



DEPARTMENT OF THE NAVY  
NAVAL DENTAL CENTER SOUTHWEST  
2310 CRAVEN ST.  
SAN DIEGO, CALIFORNIA 92136-5596

NDCSWINST 5760.1  
01RCC  
09 Mar 00

NAVDENCEN SOUTHWEST INSTRUCTION 5760.1

Subj: RED CROSS VOLUNTEER PROGRAM

Ref: (a) BUMEDINST 5760.5

Encl: (1) Sample Certificate of Training  
(2) Provider Comment Sheet

1. Purpose. To establish policy, procedures, and provide guidance for the establishment and administration of the command Red Cross Volunteer Program per reference (a).

2. Background. Many medical and dental facilities within the military utilize Red Cross volunteers in the daily performance of their missions. Naval Dental Center Southwest will accept volunteers to augment the professional staff as well as provide a means for community service.

3. Applicability. This instruction applies to all NDCSW clinics which utilize Red Cross volunteers.

4. Policy

a. NDCSW will accept Red Cross volunteers as dental assistants, dental hygienists, dentists, and for service in general clerical positions.

b. NDCSW will also conduct a training program, which will teach dental assistant skills to volunteers. All didactic and on-the-job training activities for this program will be carried out according to the Memorandum of Understanding (MOU) with the Red Cross and the requirements of this instruction.

c. Clinical volunteers must:

(1) Comply with NDCSW Performance Improvement/Risk Management programs to include all modalities of quality review such as credentials and privileging, dental record reviews, and infection control protocols.

(2) Submit documentation of a physical examination to include MMR, PPD, Hepatitis B, Varicella, and Tetanus/Diphtheria prior to first day of volunteer service. The examination is to be provided at no cost to the volunteer. A follow-on PPD reading will be obtained annually.

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(3) Provide certification of cardiopulmonary resuscitation training (BLS-level C) and maintain current certification throughout volunteer service.

d. Volunteer dental assistant duties may include chair side assisting in all phases of dentistry, assisting in the central sterilization room, or assisting at the reception and appointment desk.

e. Volunteer dental assistants may NOT give dental advice, prescribe treatment, perform oral prophylaxis, or expose radiographs.

f. All volunteers will complete an application with the Red Cross chapter/station and attend orientation prior to start of volunteer service.

## 5. Responsibilities

a. Commanding Officer. Appoint a dental officer to be the Command Red Cross Volunteer Coordinator.

b. Branch Directors.

(1) Appoint a dental officer or senior petty officer to be the Branch Red Cross Volunteer Supervisor.

(2) Be responsible for the proper administration of the Red Cross Program within the Branch Dental Clinic.

c. Command Red Cross Volunteer Coordinator

(1) Be responsible for overall administration of the Red Cross Volunteer Program and keep the Executive Officer informed on a regular basis concerning the status, success, challenges, and requirements of the program.

(2) Act as the command's representative with the designated American Red Cross chapter or station in all matters pertaining to the Red Cross Volunteer Program.

(3) Ensure an MOU is in place with the local Red Cross chapter/station and reviewed annually for potential changes.

(4) Develop and update dental assistant trainee curriculum.

(5) Ensure each new class of Red Cross dental assistant trainees completes a training program conforming to the requirements of this instruction.

(6) Maintain records for each volunteer documenting training, volunteer hours, and performance reviews.

(7) Provide appropriate Certificates of Training to trainees upon completion of the training program. A sample certificate is attached as enclosure (1).

(8) Coordinate with Education and Training Department for support services.

d. Command Safety Manager. Track immunizations (including annual PPD test).

e. Professional Affairs Coordinator (PAC). Forward application packages to interested volunteers (except trainees), screen applications for completeness, maintain volunteer credential files.

f. Branch Red Cross Volunteer Supervisor

(1) Refer potential volunteers (excluding trainees) to the PAC to initiate an application package. The PAC will provide notification of the trained volunteer's acceptance, after credentials are verified. Trainees in the San Diego area will be interviewed and accepted by the Command Red Cross Volunteer Coordinator. Trainees at the Northern clinics will be interviewed and accepted at the branch clinic level.

(2) Make arrangements for all volunteers to have a physical exam along with the required immunizations/tests at the appropriate branch medical clinic.

(3) Forward completed physical exam forms to Professional Affairs Coordinator prior to first day of volunteer service.

(4) Directly supervise all training for newly recruited Red Cross dental assistant trainees at the branch clinic.

(5) Ensure that the volunteer trainees have successfully completed the didactic and clinical portions of the training program in conformance with the requirements in this instruction.

(6) Make work assignments and clinical schedules for the Red Cross volunteers in the branch clinic.

(7) Review provider comment sheets with each trainee. Accumulate all sheets, which will be given to the trainee upon completion of the program.

