

Volunteer Handbook Online Orientation Quiz

VOLUNTEER NAME (please print): _____

DATE: _____

1. Regularly Scheduled (RS) Volunteers are those volunteers who normally participate in VA Voluntary Service on a regularly scheduled assignment, under VA supervision, at least once a week or once a month.

TRUE
FALSE

RS volunteers are considered by the VA to be “without compensation” employees.

2. ICARE is an acronym for the VA Core Values. The Core Values are the basic elements of how we go about our work – they define “who we are” – and form the underlying principles we will use every day in our service to Veterans. The Core Characteristics define “what we stand for” and what we strive to be as an organization.”

ICARE stands for

I _____
C _____
A _____
R _____
E _____

3. **TRUE**
FALSE Volunteers must maintain appropriate relationship boundaries with employees, other volunteers, patients, former patients and/or patient’s families. This means volunteers must not establish personal friendships or intimate relationships with employees, patients, former patients, or family members of patients.

4. **TRUE**
FALSE A volunteer badge only has to be worn when entering or exiting the VA facility.

5. **TRUE**
FALSE Miniskirts, open toed shoes, blue jeans on a Monday and see-through clothing are all considered to be **appropriate** attire when volunteering at the VA.

- | | | |
|-----|-----------------------------|---|
| 11. | TRUE
FALSE | Severe weather and disaster shelter signs identify shelter locations that can be used in the case of an emergency, tornado or severe weather. There are clearly marked and designated <u>Green Shelter Signs</u> which identify these locations. |
| 12. | TRUE
FALSE | Before a patient enters a wheelchair, LOCK THE WHEELS and put the footrests up. |

Confidentiality/Ethics Agreement:

I certify that I have reviewed a copy of the Volunteer Handbook. I am aware that the health, welfare and safety of our patients, volunteers and staff is of primary importance and that I will do all I can to learn, comply with and practice, any and all procedures regarding the operation of a safe and efficient work place. As a volunteer at the Fargo Veterans Affairs Health Care System, I agree that:

1. I shall hold as absolutely confidential, all information that I may obtain directly or indirectly concerning patients, doctors, volunteers or Medical Center staff, and not *actively seek to obtain confidential information from patients.*
2. My services are donated to the hospital without the expectation of compensation or future employment, and are given for humanitarian, religious, patriotic, educational or charitable reasons.
3. I shall not seek to sell goods or services, request contributions, or solicit personnel to sign or distribute political petitions on Medical Center premises unless I receive the express authorization of the Chief, Voluntary Service or the Director of the Medical Center.
4. I will prevent and avoid the appearance of conflicts of interest.
5. I will not use my volunteer position for public office, including official time, information, property or endorsements for personal gain.
6. A volunteer must not accept a gift from a prohibited source or one given because of the volunteer's official position.
7. I will not discuss financial matters with patients.
8. I will comply with all ethics laws and regulations.

Volunteer Signature: _____ **Date:** _____

Voluntary Service Staff Signature (upon receipt): _____ **Date:** _____