

# Clinical UCLA Health Sciences (CUHS) Volunteer Orientation Guide (For QUIZ):

**Revised 11/18/2022**

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

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**Location:** CHS 18-231

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.

## **Definitions**

- **Assignment:** This refers to the approved Opportunity in which your inviting supervisor created and our office approved. It is called an “assignment” once you are actively “assigned” or “placed” within the Opportunity.
- **CareConnect:** The UCLA Health electronic medical record database system.
- **DGSOM:** David Geffen School of Medicine (together with Health System, it is collectively called “UCLA Health”).
- **Mednet:** The UCLA Health Sciences email and computer AD login account. Mednet is required to log into our computers, systems, servers, and other software or devices.
- **Opportunity:** This refers to the “Opportunity” in which your inviting supervisor creates and our office approves. This is also the link sent to you to start on-boarding as you are not yet “assigned” to it.
- **Prox Access:** Access granted on your Volunteer ID badge for doors with the tapping mechanism (not swiping feature).
- **Scope of Duties (SOD) Form:** Also known as your service description, which must be completed and signed by your inviting supervisor.
- **Sign-In Station:** This refers to the Volunteer Sign-In Stations located within Ronald Reagan, 200 Medical Plaza, and Santa Monica UCLA Medical Center. Only those approved within these areas may sign-in using these stations via their badge.
- **UCLA Health Sciences:** The institutional organization consisting of UCLA Health (Health System and DGSOM), School of Dentistry, School of Public Health, and School of Nursing.
- **UCLA Health System:** The UCLA Health System which consists of the clinical buildings and services such as the Medical Centers, Clinics, and patient care services.
- **UCLA SRP:** University of California, Los Angeles Student Research Program (research elective coursework). Usually refers to the 99 series, but for Volunteer office purposes, this includes upper divisions (i.e. 196, 199, etc.).
- **Volunteer Dashboard:** This refers to your Volunteer Login Account (not to be confused with Mednet AD Login). You access this to complete the On-Boarding process, view your service description (SOD Form), or log in your hours (if you are authorized).

# 1. Volunteer Program Status:

## a. "Active" CUHS Activity Status:

- I. Your status for the CUHS Program will be "activated" and show as "Active" once you complete your Final Session Orientation Quiz AND the coordinator completed your On-Boarding Process via the Volunteer Dashboard.
- II. You MUST maintain an ACTIVE status with our office in order to maintain registration status.
- III. You must start volunteering (i.e. recording/logging in hours) within 90 days of activation or else be inactivated.

## b. "Compliance Overdue" CUHS Activity Status:

- I. If your status changes to "Compliance Overdue", it still means that you are "Active" however, due to be inactivated until you complete any expired or pending requirements.
- II. Email warnings and reminders will be sent out prior to requirements expiring and will specify specific deadlines.

## c. "In-Active" CUHS Activity Status:

- I. If you become "In-Active" for any reason (i.e. inactivity, assignment ended, etc.), then you must complete the reactivation process to reinstate your status.
- II. Each reactivation process will be recorded. However, reactivations are dependent on the grace period and will require completing the quiz again and other requirements as applicable.
- III. If your "In-Active" status has been longer than the grace period, you will be required to re-onboard and recomplete all on-boarding requirements.

## d. Visual Guide of your Volunteer Dashboard:

**UCLA Health** | Hello, \*First Name | Dashboard | Logout

This is your Volunteer Dashboard Type (this is only for those Active in any one program).

Here you can upload your photo (should have your full head from shoulders up)

Here is where you can see your Program Specific Status if you are in more than ONE Program:  
-Active  
-Applicant  
-Compliance Overdue  
-Inactive  
-LOA

Activity Status  
CUHS: Active  
NCUHS: Applicant

Here is a Summary of your reported hours  
You have logged **4.00 hours** total since first starting on Wednesday, April 20th 2022.

Click on Edit Profile to update your personal information including school and employment

Click on Request Leave to request a Leave of Absence (LOA) for all or just select programs if you are unable to volunteer or update your annual requirements for a short period of time

Click on Exit Request if you plan to off-board from all programs or select program(s).  
NOTE: If you are off-boarding in good standing (i.e. completing all of the required hours of commitment), then you are eligible for a Certificate of Completion.

