

University of California, Los Angeles

Administrative Guidelines for the Use of Volunteers

Effective Date: July 1, 2005

Responsible Department: Campus Human Resources/Healthcare Human Resources

I. Introduction and Purpose

Individuals who volunteer their time and expertise to the University provide an important service to the University and help further its mission of teaching, research and public service. In turn, volunteers gain valuable experiences and a sense of personal satisfaction. For purposes of these guidelines, such volunteers shall be referred to as UCLA Volunteers.

These guidelines are intended to help promote a productive, safe and mutually beneficial environment for UCLA Volunteers and for the campus by setting appropriate expectations and clarifying roles and responsibilities for both UCLA Volunteers and their sponsoring department or unit.

II. Applicability

These guidelines apply to individuals who meet three criteria: (1) they volunteer their services directly to the University, whether on an ad hoc basis or through a formal volunteer program conducted by a University department; (2) they provide services under the supervision of the University; and (3) they receive no compensation for such services.

These guidelines do *not* apply to:

- Volunteers who are affiliated with and provide services on behalf of an external sponsoring agency or service organization not associated or affiliated with the University, such as the American Red Cross.
- Volunteer groups and nonprofit organizations dedicated to providing fundraising, public outreach and other support services to the University, as defined in the UC Policy on Support Groups, Campus Foundations and Alumni Associations, dated September, 1995.
- Individuals serving unpaid educational internships in order to receive academic credit or certification.
- Individuals holding academic “without salary” appointments.
- Guest lecturers and individuals serving as judges or expert panelists in the context of an instructional program.

III. Guidelines

A. Selection Criteria and Restrictions

Because UCLA Volunteers are not employees of the University, they are not eligible for programs such as staff development training and University benefits such as sick leave, retirement or insurance benefits other than those available to UCLA Volunteers qualified for coverage under the University's self-insured Workers' Compensation and General Liability Programs (see section III.D below). Other restrictions and conditions include:

- 1) UCLA Volunteers cannot be used to supplant regular staff employees.
- 2) UCLA Volunteers may not be used in full-time, long-term assignments. Volunteer activities are expected to be part-time, sporadic, or of limited duration.
- 3) In accordance with provisions of the Fair Labor Standards Act that govern the service of public sector employees, current University of California employees may not perform hours of volunteer service in the same capacity as their regular duties or perform the same types of services they perform as part of their jobs.
- 4) Volunteer service may not be performed as an alternative to a civil or criminal fine or penalty or serving a jail sentence.
- 5) UCLA Volunteers may not be compensated for services. However, departments may choose to reimburse UCLA Volunteers for expenses such as transportation, meals (subject to University policies on entertainment, BUS-79, Entertainment) or incidental expenses incurred while providing volunteer services with proper documentation of related business expenses and in accordance with University policies governing these activities.
- 6) Within the context of these Guidelines, the use of volunteers in the performance of all services for the University is at the sole discretion of the department for which the volunteer is providing services. Volunteer services may be terminated without prior notice at any time a department, in its sole opinion, determines that the services are no longer required by the department, or that the volunteer may not be able to satisfactorily perform the service. No length of performance of volunteer services for a specific department or for the University shall create any entitlement, right or privilege on the part of any individual to continue providing volunteer services for the University in the future.
- 7) The minimum age for UCLA Volunteers is fifteen (15) years of age. Minors under the age of eighteen (18) need the permission of their parents or legal guardians to qualify as a UCLA volunteer.
- 8) In order to be covered by the University's Self-Insurance programs, UCLA Volunteers must be eighteen (18) years of age or older, unless coverage of minor volunteers is approved in writing by the Office of Insurance and Risk Management (OIRM) prior to beginning UCLA Volunteer service. Departments are encouraged to discuss with the Office of Insurance and Risk Management the department's potential financial liability and the risks of using minors prior to engaging them in a volunteer capacity.

B. Application and Assignment Procedures

1. Application Documents and Requirements

The following forms must be completed and signed by UCLA Volunteers prior to performing any volunteer services for the University and as a condition of receiving permission to provide Volunteer services to UCLA:

- UCLA Volunteer Application (see Attachment 1);
- Acknowledgment of Status section of the UCLA Volunteer Assignment Form (see Attachment 2).
- University of California, Los Angeles Volunteer Election of Workers' Compensation Coverage¹ (see Attachment 3).

Certain UCLA Volunteers who perform sensitive tasks, such as the care and security of children or the handling of cash, are required to submit to, and satisfactorily clear, a criminal background check prior to performing such duties (see section C). Volunteer Applicants who are subject to a criminal background check must authorize the background check by signing the Background Check (Criminal Record) Authorization for UCLA Volunteers (see Attachment 4).

UCLA Volunteers are not required to sign the University of California Loyalty Oath, but may be required to sign the University's patent acknowledgment form if they use University research facilities.

