

OVERVIEW

SAMARITAN INTRODUCTION

UCLA Health Volunteer Services has been working on a project to provide volunteers the opportunity to take lead in their role as a volunteer. We are excited to share with you all that we have fully transitioned to a new volunteer management system called Samaritan. Samaritan not only captures your shift times and hours but it also provides a wide variety of functions by supporting both volunteers and program management through every stage of a volunteer’s journey by intelligently supporting volunteers with onboarding, training, health clearance management, scheduling, hours reporting and more!

Samaritan allows Care Extenders to view and submit upcoming annual compliance items, schedule shifts, view hours, download hours reports, submit Leave of Absence and Completion/Inactivation requests.

VOLUNTEER LOG IN

HOW TO LOG IN

The volunteer log in page is provided below where volunteers are able to log in to view the dashboard and perform the functions as mentioned above. Save the following link to the bookmarks page or home screen for easy access. Directions on how to log in begins with resetting your password as outlined below.

<https://volunteer.uclahealth.org/>

UCLA Health Home Login

Login or Register

EMAIL ADDRESS

PASSWORD

Volunteer Login

[Forgot your password?](#)
[Apply to volunteer](#)

HOW TO RESET PASSWORD

- 1 Use the email that CE Briefs are sent to as this is the email on record
- 2 Select 'Forgot your password'

Login or Register

EMAIL ADDRESS

PASSWORD

Volunteer Login

[Forgot your password?](#)
[Apply to volunteer](#)

- 3 Fill out all fields required
- 4 Use the zip code initially included in the application when initially applied
- 5 Select 'Reset my password'
- 6 Select 'Next'

Reset Password

1 — 2 — 3

Complete the fields below.

* First Name

* Last Name

* Postal Code (Zip Code)

* Date of Birth

Recover my username

Reset my password

Next

[Return to Login](#)

- 7 Click on your email

Reset Password

1 — 2 — 3

We found a record matching the provided data.

Click on your email:

o*****n@m*****a.edu

[Don't see your email?](#)

If you experience a problem resetting your password, please contact Volunteer Administration for assistance.

- 8 Type in the full email
- 9 Select 'Send Email'
- 10 Receive Reset Password notice

Reset Password

1 — 2 — 3

Verify email matching:
o*****n@m*****a.edu

Type the full email in the provide space below.

Send Email

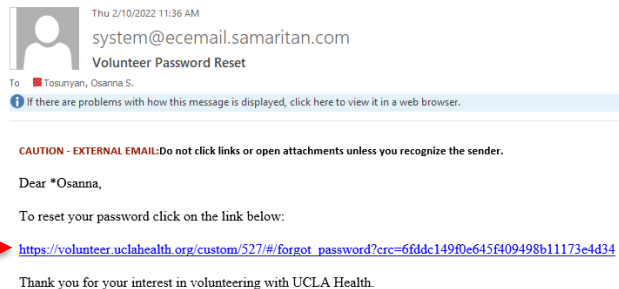
Select Different Email

Reset Password

An email has been sent to your associated email account providing further instruction.

If you experience a problem resetting your password, please contact Volunteer Administration for assistance.

- 11 Email will be sent with subject line: Volunteer Password Reset
- 12 Click on the link below and follow the steps



- 13 Complete all fields and select 'Submit'
- 14 Click on the link below to follow the steps and log in

UCLA Health Home Login

Enter your new password.

* Password
This field is required

* Verify Password
This field is required

Password requirements:

- ✗ doesn't match username
- ✗ has a number
- ✗ has any letter
- ✗ has a lowercase letter
- ✗ has a capital letter
- ✗ has a special character (e.g., \$, &, !, etc.)
- ✗ minimum of 8 characters

