT Authorizer.
IV. If your approved Volunteer Scope of Duties Form is NOT approved for access BUT your supervisor decides later that you need access, then he/she needs to fill out a new VSOD form for office approval.

d. <u>COVID Update:</u> Currently, remote policies and guidelines are established to ensure that you are performing remote activities within a secure and low-risk method:
    I. Personal Device forms must reflect your current role and duties if you will be using a personal device.
        1. Exceptions: if you are using your personal device for activities that can be performed on non-encrypted devices for temporary purposes only, then revision of form is not needed.
e. Volunteers are NOT permitted to be granted Mednet/UCLA Health Sciences VPN Access for remote purposes.
f. Please see our Remote Volunteering Policies and Guidelines for more details: https://www.uclahealth.org/volunteer/remote-volunteer-guidelines
g. <u>Volunteer POLICY:</u> Email notifications from the Health Sciences Volunteer Office (Volgistics) must always be received.
    I. If you opt out, we will assume you are no longer assisting as a Volunteer and you will be inactivated.
    II. You should check your email settings to make sure that emails (particularly automated emails) from our volunteer database system is NOT JUNK to prevent missing any important notices or warnings.
    III. Our main form of communication is EMAIL and occasionally we may try to contact you via PHONE CALLS.
        1. Therefore, you may choose to opt in for TEXTING options, however, charges may incur depending on your mobile plan.

9. Bonus Hours and Opportunities:

a. Bonus Service Hours are hours that our office provides as an extra "bonus" that will help with your total accumulated hours within the program.
    I. Bonus Hours may be used towards some of our requirements, however, only 10 Hours max for assignment requirement to transfer/add.
        1. Bonus Hours are typically helpful for reaching 100 hours to qualify for Verification or Certificate of Completion.
    II. Bonus hours cannot replace any assignment or required hours for a program.
        1. Your supervisors ultimately decide how many hours suffice for completion or qualification.
    III. Bonus hours issued by our office for updating purposes or completing a process do not count towards your maximum 20 hours/week.
        1. Hours you service for Special Events should be accounted with your 20 hours/week max. However, bonus hours in addition to the hours you served do not.
        2. Example: your Special Event shift is 4 hours and we provide 6 bonus hours to credit you a total of 10 hours. This means you only served 4 hours as 6 are bonus hours.

b. **Bonus Hours Opportunities:**
    I. Blood and Platelet Center: To receive bonus hours for donating blood/platelet at the UCLA Blood and Platelet Center, please email us a picture of your donation slip, which the nurse should provide you.
        1. You will receive 6 SERVICE Hours for EACH Blood donation or 12 SERVICE Hours for each Platelet donation.
        2. NOTE: Bonus hours are only issued for donations made directly to the UCLA Blood and Platelet Centers.
        3. Please visit their website for limits and qualifications for donating: www.gotblood.ucla.edu
    II. Updating Compliance or Completing a Process:
        1. Mandatory Annual Tuberculosis (TB) Screening:
            a. Your TB Test is required to be updated ANNUALLY.
            b. If you update your TB test on time, 2 Service Hours will be issued.
            c. We will send 2 email reminders (30 day and 15 day). Please make sure you make an appointment

immediately as some clinics might not be available for a while when making an appointment.

   d. Please obtain a TB blood test, not a skin test. If you have no way of obtaining a Blood Test, email your coordinator.
   e. Per policy, if you do not update on time, you may be inactivated and required to complete the reactivation process to reinstate your active status.

2. UCLA Health Influenza (Flu) Vaccine Policy:
   a. Flu season is typically from November to March/April (unless notified by County or UCLA Health). We will send notifications before the new season begins.
   b. During the flu season you must wear a current flu badge buddy in the clinical areas (or if you will be near patients/research participants).
   c. In order to obtain a Badge Buddy you will need to show PROOF of a recent flu vaccine administered after August 1st of the same calendar year for the next flu season to the UCLA Health Sciences Volunteer Office.
   d. If you are unable to obtain a flu vaccine due to medical reasons, please let your coordinator know and revise your current role to a “non-clinical” role until Flu Season ends.
   e. Health Sciences Volunteer/SRP cannot wear MASKS as an alternative to obtaining the vaccine.
3. Completing an Update Process:
   a. If your assignment end date has passed and/or ANY of your assignment information have changed (including your supervisor, duties, location, etc.), then you are required to submit a new Pre-Screening application AND upload updated VSOD and Personal Device form (which must be completed and signed by your supervisor).
   b. *Note: Some individuals may not be eligible to extend the end date.*
   c. 1 bonus service hour will be issued for completing the updating process.
4. Completing an Annual Education Training Requirement:

