

Name: \_\_\_\_\_ Date: \_\_\_\_\_  
(Please print)

## 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