Submit

Return to Login

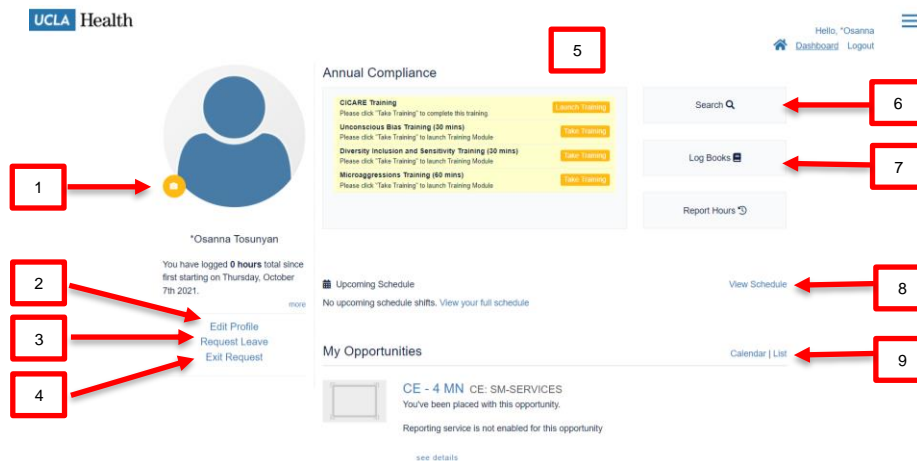
VOLUNTEER DASHBOARD

GENERAL OVERVIEW

The Volunteer Dashboard provides volunteers the opportunity to:

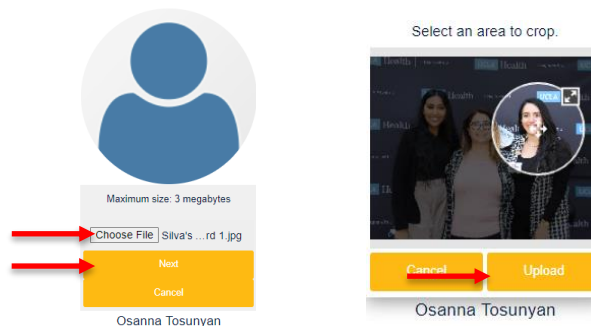
1. Upload a professional headshot
2. Update profile information such as mailing address through 'Edit Profile'
3. Submit Leave of Absence Request
4. Submit Exit Request (Inactive/Completion)
5. View and complete annual compliance items
6. Search special events offered by UCLA Health Volunteer Services
7. View hours reported under Log Books
8. *View scheduled shifts under Upcoming Schedule**
9. View department assignment under 'My Opportunities'

** This functions is not yet utilized*



UPLOAD HEADSHOT

1. Select camera icon
2. Choose File and Select 'Next'
3. Crop the photo to desired section and Select 'Upload'



EDIT PROFILE

Update password, email address, contact information and emergency contact information in this section. Prior to completing the program, update contact information to include a permanent address where completion packet can be mailed to.

Contact Information

✓ Mailing Address (Street Address, Apt #)
12345 Bruin Ave.

✓ City: Los Angeles ✓ State: California ✓ Zip Code: 90068

✓ Primary Phone: (123) 456-7890 ext. _____ Alternate Phone: () _____ ext. _____ Where would you like to receive text messages? I do not want to receive text messages

REQUEST LEAVE

Follow the Leave of Absence policy when submitting a leave request as found in the Care Extender Program Training Manual.

- 1 Select 'Request Leave'
- 2 Fill out all areas including: Start Date, End Date and Which Program(s).
- 3 Allow 48 hours to receive a response regarding your leave submission request. If you do not receive a confirmation, please follow up by contacting the LOA Coordinator (email found on the Care Extender website under 'Meet the Staff' tab).

Leave of Absence Request

Leave of Absence Request

Start Date: 06/09/2022

End Date: 06/23/2022

Which Program(s): All programs I work with
 Specific program(s)

EXIT REQUEST

- 1 Read over the type of requests and eligibility. To leave in good standing, Care Extender must meet the requirements listed including completion of the Alumni Survey.
- 2 Select which program(s) you'd like to exit
- 3 Mail in through regular mail or drop off badge items in person. DO NOT including badge clip in either scenario.

