

Non-Clinical Volunteer Final Session Orientation Guide (For QUIZ):

Revised 11/30/2020

Note: UCLA SRP Students in Non-Clinical Research roles will also be referred as “Volunteers” throughout this guide.

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Non-Clinical Program Coordinator: Hogan Tran (NCV@mednet.ucla.edu)

Location: CHS 18-231

Office Hours: 11-12pm, 3-4pm

May be cancelled due to department events or unexpected meetings

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).

UCLA Health and Health Sciences

Mission: to deliver leading-edge patient care, research, and education.

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

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.

1. Active Status:

- a. Active status will be “activated” once you complete your Final Session Orientation with the program coordinator.
- b. You **MUST** maintain an ACTIVE status with our office in order to maintain registration status.
- c. You must start volunteering (i.e. recording/logging in hours) within 90 days of activation or else be inactivated, you may have to reapply (i.e. reactivation process) if you become inactivated.
- 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 will be recorded. However, reactivations are limited and will require completing the quiz again and other requirements as applicable.

2. Photo-ID Badge and Application Form (unless you already have a UCLA Health Sciences Volunteer ID Badge):

- 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 (must be worn at ALL times):

- a. Please ask your supervisor about your uniform and PPE requirements.
 - I. Please ensure that uniforms are appropriate according to Dress Code guidelines (download at website: <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).
- b. **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.
- c. Please 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. 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.
- 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. (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 result in potential inactivation in the system. You may have to reapply (i.e. reactivation process) if you become inactivated. Warning and notification emails will be sent. 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. If you forgot to log in hours, please email us.
- e. POLICY: 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**. 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. **NOTE:** 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. 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. Ask your supervisor for approval AND then notify Health Sciences Volunteer Office if you are unable to provide service (i.e. log in hours) for a period of time OVER 90 days (**min: 90 days; max: 120 days**).
- b. 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).
- c. You will be inactivated if you have not logged in any hours 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.
- d. **NOTE:** Placing an LOA will NOT keep you active if your assignment ENDED. 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. 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. Verification of Hours may be requested at any time once you reach your 100 SERVICE Hours.
 - I. To request hours of verification please email us or visit our website for the request form: <https://www.uclahealth.org/volunteer/verification-of-hours-request>
- d. Letters of Recommendations are NOT guaranteed. The Health Sciences Volunteer Office does not provide letters of recommendations for Volunteers. 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 Non-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.
 1. 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).

2. 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.
- II. 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.
- III. 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. 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.

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

- a. Currently, the Health Sciences Volunteer Office only approves access, not grant them.
- 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.
- c. 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.
- d. COVID Update: 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.
 - II. Volunteers are NOT permitted to be granted Mednet/UCLA Health Sciences VPN Access for remote purposes.
 - III. Please see our website for more details: <https://www.uclahealth.org/volunteer/remote-volunteer-guidelines>
- e. POLICY: Email notifications from the Health Sciences Volunteer Office (Volgistics) must always be received. If you opt out, we will assume you are no longer assisting as a Volunteer and you will be inactivated.

9. Bonus Hours and Opportunities:

- a. Bonus Service Hours may be used towards requirements (10 Hours max for assignment requirement to transfer/add).
 - I. Bonus hours cannot replace any assignment or required hours for a program. Your supervisors ultimately decide how many hours suffice for completion or qualification.
 - II. Bonus hours issued by our office for updating purposes or completing a process do not count towards your maximum 20 hours/week.

- 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 website for limits and qualifications for donating: www.gotblood.ucla.edu
 - II. Updating Compliance or Completing a Process:
 - 1. 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).
 - i. *Note: Some individuals may not be eligible to extend the end date.*
 - ii. 1 bonus service hour will be issued for completing the updating process.
 - 2. Completing an Annual Education Training Requirement:
 - a. 2 bonus service hours will be issued to those who complete annual education on-time. Those who do not complete the training on time, will be inactivated. If you wish to continue volunteering, you must reinstate your status, but you will not be issued any bonus hours.
 - 3. 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:

- a. 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.
- b. 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.
- c. 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:** Remove, Alarm (Call#36/911), Contain, Extinguish/Evacuate (Will be on your badge)
 - 3. **Fire Extinguisher Steps: PASS:** Pull the pin, Aim at the base of the fire, Squeeze, Sweep side to side
 - a. 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. 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, 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)
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 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. **Connect, Introduce, Communicate, Ask/Anticipate, Respond, Exit.**
 - 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).
 - i. As a volunteer in the Non-Clinical Volunteer Program, you should **NOT** HAVE or SEEK any clinical involvements such as Protected Health Information (PHI), any identifiable data, patients/study participants, or clinical settings such as patient areas. You are not permitted such involvement during any of your Non-Clinical Volunteer shifts or assignments.
 1. 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.
 - ii. 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.
 - b. Consequences of HIPAA law and UCLA policy violations can include: Hefty fines, criminal charges, exclusion from UCLA campus parameters/employment, and/or academic transcript alterations.
 - i. Please take HIPAA law and our policies pertaining to HIPAA Compliance seriously. Protect ALL identifiable information (including information you receive about fellow volunteers, students, staff, etc.)!

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. 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. 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.
- d. 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.
- e. IF you need more information or have any questions regarding the above training and protocols, please email us.