

NAME: _____

Volunteer Orientation Quiz

1. Volunteers who work four or more hours a day will receive a meal ticket.

True or False

2. Volunteers must sign out at the end of each day.

True or False

3. All regularly scheduled volunteers are required to be fingerprinted before processing.

True or False

4. When do you have to turn in your ID badge to Voluntary Service?

- A. When you go on vacation
- B. When you leave the Voluntary Service program
- C. At the end of your shift
- D. You never turn in your badge it belongs to you

5. You should stay home when you have the following:

- A. Vomiting
- B. Fever
- C. Skin rash
- D. All of the above

6. Before entering a patient's room, you notice a precaution sign on the door. What should you do?

- A. Knock before entering
- B. Ignore the signage as it doesn't pertain to volunteers
- C. Do not enter, get staff assistance
- D. Enter quietly, without waking the patient

7. You take a patient to the canteen to purchase a soda, he hands you his wallet to get the money out for him. It's ok for you to count, and give his money to the cashier.

True or False

8. As a volunteer you are required to ensure the confidentiality of patient information.

True or False

9. When would a volunteer need to sign the Rules of Behavior?

- A. When their assignment requires computer access
- B. Before getting ID badge
- C. When filling out the volunteer application
- D. Never

10. When can a volunteer take photos of patients?

- A. If the patient signs a consent form and it is approved
- B. With your personal camera
- C. When involved in group activities
- D. In outpatient areas

11. What should you do if you witness patient abuse?

- A. Walk away and say nothing
- B. Confront the abuser
- C. Report it to your immediate supervisor
- D. Call your attorney

12. Volunteers can provide spiritual guidance.

True or False

13. Sexual Harassment consists of which of the following?

- A. Flirting
- B. Unwanted compliments
- C. Repeated sexual gestures
- D. All the above

14. You can bring firearms on the VA campus.

True or False

15. A group of volunteers baked cookies at home for the patients. When can they be given to the patients?

- A. During a bingo activity
- B. Under Staff supervision
- C. When dietary runs out of cookies
- D. None of the above

16. RACE stand for:

- A. Rescue-Alarm-Confine-Extinguish or Evacuate
- B. Run-Around-Corridor-Easy
- C. Race-Alarm-Confine-Escape
- D. Rescue-Alarm-Chase-Evacuate

17. Dress code may be specific to volunteer assignments.

True or False

18. In case of Emergency you would call:

- A. VA Police
- B. Operator
- C. 911
- D. All of the above

19. Your meal ticket can be used on any day.

True or False

20. You have been assigned an area and have decided you want a different assignment, it is ok for you to find a different position on your own.

True or False