Here is where all of your assignments (AKA Opportunities) are located:  
**PLACED:** means you are actively assigned.  
**REFERRED:** means you are pending to be assigned and must complete the clearance process (above).

**Annual Compliance**

**Complete Application and Essays** [Complete Application](#)  
Thank you for signing up for a new program. Please click "Complete Application" to provide further detail about why you are volunteering and your qualifications. You have 2 weeks to complete this portion of the application to allow time for completing your essays.

- Universal Background Screening
- CICARE Training
- Radiation Safety Training
- Safe Patient Handling Training
- Cybersecurity Training

**Clinical UCLA Health Sciences Training** [Launch Training](#)  
Due date: 09/30/2022

**Non-Clinical UCLA Health Sciences Training** [Launch Training](#)

**Influenza Vaccine (Flu Shot)** [Upload](#)  
Due date: 09/30/2022  
Please click upload to provide your Flu Shot documentation

**Personal Device Usage Waiver** [Upload](#)  
Due date:  
Please complete the following steps:  
1. Click here to download the Volunteer Personal Device Usage Form  
2. Print and Sign this document  
3. Scan or take a picture of the signed form  
4. Click the "Upload" Button to upload your completed form for review  
Once completed, we will review your document and close this step once confirmed.

**In-Person Follow-Up**  
Orientation Quiz

Annual and New Volunteer Requirements or Trainings will be prompted here to complete

If you are applying to another program, then you may see some familiar steps appear which are required in order to clear in the new program. Complete each step in order to be Active in the program.

These steps are grayed out as they will activate once you complete the previous steps (similar to when you onboarded)

Click on Log Books to view a break down of hours entered or signed in/out.

Click on Report Hours to record your hours for each Opportunity.  
NOTE: Not all volunteers will have this option if you are required to Sign In/Out of the Kiosk Station.

Click on Edit Profile to update your personal information including school and employment

Click on Request Leave to request a Leave of Absence (LOA) for all or just select programs if you are unable to volunteer or update your annual requirements for a short period of time

Click on Exit Request if you plan to off-board from all programs or select program(s).  
NOTE: If you are off-boarding in good standing (i.e. completing all of the required hours of commitment), then you are eligible for a Certificate of Completion.

Here is where all of your assignments (AKA Opportunities) are located:  
**PLACED:** means you are actively assigned.  
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**Upcoming Schedule** [View Schedule](#)  
No upcoming schedule shifts. [View your full schedule](#)

**My Opportunities** [Calendar](#) | [List](#)

\*CUHS Test CUHS: Other  
You've been placed with this opportunity.  
[see details](#)

\*NCUHS Test CC: General  
You've been referred for this opportunity.  
[see details](#)

This is the name of the Opportunity's department or section

Click on the Name/Title of the Opportunity or "see details" button to view the Scope of Duties form, Access, and other information.

## 2. Photo-ID Badge and Off-Boarding:

- a. **To OBTAIN a NEW badge:**
  - I. In your clearance email, there should be a Badge Request Survey link to complete in order to receive Office Hours for Badge Pick-Up options.
  - II. Non-UCLA Students: 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. **Badge Access:**
  - I. Your supervisors must request your badge access through the appropriate offices (via email or link), similar to employee badge access process. They must specify that you are a volunteer.
  - II. How to make sure your BADGE does not cause access errors:
    1. Any magnetic cards (i.e. parking cards, credit cards) must be kept separately as they can interfere with the function of Photo IDs and the proximity access readers.
    2. Do not punch holes or attach pins/stickers to the badge as this will cause the card to stop working.
    3. Keep the Badge away from any electronic devices as there is the possibility of having badge functionality lost.
    4. Keep the Badge close enough to the reader for it to beep. Do not pull on the door until the reader turns green.
- d. **Off-Boarding Process (Exit Request):** (See page 2 for a Visual Guide)
  1. IF you will no longer continue with your UCLA Health Sciences Volunteer assignment(s):
    - a. Notify your supervisor AND submit an Exit Request via Volunteer Dashboard.
    - b. Complete the Off-Boarding (Exit) Process:
      - i. If you are NOT an active volunteer in any other volunteer programs (check your Dashboard for statuses), RETURN your UCLA Health Science Volunteer ID Badge to the Health Sciences Volunteer Office.
      - ii. If you are still ACTIVE in another program: check with the Volunteer Office to see if you can still keep your badge or exchange it for the appropriate one.
  2. IF you have been terminated/inactivated due to other reasons and may not return to your UCLA Health or Health Sciences assignment(s):
    - a. Notify your supervisor(s) AND submit an Exit Request via Volunteer Dashboard (unless already inactivated).
    - b. Complete the Off-Boarding (Exit) Process by RETURNING your UCLA Health Science Volunteer ID Badge to the Health Sciences Volunteer Office.
  3. **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:
    - a. If your volunteer status does NOT violate policies, you may be permitted to continue.
    - b. If your volunteer status DOES violate policy, then we need to determine next steps according to departmental and institutional procedures.
    - c. **NOTE:** If you cannot remain under a volunteer status, you MUST turn in your Volunteer ID Badge.
  4. **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.