    a. 2 bonus service hours will be issued to those who complete annual education on-time.
    b. Those who do not complete the training on time, will be inactivated.
        i. If you wish to continue volunteering, you must reinstate your status, but you will not be issued any bonus hours.
5. Completing On-Boarding Process:
    a. Each of our applicants receive a total of 6 bonus hours for completing the Volunteer Clearance Process which includes completing the Pre-Screening, paperwork, training modules, and Orientations.

10. Compliance with UCLA Health Sciences:

As a Volunteer under an invited UCLA Health Sciences faculty/staff member, you are different from the General Volunteers in the UCLA Health Volunteer Programs.

a. Specific training and 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 assisting in.
b. Here are the General training information in addition to department specific training:
    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.
        3. During a disaster, you may assist the faculty/staff only if your expected duties are low/minimal risk and do not pose harm to you or others.
    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 on your badge)
        3. **Fire Extinguisher Steps: PASS:** **P**ull the pin, **A**im at the base of the fire, **S**queeze, **S**weep side to side
        4. As a Volunteer, only use a fire extinguisher if you are the ONLY person capable. If an employee or other more qualified personnel is with you, please have them use the fire extinguisher instead.
    IV. **Overhead Emergency Pages: As a Volunteer, you are a SECOND SET OF EYES, not body. Meaning do NOT confront physically or verbally to any 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
    b. Only conduct CPR if certified and appropriate, 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.
    b. Wait outside until cleared.
    c. 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, if you see 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, if you see 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, if you see 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 faculty/staff and follow instructions.
7. **Code Triage** (disaster code): **Internal** (within hospital/building) or **External** (outside hospital/community area)
8. *IN CASE OF EMERGENCY, CALL: #36 and/or 911*

V. **Hazardous Materials**
1. Do NOT pick up any trash or spills, please inform a custodian or supervisor immediately to avoid anyone else slipping or falling down.

2. Do NOT touch any unknown liquids or substances, these materials can be anything (i.e. chemicals, bodily fluids, etc.), therefore inform a custodian or supervisor immediately.
3. Do NOT touch 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.

VII. **Security**

1. Do NOT conduct any activities without your Volunteer ID badge.
2. If you forgot it at home and the Health Sciences Volunteer Office is OPEN, obtain a temporary ID from the Health Sciences Volunteer Office.
3. If you forgot it at home and the Health Sciences Volunteer Office is CLOSED, please RESCHEDULE your volunteer shift and return when you have your badge.
4. If your badge is LOST/STOLEN, please notify the Health Sciences Volunteer Office for a new badge application ($23.50 fee must be paid at the RRUCLA Cashier's office)

VIII. **Utilities**

1. Be cautious of areas undergoing construction. Be aware of your surroundings at ALL TIMES.
2. Report any broken devices (phones, computers, etc.) to your supervisor immediately.

IX. **Incident and Abuse Reporting**

1. If you witness or suspect any abuse (Elder, Domestic, Child), REPORT it to your supervisor to evaluate if the incident requires any interventions. Do NOT intervene, have a staff member or security handle the situation.
2. REPORT any injury incidents you have during your shifts to your supervisor, no matter how big or small (ex: paper cut) your injury is and seek medical treatment when necessary:
    a. Volunteers must have the supervisor file an incident report in order to receive treatment from our Occupational Health Facility. For urgent/immediate attention, report to the UCLA RR/SM Emergency Room (incident report should still be filed, but is not needed prior to an ED visit).

b. UCLA SRP Students must visit the UCLA Ashe Center for medical treatment. If it is an emergency, please present your *student health insurance* when being treated in the Emergency Room or Occupational Health.