Exit Request

UCLA Health Volunteer Services
COMPLETION/INACTIVATION REQUEST FORM

Name: Coanna Tsouyan
Program(s): CE - Care Extender

Which Programs are you requesting to Leave:

All programs I work with
 Specific program(s)

Completion or Inactivation Request	
<p>Leaving in Good Standing</p> <p>To complete the program in good standing, receive a certificate of completion, and a letter of reference from the program, you must:</p> <ul style="list-style-type: none"> Certify that you have completed at least 4 full active rotations (excluding leave of absences), the required number of hours, AND have finished your last volunteering shift. PLEASE NOTE: Committee member extra hours and bonus hours from extra events do not count towards the completion requirements. Complete the Alumni Survey (sent separately) Return your ID Badge 	<p>Requesting to be Inactivated</p> <p>By requesting to be inactivated, you are letting us know that:</p> <ul style="list-style-type: none"> You are leaving the program without completing the required 4 rotations of service AND/OR the required number hours of service. You must also return your ID badge. You may request documentation of your hours by completing and submitting the hours verification request form.

I am requesting to complete the program in good standing.
 I am requesting to be inactivated from the program.

PLEASE BRIEFLY TELL US WHY YOU HAVE DECIDED TO LEAVE THE PROGRAM

PLEASE READ AND SIGN THE FOLLOWING STATEMENT

I agree to comply with the requirements in either the completion or inactivation section I've selected above. I am requesting to complete/inactivate from UCLA Health's Volunteer Program. I understand that by completing/inactivating from the program, I will no longer report for my shifts in the hospital, and my role as a Volunteer will conclude. I understand that I must return my hospital-issued ID badge in order to be eligible for any documentation release, completion certificate, etc.

By checking off this box, I am confirming that I will mail in/drop off my ID badge to one of the addresses below:

<p>Ronald Reagan-UCLA Medical Center 757 Westwood Plaza, Suite 8791 Los Angeles, CA 90095</p>	<p>UCLA Santa Monica Medical Center 1328 Sixteenth Street, 2nd Floor Santa Monica, CA 90404</p>
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Signature (type full name) Today's Date (mm/dd/yyyy) 06/09/2022

ANNUAL COMPLIANCE DASHBOARD

Care Extenders are required to complete annual education trainings to update their knowledge on the most with the most current information in addition to submitting an annual negative Tuberculosis blood test. The trainings that will appear on your annual compliance dashboard will be the following:

1. CICARE
2. Radiation Safety
3. Safe Patient Handling Training (online)
4. Care Extender Training
5. Safe Patient Handling Training (in-person)
6. CPR Certification (Renewed every two years)
7. Cybersecurity Training*

*Applicable to select Care Extenders

COVID Boosters

Submit **most recent** COVID vaccine **only**.

- 1 Select 'Medical: COVID'
- 2 If you are due for the COVID booster and have received it, upload the booster date, vaccine type, select 'Booster' and upload legible proof of vaccination by attachment. If you have not received your booster or are not eligible to receive it yet, upload your second (2nd) vaccination date, vaccine type, select which vaccine and upload legible proof of vaccination by attachment. **Reference eligibility in table below.**
- 3 When uploading proof of vaccination, photo must be clear and include your first and last name for verification and select 'Save Training'

Vaccine Type	Booster Eligibility
Johnson and Johnson	2 months after single dose
Moderna	6 months after 2 nd dose
Pfizer	5 months after 2 nd dose

Add Activity ✕

Medical: COVID

Please upload a copy of your COVID Vaccination Documentation and provide the information below regarding your MOST RECENT vaccination only.

- * COVID Vaccine Date:
- * COVID Vaccine Type:
- * Which Vaccine:
- * Attachment: Choose File No file chosen

Additional Comments (Optional):

Cancel
Save Training

TB

Submit **most recent** TB test.

- 1 Select 'Medical: TB'
- 2 TB Clearance Date is the date that results were reported. A sample of a negative QuantiFERON blood test is below.

Sample results. Actual results may vary.