### 3. Uniforms and/or Dress Code (must be worn at ALL times):

a. **What is Your Designated Uniform?**

- I. Please ask your supervisor about your uniform and PPE requirements:
- II. Please ensure that uniforms are appropriate according to Dress Code guidelines (download at website: <https://www.uclahealth.org/volunteer/programs/ucla-health-sciences-volunteer-programs/boarding-appointment>)
- III. Adherence to proper attire and PPE (when in laboratories) are required (even if you are only attending a meeting).
- IV. If you are based in the Hospital or Clinical areas, additional dress code adherence may be required:
  1. 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).
  2. If you do NOT need the jacket, do not purchase one as it is NON-REFUNDABLE.

b. **Volunteer ID Badges:**

- I. 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.
- II. If you received a Volunteer badge from another program, make sure it is compliant with our policies whether you need to exchange it or not, see Page 3 under section b.

c. **Introducing/Addressing yourself to others:**

- I. Please use the “Volunteer” title when addressing yourself to anyone you encounter.
- 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.
- III. **Per policy**, you are NOT permitted to use any title that may assume that you are an employee, under paid status, or academic appointment status.

## 4. Logging In Service and Activity Hours via Sign-In Station/Volunteer Dashboard:

### a. How to Log or Report your Hours:

- I. 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:
  1. If you are assigned to the Ronald Reagan Medical Center, UCLA Medical Center Santa Monica, or 200 Medical Plaza, then you are REQUIRED to sign in using the Sign-In Station (instructions will be emailed to you).
  2. If you are based outside the above areas, then you will use your Volunteer Dashboard to log in/report your TOTAL hours for the day. (See page 2 for a Visual Guide)

### b. Reporting Hours Policies:

- I. You should not record or log in more than your expected hours/week as indicated on your office approved Volunteer SOD Form.
    1. If your “max” or expected number of hours/week has changed, you must notify your coordinator.
  - II. **INACTIVATION Policy:** Inactivity (i.e. NOT logging in any hours) over 90 days will result in potential inactivation in the system.
    1. You may have to reapply (i.e. reactivation process) if you become inactivated. Warning and notification emails will be sent.
    2. If you do not reply, your supervisors will be notified.
    3. Placing a Leave of Absence (LOA) can help prevent inactivation due to inactivity (See Page 6 for more details).
  - III. **MAXIMUM HOURS POLICY:** A Volunteer/Student is not permitted to service for more than 20 hours/week.
    1. Please notify your supervisor that you are only allowed a **max 20 hours/week** and a **max 6 hours/day**.
    2. 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.
  - IV. **UCLA SRP Students:** 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.
    1. Discuss with your supervisors if you are having issues or complications with meeting your expected or “maximum” hours/week.
  - V. **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.
- c. **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.

## 5. Leave of Absence (LOA) Policy:

### a. How to Place a Leave of Absence (LOA):

- I. Make sure you ask your supervisor for approval FIRST AND then request for an LOA (see page 2 for Visual Guide) via the Volunteer Dashboard if you are unable to conduct your duties for a period of time OVER 90 days.
- II. Leave of Absence Requests should be a minimum of 90 days and a maximum of 120 days.
- III. The UCLA Health Sciences Volunteer Office will review before approving the request.
  1. **NOTE:** You do NOT need to let the Volunteer Office know why you are requesting an LOA.

