



Volunteer Orientation: Online Self Study Post Test

INSTRUCTIONS:

- Use the "Volunteer Orientation Self Study Presentation" on our webpage to correctly complete this post-test.
- Circle **the best possible choice** for all questions: multiple choice or true/false.

1. The most effective way of reducing infections that patients get while in a hospital is to make sure that needles are recapped or disposed of properly.

True False

2. Rochester Regional Health's hand-washing policy requires all caregivers – including volunteers to:

- a. Wash hands before and after every patient contact and when hands are visibly dirty.
- b. Wash hands only after using the restroom.
- c. Use of soap and water when hand-washing.
- d. None of the above.

3. Patient information includes things like their birthdate, diagnosis, and how long they have been in the hospital; this information is privileged. Patient information cannot be shared with anyone else unless that person is also providing direct care/assistance to the patient.

True False

4. Taking pictures or video while volunteering is a risk to patient confidentiality and privacy. Therefore, volunteers should not take pictures or video while in the hospital – unless they have the express permission of the Volunteer Office.

True False

5. An actual fire/smoke event will be paged overhead by the Switchboard Operator as a "Fire Alert Confirmed":

True False

6. If you are in the area where there is fire and/or smoke, you should:

R = _____

A = _____

C = _____

E = _____

7. I confirm that I read and reviewed the pages/slides about Corporate Compliance, Fraud, Waste and Abuse.

True False

8. As a volunteer, I will contact my assigned supervisor in my area where I volunteer to:

- a. Notify if/when you're not coming in to volunteer.
- b. Ask questions/concerns.
- c. Share patient concerns, compliments, complaints.
- d. All of the above.

9. If I am not feeling well and scheduled to volunteer, I will:
- a. Stay home and notify the area/department where I volunteer by phone and email the Volunteer Office.
 - b. Come in and wear a mask over my face.
 - c. Stay home and leave a message with the hospital switchboard.
 - d. None of the above.
10. If a patient or a patient's family member shares a complaint with you, you will:
- a. Thank them for trusting you, apologize for the bad experience and assure them that you'll keep it private.
 - b. Explain that caregivers are people too and that on offense was meant by the staff.
 - c. Apologize that they had this experience, thank them for sharing it with you, and share the complaint with the department/area leader for them to deal with.
11. If you are injured while volunteering, report the injury to your department/area leader and then go to the Employee Health Office or the Emergency Department to be checked out.
- True False
12. Volunteer ID badges are to be worn at all times when volunteering and near shoulder-level. If a volunteer forgets his/her ID badge, he/she cannot volunteer.
- True False
13. What is one reason that a volunteer would not wear their volunteer jacket and/or volunteer ID badge?
- a. Wearing the jacket makes them feel warm.
 - b. They forgot their jacket or ID badge at home.
 - c. The volunteer jacket is wrinkled or dirty.
 - d. The volunteer is visiting one of their own family members, friends, or co-workers in the hospital.
14. Smoking is not permitted anywhere on the hospital grounds. Smoking may only be done near the sidewalk along Portland Ave. or Carter Street.
- True False
15. Violence is defined as any physical or verbally assaulting behavior such as cursing, pinching, threatening, punching, scratching, or pushing.
- True False
16. Weapons (knife, firearm, etc.) are not permitted on the Rochester General Hospital campus. This applies to everyone, including patients, visitors, employees, physicians and volunteers.
- True False

Completed:

Date / /

Printed Name