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 (such as staff or students, etc.) at UCLA Health Sciences Facilities. **C**onnect, **I**ntroduce, **C**ommunicate, **A**sk/**A**nticipate, **R**espond, **E**xit.
    a. If any individual(s) at UCLA is making you feel uncomfortable, in danger, threatening, or creating a hostile environment, please report them to the Volunteer Office.
2. **HIPAA** is a legislature law that provides data privacy and security provisions for safeguarding medical information.
    a. UCLA Health Sciences also has policies with additional provisions and procedures regarding the protection of privacy and data (including research data).
    b. As a volunteer in the Clinical Volunteer Program, your role may contain some clinical involvements (must be approved on your VSOD Form) such as access to Protected Health Information (PHI), any identifiable data, patients/study participants, or clinical settings such as patient areas.
        i. If your VSOD form is not approved with clinical research or volunteer duties, then you are not permitted to have such involvement.
    c. If you come across PHI or medical records that are not properly stored or left unattended (i.e. on the floor, in the bathroom, etc.), inform your supervisor or a staff member immediately.
        i. This can also help prevent it from reoccurring.
    d. Examples of HIPAA violations include taking photos of patients/study participants, taking clinical data

home, or requesting to see medical/clinical information that is not necessary for your role, etc.

e. Consequences of HIPAA law and UCLA policy violations can include:
    i. Hefty fines, criminal charges, exclusion from UCLA campus parameters/employment, and/or academic transcript alterations.
f. Please take HIPAA law and our policies pertaining to HIPAA Compliance seriously.
g. Protect ALL identifiable information (including information you receive about fellow volunteers, students, staff, etc.)!

3. **UCLA Health Shadowing Policy:**
    a. Per policy, you are NOT permitted to shadow.
    b. Only UCLA Health/DGSOM Approved Formalized Shadowing Program Members may shadow within their designated shadowing shifts.
        i. These programs assign each member their shifts and designated health professionals.
        ii. You may NOT shadow outside the approved program shifts, please contact your program supervisor for additional questions.
    c. For everyone else, please DO NOT request, seek out, or cold email faculty or employees to shadow or conduct “clinical visits” at any of our UCLA hospitals/clinics.
        i. Please look for outside opportunities such as non-UCLA affiliated hospitals and clinics.
        ii. Do NOT use your UCLA Health clearance for outside opportunities. You are only cleared for the assignments we approved and assigned you to. Many have their own shadowing policy.

XI. **Infection Control**

1. When washing your hands, use warm water and anti-bacterial soap. You should wash and scrub your hands (including fingers and fingernails) under running water for **20 seconds** (roughly two “Happy Birthday Songs”).
2. Do NOT enter ANY rooms/areas that have a SIGN indicated high levels of hazardous/biohazardous materials or contains any active diseases.

        a. Examples: Radiation, Chemicals, Tuberculosis, Measles, Mumps, Rubella, Varicella, or Bacteria or Viruses that can be spread (contact, droplet, spores, and airborne).
    3. If a room (that is not your designated laboratory or wet-lab room) requires Personal Protective Equipment (PPE), you should NOT enter even if you have PPE.
    4. Entering a laboratory with PPE is required and appropriate as long as it is deemed safe and low-risk WITHOUT any signs of high levels of hazardous/biohazardous materials or active diseases.
        a. PPE includes proper UCLA approved lab coat, gloves, face masks, goggles, etc.
        b. Check with your lab manager for the complete list of proper PPE required for your specific labs.

XII. **Personal Responsibilities and Safety:**

1. **Code of Conduct and Professionalism:**
    a. It is important to ensure that you (as an individual) act in a professional manner and within code of conduct (such as adhering to policies, procedures, and rules).
    b. You should only perform the activities, role(s), and duties as indicated on your approved Scope of Duties or Service Description forms.
    c. If someone at UCLA Health Sciences is making you feel uncomfortable, threatening, or making it difficult to perform your roles/duties properly:
        i. Do not act out, retaliate, or keep this information to yourself.
        ii. Inform your supervisor(s) immediately and let them know how they can help.
        iii. If you feel that your supervisor(s) cannot help or support you, please contact the Volunteer office coordinators.
2. **Integrity:**
    a. As part of the Health Sciences workforce, integrity is very important and essential when performing your role and duties as a volunteer.
    b. Always ensure that when accessing data, systems, or information whether related to research or department activities, it is part of your approved Scope of Duties

and only perform what is necessary for any data manipulation, changes, or editing.

c. Never falsify, plagiarize, or inappropriately use any data that you are handling or accessing.
d. Report any suspicious or misconduct to your supervisor immediately.

