

Volunteer Handbook 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.

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

TRUE FALSE

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. 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.

TRUE FALSE

4. Volunteers are permitted to accept money from Veterans if they are only using those funds to purchase something on behalf of the Veteran.

TRUE FALSE

5. It is only necessary for you to wear your volunteer badge when entering or exiting the VA facility.

TRUE FALSE

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

TRUE FALSE

7. The Health Care System Director has authorized a \$7.00 stipend to the VA Canteen to help defray the cost of noon meals for regular scheduled volunteers whose assignments extend over the noon lunch period.

TRUE FALSE

8. Volunteers must work _____ or more hours to qualify for this stipend.

- a. 2 hours
- b. 4 hours
- c. 6 hours

9. You should always call your supervisor in advance of your shift if you are unable to volunteer.

TRUE FALSE

10. A simple smile may be the most comforting medication you can give to a patient. Smiles help to promote a friendly environment and are key to ensuring a great customer service experience.

TRUE FALSE

11. As a volunteer, you are permitted to take pictures of Veterans.

TRUE FALSE

12. Hand washing or hand hygiene is the single most effective way and the most important thing you can do to help prevent the spread of infection.

TRUE FALSE

13. Patient abuse, defined as any act against patients which involves physical, psychological, sexual, or verbal abuse, will not be tolerated. The penalty for patient abuse is removal. Health Care System employees, volunteers, students in training, and without compensation appointees who witness or receive reports of abusive behavior toward a patient must report the incident immediately to their supervisor.

TRUE FALSE

14. Volunteers are not responsible for maintaining the privacy of Veterans. Since you are a volunteer, you are exempt from HIPAA.

TRUE FALSE

15. S.A.V.E training will help you act with care and compassion if you encounter a Veteran who is suicidal. The acronym S.A.V.E summarizes the steps needed to take an active and valuable role in suicide prevention. Please fill in the blanks:

S _____
A _____
V _____
E _____

16. The Suicide Prevention Crisis Line is 1-800-_____-_____.

17. To call an emergency code, dial _____ from any VA line and report the emergency.

18. There are two acronyms associated with **CODE RED – FIRE OR SMOKE**, please fill in the blanks:

Fire Emergency Response – RACE

R _____

A _____

C _____

E _____

Extinguishing a fire using a fire extinguisher:

P _____

A _____

S _____

S _____

19. 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 **Green Shelter Signs** which identify these locations.

TRUE FALSE

20. It is best to back into an elevator when transporting a guest in a wheelchair.

TRUE FALSE

21. Before a patient enters a wheelchair, **LOCK THE WHEELS** and put the footrests up.

TRUE FALSE

22. All Veterans are male, and it should be assumed that any female presenting to the VA is only accompanying a male Veteran.

TRUE

FALSE

23. Food may not be provided to inpatient Veterans due to safety and diet concerns.

TRUE

FALSE

Confidentiality/Ethics Agreement:

I certify that I have received and 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.

Items covered in this training competency include:

VA Core Values and Characteristics	Sexual Harassment
Rules and Ethics	Emergency Codes
Boundaries	Elopement Risk Patients
Uniforms and Apparel	Hazardous Materials Management
Time and Attendance	Patient Safety/Risk Management
Customer Service	Patient Food Policy
Political Activity	Actively Dying Veteran Door Sign
Unauthorized Solicitations/Financial Trans.	Transport Volunteers
Meals	Wheel Chair Safety
Credit Union	Geriatric Patients
Occupational Health	Women Veterans
Infection Control	Reminders
Privacy/Confidentiality	Fleet Card
Patient Abuse	Safe Driver Training
Suicide Prevention	

Volunteer Signature: _____ **Date:** _____

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