<p>SPECIMEN INFORMATION</p> <p>SPECIMEN: _____ REQUISITION: _____ LAB REF NO: _____</p> <p>COLLECTED: _____ RECEIVED: _____ REPORTED: _____</p>	<p>PATIENT INFORMATION</p> <p>DOB: _____ AGE: _____ GENDER: _____ PASTING: _____</p> <p>Clinical Info: _____</p>	<p>REPORT STATUS: FINAL</p> <p>ORDERING PHYSICIAN _____</p> <p>CLIENT INFORMATION</p> <p>ACCESSA L A B S</p> <p>Order Today www.accesslabs.com/tb</p>
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Test Name	Result	Flag	Reference Range	Lab
QUANTIFERON(R)-TB GOLD				
QUANTIFERON(R)-TB GOLD	NEGATIVE		NEGATIVE	KS
Negative test result. <i>M. tuberculosis</i> complex infection unlikely.				
NIIL	0.07		IU/mL	KS
MITOGEN-NIL	>10.00		IU/mL	KS
TB-NIL	0.00		IU/mL	KS
<p>The NIIL tube value is used to determine if the patient has a preexisting immune response which could cause a false-positive reading on the test. In order for a test to be valid, the NIIL tube must have a value of less than or equal to 6.0 IU/mL.</p> <p>The mitogen control tube is used to assure the patient has a healthy immune status and also serves as a control for correct blood handling and incubation. It is used to detect false-negative readings. The mitogen tube must have a gamma interferon value of greater than or equal to 0.5 IU/mL higher than the value of the NIIL tube.</p> <p>The TB antigen tube is coated with the <i>M. tuberculosis</i> specific antigens. For a test to be considered positive, the TB antigen tube value minus the NIIL tube value must be greater than or equal to 0.35 IU/mL.</p> <p>For additional information, please refer to http://education.questdiagnostics.com/faq/QFT (This link is being provided for informational/educational purposes only.)</p>				

Performing Laboratory Information:

- 3 TB Test Result is the type of test received. If your most recent negative TB test was a skin test, select 'Negative QFT/TSPOT (blood test).'

- 4 When uploading proof of vaccination, photo must be clear and include your first and last name for verification and select 'Save Training'

Add Activity ✕

Medical: TB

Please fill out the following information on the Tuberculosis (TB) vaccination you received.

TB Clearance Date

Expires

TB Test Result

*Attachment No file chosen

Additional Comments (Optional):

FLU

Submit **flu shot vaccination**.

- 1 Select 'Medical: Flu'
- 2 Include the date flu shot was received
- 3 When uploading proof of vaccination, photo must be clear and include your first and last name for verification and select 'Save Training'

Add Activity ✕

Medical: Flu

Please fill out the following information on the Influenza (Flu) vaccination you received.

Date

Expires

*Attachment No file chosen

Additional Comments (Optional):

CPR

Submit CPR Certification.

- 1 Select 'Training: CPR'
- 2 Include the date CPR Certification was complete
- 3 When uploading proof, photo must be clear and include your first and last name for verification and select 'Save Training'.
- 4 Proof of CPR certification must be American Heart Association "BLS for Healthcare Providers". No other forms of CPR certification will be accepted. Sample below.

SEARCH

This function allows you to search for special events offered by UCLA Health Volunteer Services and sign up to receive additional hours should you meet the eligibility requirement for the special event.

- 1 Select 'more details'
- 2 Select 'Sign Up'

Opportunity Details

[← Back to Previous](#)



Humanitarian efforts for Ukraine UCLA Health

We need your help at our Van Nuys UCLA Distribution warehouse to help support inventorying supplies for the humanitarian efforts in Ukraine. Bonus hours credit for your participation. **MUST BE FULLY COVID VACCINATED (+BOOSTER)**

TRANSPORTATION IS AVAILABLE FOR YOUR CONVENIENCE. THE SHUTTLE WILL LEAVE FROM THE MATTEL ENTRANCE OF THE RONALD REAGAN HOSPITAL AT 8:30AM. THE SHUTTLE WILL START ITS RETURN FROM VAN NUYS AT 12NOON.

ADDITIONALLY, THE WAREHOUSE IS OPEN TO ANY ASSISTANCE, MONDAY-FRIDAY 8AM-4PM (in the case that you are available to drive yourself to Van Nuys).
Minimum age: 16

Sign Up

[f](#) [t](#) [e](#) [+](#)

Availability

3 Positions available

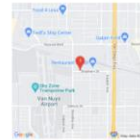
Location

Where the opportunity will occur

UCDC
19001 Stathers Street
Van Nuys, CA 91406

Location Description:

*Free parking on-site



Coordinates:
34.198511, -118.498074

Contact Info

Contact person for the opportunity

Contact 1

Contact Name: Candis Crockett

LOGBOOK

This function allows you to double check your recorded hours and print an hours report for your own records. Care Extenders may also use this function to calculate the total number of hours for each program and whether or not they are eligible to complete in good standing.

Report & View Hours

[← Back to Previous](#)

Logbook

Sort: Date - Newest First

Filter

Print

Summary Totals Today: 4 Month: 4 Year: 4 All Time: 4 [show more details >](#)

Recent Service History

*CE-RR-Greeter UCLA Health

• DateTime: 06/09/2022 7:00 am - 9:00 am

• Hours: 2

• [Hide Details](#)

• Hours: 2

• Service Performed:

*CE-RR-Greeter UCLA Health

• DateTime: 06/09/2022 7:00 am - 9:00 am

• Hours: 2

• [Hide Details](#)

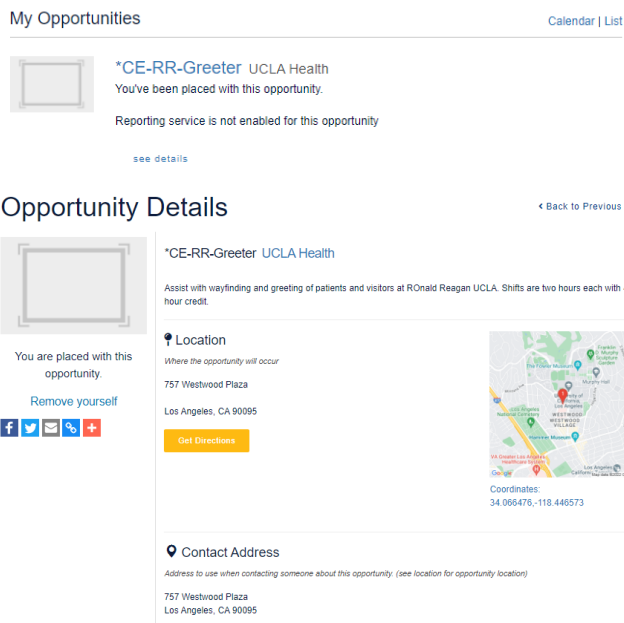
• Hours: 2

• Service Performed:

[View All Service History](#)

MY OPPORTUNITIES

This function shows all departments a Care Extender is assigned. When clicking on the opportunity, Care Extenders may find contact information for the departments they are assigned to and any additional information.



My Opportunities Calendar | List

*CE-RR-Greeter UCLA Health
You've been placed with this opportunity.
Reporting service is not enabled for this opportunity
[see details](#)

Opportunity Details ← Back to Previous

*CE-RR-Greeter UCLA Health
Assist with wayfinding and greeting of patients and visitors at Ronald Reagan UCLA. Shifts are two hours each with 4 hour credit.

Location
Where the opportunity will occur
757 Westwood Plaza
Los Angeles, CA 90095
[Get Directions](#)

Contact Address
Address to use when contacting someone about this opportunity (see location for opportunity location)
757 Westwood Plaza
Los Angeles, CA 90095

FREQUENTLY ASKED QUESTIONS (FAQs)

Where do I view my total number of hours completed thus far in the program?

You may find your total number of hours completed in all programs under your profile photo and also in the Log Book. Be sure to open the Log Book to calculate total hours for a specific program. For Care Extender Program, add up all hours under the 'CE' assignments.

When I click on the log book, why do I see CE – HISTORICAL HOURS and not individual shift hours?

Where are all the departments I shifted in the past?

When data was moved over to Samaritan, the total number of hours was added as a large lump was transferred over. We can still provide you with a breakdown of your hours based on shifts should it be needed. Contact CEAdmin@mednet.ucla.edu.

I'm planning on taking a leave of absence next rotation, should I submit by selecting 'Request Leave'?

Yes. Please wait 48 hours to receive a confirmation from our Leave of Absences Coordinator.

I'm planning on inactivating/completing the program, should I submit by selecting 'Request Leave'?

Yes, this function has been activated. For additional questions, please contact CEAdmin@mednet.ucla.edu.

**** If you are currently onboarding for another program, you will not see the Care Extender dashboard populate until you have successfully completed your requirements with that program and have an active status.**