### b. LOA Restrictions and Rules:

- I. LOA status should start the last week you logged hours and will end within 90-120 days.
- II. You do NOT need to return your Volunteer Badge for an LOA to be activated for Health Sciences.
  1. **NOTE:** Other programs may request that you turned in your Volunteer ID Badge to the Volunteer Office in order to *activate* your LOA.
- III. Once your "LOA" status changes to "Active" status, you will have 7 days to resume your duties and log in your hours (email reminders will be sent out before your status changes and once your status changes).
- IV. 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.
- V. **NOTE:** Placing an LOA will NOT keep you active if your assignment has an END DATE and it has been reached. 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. **Verification and Certificate of Completion:**

- I. The Health Sciences Volunteer Office does not release hours, verification of hours, or certificates until **100 SERVICE Hours** have been reached.
  - II. A Verification of Hours can be requested by EMAILING your coordinator.
    1. Verification of Hours from Coordinators are generally PDF files with a combination of your UCLA Health Sciences assignments AND on-boarding hours (i.e. bonus hours and training hours).
    2. You can also obtain a verification of hours by PRINTING out your Log Book Hours via the Volunteer Dashboard. See below of example.
  - III. In order to request a Certificate of Completion, you must complete the Off-Boarding Process and complete all of your volunteer programs.
    1. NOTE: Some programs have different Certificates, requirements, and/or request process.
    2. Certificates are generally created by the Volunteer Office on a weekly basis.
    3. Certificates are mailed via USPS, therefore, please allow 2-3 weeks for delivery.
  - IV. More information on verifying your hours can be found here:  
<https://www.uclahealth.org/volunteer/programs/ucla-health-sciences-volunteer-programs/ucla-health-sciences-volunteer-office/verification-hours-request>
- b. **Letters of Recommendations** are NOT provided by the Volunteer Office and is NOT guaranteed by your supervisor(s). 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 within Health Sciences:

- I. Current assignment's initial commitment must be completed (**50 SERVICE Hours**) and be in "good standing" with the program BEFORE adding or transferring to any other assignments within the Health Sciences.
  1. Only hours completed and reported into the database system AFTER clearance are valid. Any hours completed before clearance is not acceptable as per policy, you must be cleared in order to start.
  2. Volunteering or starting before clearance would disqualify your status from "good standing".
  3. Other assignments include any other labs/research studies 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. To JOIN a new Volunteer Assignment:
  1. Contact your new supervisor to send you their Opportunity link, apply through the link.
  2. If they do NOT have an Opportunity Link, they must create one and have it approved by our office.
    - a. Instructions for Supervisors can be found here: <https://www.uclahealth.org/volunteer/programs/ucla-health-sciences-volunteer-programs/clinical-ucla-health-sciences-volunteer-program>
- 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 a UCLA Health Volunteer Program:

- I. At least **50 SERVICE Hours** should be completed before applying to another UCLA Volunteer Program.
- II. Some programs in UCLA Health have specific requirements to be met before you can apply.

### c. UCLA Students Receiving Elective Research Credit:

- I. 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:
  1. Make sure your approved Volunteer SOD Form (i.e. Service Description) already corresponds with the role/duties proposed in your SRP contracts.
    - a. If your approved SOD Form does NOT correspond with the role/duties, then inform your mentor/sponsor to update the Opportunity Form's SOD form and resubmit it to be approved by the Volunteer Office (indicated duties must correspond with your SRP Course Contract description/duties).
  2. UPLOAD a COPY of your signed SRP Course Contract via the Volunteer Dashboard.
  3. NOTE: If you are NOT enrolling in SRP for the same assignment we cleared and approved you under, you MUST obtain approval for the new Opportunity/Assignment and have it cleared in your profile (see Adding an Assignment within Health Sciences above).
  4. NOTE: Enrolling in an SRP does NOT mean you are cleared to start, you must also be cleared with the UCLA Health Sciences volunteer program and be able to report your SRP lab hours via the Volunteer system.

### d. Non-UCLA Student Receiving Course Credit:

- I. 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.

### e. **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.



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

### a. Mednet and AD Login Access:

- I. Currently, the Health Sciences Volunteer Office only approves access, we do NOT request or grant them.
- II. If you **require** a Mednet/ADlogin for your assignment, your department must request this access through the Department IT Authorizer.
  1. Check your Service Description (Scope of Duties Section 5) if your role includes Mednet.
- III. **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 SOD 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.
- IV. 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.

### b. Care Connect, PHI (Protected Health Information), or Medical Records access:

- I. Such access is ONLY permitted if you are approved and your Volunteer SOD form indicates that you will have access to any identifiable information.
- II. **Per UCLA Health Sciences 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 SOD Form is NOT approved for access BUT your supervisor decides later that you need access, then he/she needs to fill out a new SOD form for office approval.

### c. Remote Volunteering:

- I. Currently, remote policies and guidelines are established to ensure that you are performing remote activities within a secure and low-risk method:
  1. Personal Device forms must reflect your current role and duties if you will be using a personal device.
  2. 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 UCLA Health Sciences VPN Access for remote purposes.
- III. Please see our [website](#) for more details.

### d. Other Systems Accesses:

- I. Volunteers are limited to specific system and software accesses. Please contact the volunteer office if your access will not be the same as indicated on your Approved Scope of Duties form.

### e. Parking Information:

- I. Parking is NOT provided. For parking locations, please visit: <https://thewestwoodvillage.com/visit/parking/>

- f. **Opting Into Emails POLICY:** Email notifications from the Health Sciences Volunteer Office must always be received and read. Do not ignore these messages to prevent inactivation or termination notice.

## 9. Bonus Hours, Opportunities, and Annual Requirements:

### a. Bonus Hours:

- I. If bonus hours are part of a “service” provided, then they would be accounted for as part of your hours in the program and viewable in your Log Book Report.
- II. If bonus hours are “merit” hours, then they do not count as service and might not be in your Log Book Report.
- III. Bonus hours CANNOT replace any assignment or required hours for a program. Your supervisors ultimately decide how many hours suffice for completion or qualification.
- IV. 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](http://www.gotblood.ucla.edu)
- II. On-Boarding Process:
  1. Attending your On-Boarding Follow-Up Meeting provides bonus service hours based on the appointment time.
  2. Completing each Online Training module provides bonus merit hours (1 hour) each.

### c. Annual Requirements:

1. **UCLA Health Annual Tuberculosis (TB) Screening Policy:**
  - a. Your TB Test is required to be updated ANNUALLY.
  - b. If you update your TB Blood test results on time, 1 Bonus Merit Hour 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).
  - b. During the flu season you must wear a current flu badge buddy in the clinical areas (near patients/research participants).
    - i. In order to obtain a Badge Buddy you will need to upload your medical document PROOF of a recent flu vaccine (must be administered after August 1 of the same calendar year for the next flu season) into the Volunteer Dashboard.
  - c. The UCLA Health Sciences Volunteer Office may send an email announcement regarding Flu Season and how to stay compliant.
3. Completing an Annual Training Requirement:
  - a. 1 bonus merit hour will be issued to those who complete the annually required training modules on-time.
  - b. 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.

### d. Active Volunteer Resources:

- I. Additional information, resources, and links can be found on our webpage:  
<https://www.uclahealth.org/volunteer/programs/ucla-health-sciences-volunteer-programs/ucla-health-sciences-volunteer-office/active-volunteers-resources>

## 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.

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.

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.

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

Here are the General training information in addition to department specific training:

### 1. Emergency exists (Building Evacuation Locations)

- a. Know the nearest public AND staff emergency exit according to your area/station.
- b. It is also important to know where your building's evacuation location is in case you are required to evacuate.

### 2. Department Disaster Plans

- a. 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.
- b. You are not responsible to know how to use the above kits (exception: Fire Extinguisher), please have a UCLA employee use the above kits.
- c. 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.

### 3. Fire Safety

- a. **Code Red:** Fire
- b. **Fire Response Steps: RACE: Remove, Alarm (Call#36/911), Contain, Extinguish/Evacuate** (Will be on your badge)
- c. **Fire Extinguisher Steps: PASS: Pull the pin, Aim at the base of the fire, Squeeze, Sweep side to side**
  1. 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.

