

Policies & Procedures Reference Guide

Sign In

It is incredibly important that you sign in and out every single time you volunteer. This is for safety reasons, legal and liability reasons, as well as tracking your hours and knowing you are an active volunteer.

- The sign in computer is located next to the information desk in both hospitals.
- When signing in, enter your PIN number (given to you on training day). The system will confirm your identity, select the department you are completing a shift in, and select sign in.
- When signing out, enter your PIN number, the system will confirm your identity, and select sign out.
- If there are any problems with the computer, you must sign in to the computer downtime binder located next to the computer. At Ronald Reagan, only sign in under the Care Extender tab. At Santa Monica, write that you are a CE in the last column next to your name.
- If you ever forget to sign in, please notify your DC and the Data Coordinator with the date and time of the shift you attended.

Breaks

- You should not take a break during your shift.
- If you schedule a greeter shift and a main department shift on the same day, you may take a 10-15 minute break only to get a quick snack and refreshments. Please be sure to check in with the department you are reporting to and let them know you just finished another shift and will be taking a quick break.
 - The amount of time you use to take a break is the amount of time you should make up at the end of your shift.

Dress Code

Always arrive to your shifts in full uniform. Your uniform should always be in good condition (clean, ironed, no holes or tears). This includes:

- Volunteer ID badge attached to your polo collar
- Navy blue Care Extender polo shirt tucked in
- Khaki pants
- White or light colored tennis shoes
- White long sleeve shirts underneath CE polo or navy jacket with no logo or UCLA logo (optional)
- Long hair tied up
- No facial jewelry or visible body jewelry

Missed Shifts

- If you realize you must miss a shift, please cancel and reschedule with your department coordinator as soon as possible.
- If canceling a shift the day of, you must 1) call the unit you are assigned to at least 15 minutes prior to your shift AND 2) email your department coordinator within 24 hours of your missed shift. If you do not do both steps it will be considered an unexcused absence and may result in a suspension.

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Conduct on Floors

Remember you are here to volunteer your time as a serve and provide the best patient experience in addition to getting experience for your future career. Always be proactive in assisting and helping all staff on the floors.

- Get to know the staff on the floors. Nurses and care partners are usually who you will assist the most, but you may encounter many providers, including physicians, nurses, care partners, respiratory therapists, pharmacists, physical therapists, social workers, physician assistants, nurse practitioners, dieticians, case managers, spiritual care, lift team members, administrative staff, and other volunteers!
 - Nurses typically wear navy blue scrubs and care partners wear olive green scrubs.
 - Care Partners obtain patient vitals, assist with ambulation or restroom use, as well as handle the patient's other basic needs.
- Current CEs suggest walking around the floor and rounding to help or talk to patients if there is nothing else to do.
- You should not do eat, drink, do homework, leisure reading, sleep, use the internet, or use a cell phone while volunteering.

Leave of Absence

- Care Extenders are allowed one two-week vacation and one thirteen-week leave of absence each year in the program. The 13-week LOA may be split into two separate leaves.
- To request a LOA, complete and submit the LOA form to the LOA Coordinator.
- The option of taking longer than a 2 week vacation is not available to first rotation care extenders.
- If a LOA is taken during the first year of the program, you must request an extension during your fourth rotation to complete the missed shifts. You will not be allowed to
- While on LOA you are still responsible for submitting next rotation's preferences, completing the extension process, and maintaining any compliance requests.