

Volunteer Self Study Post Test

Name: _____ Date: _____

Bring completed test to orientation. 85% is passing so you may miss up to 3 questions.

1.	Volunteering is a privilege and a responsibility.	True	False
2.	An important step in maintaining a safe environment is awareness of what 'normal' looks, feels and sounds like.	True	False
3.	The health screening is a part of the hospital infection prevention plan.	True	False
4.	Hand hygiene consists of soap and water hand washing when arriving at the beginning of a shift and then again when leaving the hospital.	True	False
5.	If you wake up with a cold, cough or fever, you should come in and ask the Volunteer Services department whether you should serve a scheduled shift.	True	False
6.	The curve in the lower back is there for the distribution of work along the entire body.	True	False
7.	While using the appropriate tool is preferable it is okay to use something not intended for a purpose when the appropriate tool isn't available.	True	False
8.	In the event of injury you should go to your personal physician and then return to CHMC for follow-up if necessary.	True	False
9.	Red electrical switchplates are designated for critical patient care equipment.	True	False
10.	MSDS stands for Medical Surgical Devise Standards.	True	False
11.	CHMC utilizes the acronym SAFE as a reminder of the steps to be taken in the event of a fire.	True	False
12.	It is the job of everyone, both staff and volunteer, to report a fire or suspected fire.	True	False
13.	The fastest way to evacuate patients during a Code Red is to use the elevators.	True	False
14.	6666 is the emergency number at CHMC.	True	False
15.	Patients have rights regarding their treatment, confidentiality, communication needs.	True	False
16.	Hospitals across the nation adopt goals related to the improvement of patient care and patient safety.	True	False
17.	HIPAA covers medical information only.	True	False
18.	Volunteers assist staff with the transporting of blood and urine.	True	False
19.	Cultural and age differences are irrelevant in the hospital setting because medical intervention is separate from beliefs.	True	False
20.	Older adults, aged 65 -79, are interested in learning and doing new things.	True	False
21.	The complete volunteer uniform consists of a shirt and badge.	True	False
22.	In order to facilitate communication, the use of personal cell phones is encouraged while on duty.	True	False
23.	CHMC is obligated to provide emergency medical treatment to anyone who needs care regardless of their ability to pay for treatment.	True	False
24.	If volunteers see abuse of a patient taking place, either by a visitor or a staff member, they should not report it, but keep it confidential.	True	False
25.	Volunteers, despite fluent language skills, cannot act as interpreters or translators of medical information.	True	False

26. List the values of Dignity Health: _____

27. If unable to attend a scheduled shift volunteers should follow these steps to arrange for an excused absence: _____

28. Give an example of material that should be disposed of in a biohazardous waste receptacle; And an example of material that should not be: _____

29. Awareness of the environment is important in maintaining safety. Give examples related to the following topics:

Body Mechanics: _____

Fire Safety: _____

Infection Prevention: _____

30. Why is it important to know where to locate the MSDS book? _____

31. Define the letters in the acronym SAFE.

S: _____

A: _____

F: _____

E: _____

32. What equipment does the acronym PASS apply to? _____

32. What number(s) should you use to contact Security? _____

33. What number should you use to notify the operator of an emergency? _____

34. Match the Codes

Blue	Fire
White	Disaster
Red	Bomb Threat
Pink	Child Abduction
Purple	Patient Elopement
Green	Medical Emergency
Orange	Weapon/Hostage
Yellow	Toxic Spill
Gray	Pediatric Medical Emergency
Silver	Infant Abduction
Triage	Combative Person

35. List and explain a patient safety goal: _____

36. While on duty you discover a neighbor is a patient, should you send them flowers? Why or why not: _____

37. List 3 things that may reflect a cultural difference: _____

38. Select the age group that intrigues you and explain why: _____

39. Why are volunteers held accountable for the Dignity Health Standards of Conduct? _____

40. What is the most important part of your uniform and why? _____

"I believe that one of the most important things to learn in life is that you can make a difference in your community no matter who you are or where you live."
Rosalynn Carter

~Thank you for choosing CHMC as the place to make a difference in your life and our community~