### 4. 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.

- a. **Code Blue:** Medical Emergency
  1. Yell for help to attract staff's attention and then call #36/911
  2. Only conduct CPR if certified and appropriate, have someone else conduct CPR if he/she is more qualified.
- b. **Code Orange:** Hazardous Material Event/Spill
  1. 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.
- c. **Code Pink:** Infant Abduction (Not just a patient, may be ANYONE's infant)
  1. Do NOT confront suspicious individuals, if you see suspicious activities yell/call for staff/security's attention.
- d. **Code Purple:** Child Abduction (Not just a patient, may be ANYONE's child)
  1. Do NOT confront suspicious individuals, if you see suspicious activities yell/call for staff/security's attention.
- e. **Code Gray:** Combative/abusive person (May be ANYONE, patient, visitor, staff, etc.)
  1. Do NOT confront suspicious individuals, if you see suspicious activities yell/call for staff/security's attention.
- f. **Code Silver:** Person with weapon or hostage (May be ANYONE, patient, visitor, staff, etc.)
  1. Stay close to your trusted UCLA faculty/staff and follow instructions.
- g. **Code Triage** (disaster code): **Internal** (within hospital/building) or **External** (outside hospital/community area)  
IN CASE OF EMERGENCY, CALL: #36 and/or 911

## 5. Hazardous Materials

- a. Do NOT pick up any trash or spills, please inform a custodian or supervisor immediately to avoid anyone else slipping or falling down.
- b. Do NOT touch any sharps, needles, knives, glass, broken materials, or devices that may cause harm/risk to you.

## 6. Safety and Body Mechanics

- a. Always practice your Safe Patient Handling skills when carrying HEAVY objects.

## 7. Security

- a. Do NOT conduct any activities without your Volunteer ID badge.
- b. If you forgot it at home and the Health Sciences Volunteer Office is OPEN, obtain a temporary ID from the Health Sciences Volunteer Office.
- c. 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.
- d. 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)

## 8. Utilities

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

## 9. Incident and Abuse Reporting

- a. 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.
- b. 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:
  1. 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).
  2. 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.
- c. REPORT any suspicious activities you see to your supervisor. Do NOT confront any suspicious person(s) verbally or physically.

## 10. Patient Safety and Privacy (HIPAA)

- a. 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.**
  1. 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.
- b. **HIPAA** is a legislature law that provides data privacy and security provisions for safeguarding medical information.
  1. 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 Clinical Volunteer Program, your role may contain some clinical involvements (must be approved on your SOD Form) such as access to Protected Health Information (PHI), any identifiable data, patients/study participants, or clinical settings such as patient areas.
      1. If your SOD form is not approved with clinical research or volunteer duties, then you are not permitted to have such involvement.
      2. 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.), report it to your supervisor or a staff member immediately.
    - ii. Examples of HIPAA violations include taking photos or videos of patients/study participants, taking clinical data home, or requesting to see medical/clinical information that is not necessary for your role, etc.

2. 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.)!

**c. UCLA Health Shadowing Policy:**

1. Per policy, you are NOT permitted to shadow.
2. 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.
3. 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.

**11. Infection Control**

- a. 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 **15-20 seconds** (roughly two “Happy Birthday Songs”).
- b. 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).
- c. 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.
- d. 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.
  1. 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.

**12. Personal Responsibilities and Safety:**

**a. Code of Conduct and Professionalism:**

1. 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).
2. You should only perform the activities, role(s), and duties as indicated on your approved SOD forms.
3. 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.

**b. Integrity:**

1. As part of the Health Sciences workforce, integrity is very important and essential when performing your role and duties as a volunteer.
2. Always ensure that when accessing data, systems, or information whether related to research or department activities, it is part of your approved SOD Form and only perform what is necessary for any data manipulation, changes, or editing.
3. Never falsify, plagiarize, or inappropriately use any data that you are handling or accessing.
4. Report any suspicious or misconduct to your supervisor immediately.

c. **Sexual Harassment:**

1. Sexual Harassment is the unwelcome sexual advance(s), and can be subtle and indirect, or blatant and can take many forms.
2. Please refer to the Sexual Harassment Information sheet for definitions, additional resources, and contact information.

d. **Personal Health and Safety:**

1. 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.
2. 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.