(8) Make arrangements with the appropriate Branch Medical Clinic for any medical surveillance deemed necessary by the attending medical officer following a sharp stick incident involving a Red Cross Volunteer.

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(9) Keep track of each volunteer's hours within the branch clinic and forward a monthly report to the Command Red Cross Volunteer Coordinator.

(10) Inform the Command Red Cross Volunteer Coordinator and Professional Affairs Coordinator of departing volunteers.

(11) Obtain Certificates of Training from Command Red Cross Coordinator for trainees outside the San Diego metro area clinics to be presented upon completion of the training program.

g. Clinic Department Heads

(1) Upon request of the Branch Red Cross Volunteer Supervisor, provide assistance in fulfilling training requirements for the Red Cross Volunteers during their one-week didactic training period.

(2) Cooperate with the Branch Red Cross Volunteer Supervisor in providing opportunities for on-the-job training experiences during the required training commitment.

6. Dental Assistant Trainee Program

a. Didactic. A 40-hour training program in basic dental assisting will be provided for each new volunteer class. This training program shall include but not be limited to the following topics:

- (1) Clinic orientation
- (2) Infection control
- (3) Basic anatomy, basic dental anatomy
- (4) Chairside dental assisting
- (5) Oral hygiene instruction training
- (6) Dental record entries
- (7) Dental materials
- (8) Central sterilization room procedures
- (9) Reception area/patient contact instructions

(10) Customer service

(11) Dental specialties orientation

b. Clinical. The remaining hours will be spent in a clinical setting under the supervision of a dentist. Providers will periodically evaluate each trainee's progress, using enclosure (2).

c. Volunteer Requirements and Commitment. Volunteer must:

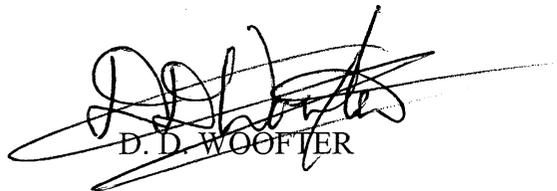
(1) Be 18 years of age or older.

(2) Submit to screening interviews by representatives of the American Red Cross and Naval Dental Center Southwest.

(3) Consent to a physical exam to include MMR, PPD, Hepatitis B, Varicella, Tetanus/Diphtheris test/immunizations.

(4) Upon completion of the 40-hour didactic training period, pass a test, with a grade of at least 70 percent, covering basic dental anatomy, dental materials, and dental assisting skills.

(5) Commit to serve a minimum of 400 hours of volunteer time within a six-month period as a clinical dental assistant. Unless otherwise mutually agreed upon between the volunteer and Branch Red Cross Volunteer Supervisor, the volunteer must be available at least 20 hours per week during normal clinic operating hours. Volunteers are encouraged, but not required, to continue volunteering in any of the command dental clinics following completion the training program.



D. D. WOOFER

Distribution:  
List I, Case 1, 2

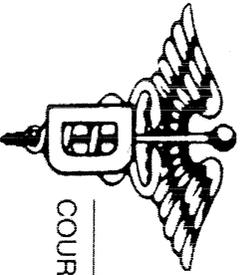


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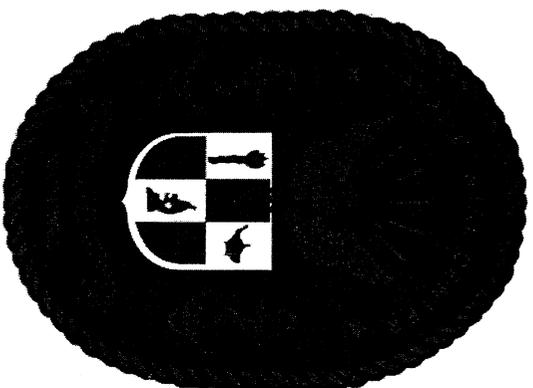
has successfully completed the

and is herewith awarded this

# Certificate of Training



COURSE DIRECTOR(S)



CAPTAIN  
DENTAL CORPS  
UNITED STATES NAVY  
COMMANDING OFFICER



**AMERICAN RED CROSS  
VOLUNTEER DENTAL ASSISTANT TRAINING PROGRAM**

*PROVIDER COMMENT SHEET*

Volunteer: \_\_\_\_\_ Evaluation period: \_\_\_\_\_

Provider: \_\_\_\_\_

1 = Needs improvement 5 = Mastered technique

<i>Place an X in the appropriate box</i>	1	2	3	4	5	N/A
Infection control						
Patient turn-over						
Knowledge of basic dental terminology						
Record review						
Charting dental entries						
Instrument identification						
Four-handed dentistry technique						
Rubber dam placement						
Professionalism/chairside manner						
Accomplishes tasks in a timely manner						
Accomplishes multiple tasks with relative ease						
Proactive role during patient treatment						
Other						

Comments: