2012 - 2013 Volunteer Competency

True/False
Use “T” for true and “F” for false to indicate whether each sentence is true or false.

_____ 1. Hand washing is the most important measure in preventing infection.

_____ 2. Volunteers should never enter a room marked “isolation” or “precautions”.

_____ 3. Volunteers should report for duty even if they have a fever, cold, productive cough, rash, open or draining wound, diarrhea, or any sign of infection within 72 hours of their volunteer shift.

_____ 4. Smoking is permitted on hospital property.

_____ 5. Cultural sensitivity includes respecting the traditions and practices of others.

_____ 6. The hospital weather warning plan is initiated when the hospital is in the path of a storm.

_____ 7. All information related to patients is considered confidential.

_____ 8. Staff and volunteers will be terminated if they access, use, or share patient information inappropriately.

Multiple Choice
In the blank beside each number, write the letter of the choice that best completes the statement or answers the question.

_____ 9. The code for a disaster is:
A. Code Blue
B. Code Black
C. Code Green
D. Code Red

_____ 10. The code for a fire is:
A. Code Blue
B. Code Black
C. Code Gray
D. Code Red

(Over)
11. The announcement made when a situation such as fire or weather emergency has ended is:
   A. Code Red
   B. Code Gray
   C. Code Yellow
   D. All Clear

12. Volunteers should thoroughly wash their hands:
   A. When first reporting for duty
   B. After blowing their nose
   C. After coughing or sneezing
   D. All of the above

13. If a volunteer is in a patient’s room where a Code Blue is called, the volunteer should:
   A. Cover the patient with a blanket
   B. Close the door
   C. Leave the room immediately
   D. Move the patient into the hallway

14. If a volunteer sees something they feel is unsafe, they should report it to:
   A. The department manager
   B. The safety officer
   C. The Safety/Risk Management Department
   D. Any of the above

15. When visiting a patient:
   A. You should first knock on their door and ask if you can enter
   B. Feel free to walk right into their room
   C. Proceed past a drawn curtain
   D. Ignore precaution signs posted on their door

16. If you are unable to volunteer for your designated shift, a phone call should be made to:
   A. Call Center
   B. Assigned department/unit
   C. Volunteer Services
   D. No contact needed

17. Which of the following is in compliance with the Deaconess Hospital dress code?
   A. Denim jeans
   B. Capri’s
   C. Athletic Shoes
   D. Sandals