

Joint Commission Reference Guide

Joint Commission is responsible for the accreditation and certification of most healthcare organizations. Every couple of years, surveyors from Joint Commission visit Ronald Reagan-UCLA Medical Center and UCLA Medical Center, Santa Monica for re-accreditation and certification. Surveyors do approach volunteers they come in contact with, so it's incredibly important that you are aware of certain policies and what to do in the event that you do not know something.

Please use this guide as a reference for information to be aware of. If you are asked a question by a surveyor and do not know the answer, do not guess. You can say you don't know the answer and refer them to the Volunteer Services office, Care Extender Manager or Director, or Director of Volunteer Services.

Joint Commission especially focuses on safety and infection control, so always be familiar with emergency codes, what to do in case of a fire, and proper hand-washing techniques.

Emergency Procedure: In case if an emergency and/or fire, call 911 and #36.

Emergency Codes (also on code card attached to your badge):

Code Red: Fire or drill; stay off elevators until clear

Code Blue: Medical emergency

Code Pink: Infant abduction

Code Purple: Child abduction

Code Orange: Hazardous material spill

Code Gray: Abusive or combative person

Code Silver: Person with weapon or hostage situation

Code Triage – Internal: Internal disaster

Code Triage – External: External disaster

What to do if you discover a fire – RACE:

Remove: Any persons in danger

Alarm: Call 911 and #36, and pull alarm

Contain: Contain fire, close doors in area

Extinguish: Only if it is safe to do so, or evacuate the area

How to Use a Fire Extinguisher – PASS:

P-Pull the pin

A-Aim the nozzle at the base of the fire

S-Squeeze the handle

S-Sweep nozzle from side to side

Mission and Vision of UCLA Health (also on CICARE card attached to your badge):

Our mission is to deliver leading edge patient care, research, and education. Our vision is healing humankind one patient at a time by improving health, alleviating suffering, and delivering acts of kindness.

Other notes to remember:

- Be prepared to tell them how you were trained, what your role is as a volunteer (to assist the staff, patients, etc.) and that you attended a volunteer orientation and training.
- Know the name of your direct supervisor in your department (not your DC; the direct supervisor for the program is the Care Extender Manager and Director and in your department is a charge nurse).
- All volunteer records are kept in the volunteer office.
- Be prepared to tell the surveyors what kind of vaccinations you received to become a volunteer (MMR, Varicella, Influenza, possible Tdap and/or Hepatitis B, and your annual TB test).

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Possible Questions Asked of Volunteers by Joint Commission Survey Team:

1. Do you have a service description for your volunteer assignment? What is it and where is it kept?
Yes. (Describe your work as a care extender volunteer). They are kept in the Volunteer Services department where I may pick up a copy for myself.
2. How were you trained?
I was trained by the Volunteer Department for Joint Commission requirements, and then trained by my assigned department to complete specific duties.
3. What kind of orientation did you receive?
A full training day that included safety, HIPAA, universal health precaution/infection control/isolation awareness, and safe patient handling are required before starting to volunteer as a care extender. All volunteers receive continuing education.
4. Where are your records kept?
In the Volunteer Services department.
5. Who is responsible for you here at the hospital?
My immediate supervisor in the department where I am currently assigned (can be a charge nurse), the Care Extender Manager and Director, then the Director of Volunteer Services.