2. Assignment of Duties

The head of the unit or department utilizing the services of a UCLA Volunteer is responsible for:

- Developing a written description of services to be rendered by the volunteer and noting such services on the UCLA Volunteer Assignment Form.
- Maintaining written records of each volunteer while the volunteer is performing services, including the application and waiver forms and, if applicable, patent acknowledgment forms (Note: Records must be retained for five years after volunteer services end). Volunteer records must **not** be entered into the Employee Database (EDB).
- Keeping a written record of the dates and hours during which volunteers provide services for the benefit of the University.

C. Supervision and Management of Volunteers

UCLA Volunteers must be supervised by UCLA staff or faculty. No UCLA Volunteer may supervise a staff member, including student employees.

¹ UCLA Medical Center Volunteers are subject to the Medical Center's risk management procedures and are not required to complete the Election of Workers' Compensation Coverage form.

Generally, risk management practices discourage utilizing UCLA Volunteers for any cash handling activities. However, in situations where UCLA Volunteers must handle cash, a University employee must be present at all times during which cash transactions are conducted, and all applicable University policies and procedures regarding cashiering stations and cash handling must be observed. UCLA Volunteers who handle cash must submit to, and satisfactorily clear, a criminal background check.

1. Access to University Resources, Facilities and Records

UCLA Volunteers may not be granted access to University financial accounts or funds, or University systems such as the University Payroll, Purchasing, or Student Systems, nor may they be given the authority to commit University funds. UCLA Volunteers may not be granted access to confidential medical information; however, UCLA Healthcare may authorize exceptions provided that proper controls are in place and that Volunteers have signed a confidentiality statement and HIPAA agreement.

UCLA Volunteers should not be issued keys to buildings or offices. However, if departmental operational considerations require the issuance of keys to a UCLA Volunteer, the UCLA Volunteer must undergo, and satisfactorily pass, a criminal background check prior to being issued such keys. As an alternative to issuing keys, departments that desire to provide volunteers with key access are encouraged to explore the use of key card entry systems (such as those using the UCLA BruinCard), which record the identity and time of persons entering the area and which facilitate the management of access authorization. At no time should UCLA Volunteers have access, even temporarily, to master keys for any University building.

UCLA Volunteers may not operate University vehicles.

At their discretion and upon consideration of available resources and academic or business needs and priorities, departments may choose whether or not to provide departmental e-mail services to UCLA Volunteers in accordance with UCLA Policy 455 - UCLA Email Policy and Guidelines. UCLA Volunteers may also be granted BruinOnline (BOL) accounts at the discretion and at the written request of appropriate department heads. All UCLA Volunteers who receive e-mail access provided by UCLA, whether through a departmental account or through BruinOnline, shall abide by the UCLA Policy 455 – UCLA Email Policy and Guidelines, including the prohibition against giving “the impression that they are representing, giving opinions, or otherwise making statements on behalf of the University or any unit of the University unless appropriately authorized (explicitly or implicitly) to do so.” Upon completion of their volunteer service, UCLA Volunteers’ access to UCLA-issued e-mail services must be terminated.

UCLA Volunteers may be issued, via the BruinCard Office, an Affiliate BruinCard identifying them as volunteers. The cost of these cards may be covered by the sponsoring campus department on a recharge basis at the department’s discretion. Otherwise, the volunteer will be charged for the card upon issuance.

At their discretion, departments may choose whether or not to provide special parking permits to volunteers in recognition of their support. Reduced-rate courtesy permits, which are valid for restricted usage, are available through Parking Services at the request of appropriate department heads. The cost of these permits may be covered by

the sponsoring department at the department's discretion. Departments are encouraged to contact Parking Services for more information.

UCLA Volunteers who participate in research activities or who use University research facilities are required to sign the University's patent acknowledgment form ([UPAY 585](#)).

2. Risk Assessment and Sensitive Volunteer Assignments

Some volunteer assignments may include particularly sensitive tasks or access to facilities or materials that may place UCLA Volunteers or other members of the University community at risk. Departments are expected to exercise judgment and prudence when deciding whether a particular task is suitable for volunteers.

Criteria for determining sensitive volunteer assignments include:

- the care and security of patients, children, the elderly, the handicapped or the mentally impaired;
- the handling of animals (excluding the People Animal Connection at the Medical Centers);
- the handling of cash;
- the use of or contact with hazardous substances, dangerous equipment or material, including contact with blood products or serums; and
- the use of or access to non-public, confidential information as authorized by the department.

Departments that utilize the services of UCLA Volunteers must take appropriate measures to mitigate risks to the volunteers themselves or the University, its students, faculty, staff, patients, guests or customers who may avail themselves of the services provided by the UCLA Volunteers. Depending on the risks involved, these measures may include providing special training or supervision or personal protective equipment, and requiring certifications, immunizations, health assessments, special internal control procedures, or criminal background checks. Departments must employ the same mitigating measures with volunteers as they would with employees and must adhere to any applicable state and federal law and University policy.

