Clinic Guidelines and Procedures

➢ NOTIFY UCD POLICE SECURITY OF ANY SAFETY OR SECURITY PROBLEMS IMMEDIATELY!

➢ Immediately notify safety and security staff of any accidents or injuries to staff volunteers, patients, and others. Assist in the recording of all information pertaining to any incident/accident.

➢ Do not speak to any media personnel- please direct all media questions to the Health Department Public Information Officer Cheryl Boney.

➢ PLEASE TURN OFF ALL CELL PHONE RINGERS

➢ Wear a visible nametag and vest at all times.

➢ If volunteer- patients appear volatile seek assistance from security personnel immediately.

➢ In an emergency ask each patient if it is a REAL or FAKE emergency

➢ Volunteer-Patients should not skip any stations or wander freely throughout the clinic area

➢ Following the standard Incident Command System, all staff should seek advice through their station leader who will then notify clinic managers

Radio Usage/Code Words

- **To Use Radio: Hold down side button for a count of two. You must keep holding button to Transmit message. Release side button when finished.**
- **Radios will be preset to the correct channel. *Please to not alter*.**
- All Station Leaders and individuals in the Command Center will have radio access.
- PLEASE LIMIT USE OF THE RADIO
- In the event **emergency assistance** is needed, the **CODE WORD** is: **BLUE FOLDER**
- If you hear **"BREAK", STOP TRANSMISSIONS**- emergency dispatchers are using the channel
- Be careful what you say, conversations may be monitored
- When transmitting a message indicate: WHO you are, WHAT you need, and WHERE you are located.
- Volunteer-patient confidentiality should be maintained during all radio transmission
- Do not use code words-plain language only.