3. **Sexual Harassment:**
    a. Sexual Harassment is the unwelcome sexual advance(s), and can be subtle and indirect, or blatant and can take many forms.
    b. Please refer to the Sexual Harassment Information sheet for definitions, additional resources, and contact information.
4. **Personal Health and Safety:**
    a. If you are feeling unwell during your duties, make sure you inform your supervisor immediately and take appropriate steps to ensure your health is priority.
    b. If you feel that the area or station where you are conducting your activities is not safe or may be causing adverse effects on your health, inform your supervisor(s) immediately. Contact the Volunteer Office Coordinators if your supervisor cannot help.

c. Please ensure your department has trained you in all the above fields. These are IMPORTANT information that all volunteers at UCLA Health Sciences need to understand and know.
d. IF you need more information or have any questions regarding the above training and protocols, please email us.

Chapter Four: Volunteer Policies

Inactivation of Status Policies

There are several reasons for a volunteer's active status to become inactivated or terminated. Many of these are policies that requires immediate attention in order to resume volunteering and maintain active volunteer status:

1. Inactivity over 90 days:
    a. Per the volunteer policy, you must actively log or record your hours on a regular basis as proof of your participation.
        i. If you do not log hours within a period of 90 days (without placing a Leave of Absence), the system will automatically include you in the "to be inactivated" list.
        ii. You will receive warning emails so that you can resolve any errors or provide missing hours immediately. If we do not receive a response within the specified timeframe within the warning email, you will be inactivated.
        iii. You will receive a notice email if you become inactivated. If we do not receive a response within 7 days of the notice, we will need to contact your supervisor to assist with off-boarding is necessary.
2. Assignment Ended:
    a. Per the volunteer policy, each of your assignments have a designated end date which either requires you to off-board or update if you will continue volunteering.
        i. If your end date is approaching, we will send you a warning email with instructions on how to update typically 30 days and 15 days before your end date.
        ii. If you do not update your assignment by the time your assignment ends, you may be inactivated and we will send you a notice.
        iii. If you still do not update your assignment after being inactivated, we will need to contact your supervisor to assist with off-boarding is necessary.
3. Compliance Update Missed:
    a. Per the volunteer policy, you must actively keep your requirements and compliance items up to date when needed and requested. This includes annual requirements and any new requirements.
        i. We will send you reminder emails if any of your requirements will expire typically 30 days and 15 days before your end date.
            1. If you do not update your requirements by the time it expires, you may be inactivated and we will send you a notice.

        2. If you still do not update your requirement after being inactivated, we will need to contact your supervisor to assist with off-boarding is necessary.
    ii. If there are any new requirements, we will send email notifications with instructions on how to complete. Typically, we will provide a 30 day period of time for new requirements to be completed and updated.
        1. If you do not respond or send us the completed new requirement, you may be inactivated by the system. We will send a notice to allow a period of time to resolve.
        2. If you still do not complete the new requirement after being inactivated, we will need to contact your supervisor to assist with off-boarding is necessary.

4. No Response:
    a. Per the volunteer policy, it is imperative that you respond to any of our messages and emails that requests for your reply.
        i. If after a period of time we do not receive a response from you, the system may inactivate you.
        ii. We will send a notice to allow a period of time to resolve.
        iii. If you still do not respond after being inactivated, we will need to contact your supervisor to assist with off-boarding is necessary.
    b. Opting out of receiving important messages can also result in possible inactivation of your active status.
        i. You may choose to opt out from our emails EXCEPT Administrative Notices and Checklist Reminders.
5. Termination Policy:
    a. You will be immediately terminated/inactivated and/or evaluated if you are conducting activities in an unassigned assignment, performing duties outside the scope of your service description, and/or have violated UCLA policy.
        i. When performing your role in the assignment, you must ensure that you are within your approved Scope of Duties.
        ii. If you are unsure of your role and duties, please check with the coordinator for a copy of your forms if you do not have the approved version with you.
    b. Additional disciplinary actions may follow depending on the level of severity that caused the termination.