UCLA Volunteers whose duties include the care and security of patients, children, the elderly, the handicapped or the mentally impaired; direct access to controlled substances; or the handling of cash; or who are issued keys to UCLA offices or buildings, must undergo, and satisfactorily clear, a criminal background check.

Departments using UCLA Volunteers to assist in research functions are expected to follow University guidelines and Federal law governing the access of "restricted persons" to research projects involving "select agents." See Vice Chancellor-Research's [memo](#) dated April 3, 2002 for more information. Departments are encouraged to contact the Office of Research Administration for guidance.

Certain tasks are not suitable to be performed by volunteers, regardless of the availability of mitigating measures. UCLA Volunteers may not provide services in environments where they will have access to controlled substances or where they will work directly with, or be exposed to, highly ionizing lasers, carcinogens, biological or chemical weapons, or biological or radiation hazards that by law require medical monitoring. All persons performing services in such areas are to be University employees.

In no event may volunteers under eighteen (18) years of age be permitted to use hazardous substances or dangerous equipment.

D. Qualification for University Self-Insurance Coverage

In accordance with UCLA Office of Insurance and Risk Management, a UCLA Volunteer qualifies for coverage under UCLA Workers' Compensation and General Liability Self-Insurance Programs, if all of the following requirements are met:

- The volunteer service is performed by the individual for the primary benefit of the University of California;
- The individual is not compensated to perform the service (expenses may be reimbursed);
- The service is not performed for academic credit or to receive or qualify for some type of certification or accreditation;
- The service is not performed as an alternative to a civil or criminal fine or penalty or serving a jail sentence;
- The service is provided under the supervision of UCLA faculty and/or staff;
- The service does not involve participation in athletic activities; and
- Unless prior approval is obtained from the Office of Insurance and Risk Management, the service must be performed on University premises or in the greater Los Angeles area by persons eighteen (18) years of age or older and can not involve over-night travel.

In addition, the department to which the UCLA Volunteer is providing service must provide any and all necessary safety training and personal protective equipment (PPE) needed by the volunteer to safely perform the volunteer service.

1. Workers' Compensation Coverage

Qualified volunteers in general campus assignments must complete the [University of California, Los Angeles Volunteer Election of Workers' Compensation Coverage](#) form² prior to an injury to be covered by the University Workers' Compensation Self-Insurance Program for any injury they may receive in the course and scope of performing

² UCLA Medical Center Volunteers are subject to the Medical Center's risk management procedures and are not required to complete the Election of Workers' Compensation Coverage form.

University volunteer service. Any University volunteer injured within the course and scope of volunteer service on or in the vicinity of the UCLA campus must be sent to the Occupational Health Facility (OHF) for initial medical care. Volunteers injured at other locations should be treated at the nearest walk-in clinic or hospital emergency room.

2. General Liability Coverage

Qualified volunteers *may* be covered by the [UC General Liability, Automobile Liability and Employment Practices Liability Self-Insurance Program, BUS-75](#) under certain circumstances. University volunteers providing volunteer services involving work with minors are required to undergo and pass the criminal background investigation check required by the California Education Code in order to be covered by the University's self-insurance program.

Departments considering utilization of volunteers are encouraged first to contact the Office of Insurance and Risk Management to assess financial risks involved and learn about options for mitigating such risks, such as the optional Medical/Accident Insurance Program and the optional Volunteer Liability Program.

IV. **References**

- 1) University of California Patent Policy.
<http://www.ucop.edu/ott/patentpolicy/first.html>
- 2) OFAC, Patriot Act and ITAR Regulations and Research: Balancing Homeland Security with Scientific Communication - Memorandum from Roberto Peccei, Vice Chancellor for Research, dated April 2, 2002.
http://www.research.ucla.edu/ocga/memo_OFAC.htm
- 3) Insurance Coverage for UCLA Volunteers.
<http://www.oirm.ucla.edu/volunteer-coverage.htm>
- 4) UCLA Policy 455: UCLA Email Policy and Guidelines.
http://www.adminvc.ucla.edu/appm/entry_policies.asp?vSection=public/app_0455_0.html
- 5) UC Policy on Support Groups, Campus Foundations and Alumni Associations.
<http://www.ucop.edu/ucophome/coordrev/policy/9-1595rp6078.html>

V. **Attachments**

- 1) UCLA Volunteer Application.
- 2) UCLA Volunteer Assignment Form.
- 3) University of California, Los Angeles Volunteer Election of Workers' Compensation Coverage.
- 4) Background Check (Criminal Record) Authorization for UCLA Volunteers.