Access and Remote Volunteering Policies

Volunteers may be granted certain accesses to our systems, data, and other servers. However, these accesses are required to be limited and restricted according to your approved role and duties:

- **Volunteer Mednet Account:**
  - Mednet accounts can only be issued if your approved Scope of Duties form indicates that you need it.
  - Mednet is required If you will have access to any University business related activities (such as research data, documents, information pertaining to our work and department activities).
  - It is not appropriate or within policy to use your Mednet email or computer/AD login for other purposes (including personal) other than your indicated role/duties as approved in your VSOD Form.
  - When using your Mednet account to email others, always sign off with an appropriate signature (remember, you must use the appropriate title you are under, see #3 for more details).
  - If you are also a UCLA Health Sciences employee and already have Mednet access, you must SEPARATE your roles and ensure that you are not using your employee privileges or accesses when volunteering or conducting non-employee activities.
  - If your assignment form does NOT state you will need MedNet/ADlogin access, then access is not permitted to be requested. You must inform your supervisor that your assignment form must be revised and submitted to the Health Sciences Volunteer Office for approval before requesting access.
- **Remote Desktop Access:**
  - This option is only for those who must use the in-lab computer workstations to access programs and software that cannot be accessed on a personal device.
  - There are guidelines, requirements, and restrictions to follow when using Remote Desktop access.
  - Your supervisor must request access through our website: https://www.uclahealth.org/volunteer/remote-desktop-for-volunteers
- **Research Data Access:**
  - Mednet is required to access any Health Sciences related research data.
  - If you will only be accessing publicly accessible research data (i.e. from federal websites such as CDC, state websites such as Department of Public Health, data sets from public websites, etc.), then Mednet is not required.

- **De-identified Data Access:**
  - De-identified data sets are data that have been stripped from identifiers as defined by HIPAA: https://ohrpp.research.ucla.edu/hipaa/
  - Although data is de-identified, it is still considered Health Sciences data and must be communicated and accessed through a Mednet account.
- **Non-Clinical Data Access:**
  - Non-Clinical data can refer to any data sets that is not research related or clinically related such as list of nearby resources, administrative information, files, documents, etc.
  - If the non-clinical data is Health Sciences related, then it must be communicated and accessed through a Mednet account.
- **UCLA Health BOX Access:**
  - Access to UCLA Health Box requires a Mednet account.
  - UCLA Health Box is a secured method for supervisors to share and distribute data to volunteers.
  - Sharing data must follow our policies and guidelines regardless if the communication method is HIPAA "compliant".
  - If you cannot access certain data sets on a personal device due to policy, then you should not access it.
  - For more information regarding UCLA Health Box, please see their website: https://it.uclahealth.org/about/dgit/dgit-services/communication-and-collaboration/productivity-and-collaboration/box
- **Clinical or "Identifiable" Data:**
  - "Identifiable information" includes PHI, Care Connect/EPIC, UCLA Health BOX with PHI, full-face images or video calls, communications and correspondents by phone or email, information which can identify or trace back to the individual, etc.
  - Zoom meetings with study participants/patients are considered identifiable information.
  - For more details on "identifiable" information or data, please see: https://ohrpp.research.ucla.edu/hipaa/
  - Care Connect Access:
    - Volunteers who are also current UCLA Students may be granted Care Connect View Only access if necessary to carry out their volunteer function.
    - Granting such access is reviewed case by case and NOT guaranteed that the volunteer will be approved.
  - Any identifiable information, clinical data, or Care Connect may only be accessed on a UCLA owned device, onsite, under staff supervision.

- Volunteers are NOT permitted to distribute, send, or receive any PHI or medical records even if you have a Mednet account.
- Volunteers are NOT permitted to access or store any clinical data or identifiable information remotely.

Remote volunteering is limited and requires prior approval from the Volunteer Office:

- Remote activities and duties must adhere to the Remote Volunteering guidelines: https://www.uclahealth.org/volunteer/remote-volunteer-guidelines
- There are additional polices and guidelines when using a personal device for volunteering as well: https://www.uclahealth.org/volunteer/use-of-personal-device-volunteer-parameters

Eligibility and Guidelines

Volunteer status can only be processed for individuals who meet the Volunteer Eligibility Criteria and if their assignments are also within Volunteer Guidelines:

- Volunteer Eligibility Criteria: https://www.uclahealth.org/volunteer/volunteer-eligibility-requirements
- Volunteer Guidelines: https://www.uclahealth.org/volunteer/volunteer-guidelines

NOTE: since policies can change, our eligibility criteria and guidelines may also change.

Additional Approvals Required

Additional approvals may be required for certain activities, the UCLA Health Sciences Volunteer Program Coordinators will verify with the designated offices to ensure approval is documented BEFORE the volunteer/SRP clearance process can be finalized. If you are not yet approved for any of these activities, there will be a delay in your clearance process as we cannot clear you until you are approved.

For a list of what additional approvals we may require, please visit our webpage: https://www.uclahealth.org/volunteer/other-approvals-required