



Name \_\_\_\_\_ Date \_\_\_\_\_

Check one:    \_\_\_ Initial Orientation            \_\_\_ Annual Competency

**Volunteer Handbook Quiz**  
(99 possible points—90 points needed to pass)

\*Each question is worth three points.

- T / F    1.    Volunteers support the Ascension Mission with compassionate service, wisdom and dedication.
  
- T / F    2.    Volunteers are required to sign in and out every day they volunteer.
  
- T / F    3.    If you are unable to report for your regular volunteer assignment on a particular day, you should notify your specific service area as soon as possible.
  
- T / F    4.    Code Blue means there is a fire in the building.
  
- T / F    5.    Wearing fragrances is encouraged in order to make the hospital smell great.
  
- T / F    6.    The volunteer uniform can be worn with any color of shirts and trousers.
  
- T / F    7.    Volunteers are required to adhere to all rules and regulations of the department, and may be terminated if policies are not followed.
  
- T / F    8.    Volunteers are encouraged to submit quality improvement ideas.
  
- T / F    9.    Because volunteers are not paid staff, HIPAA does not apply to them.
  
- T / F    10.    If a patient asks for assistance with lifting them from their wheelchair to their bed, staff should be contacted to assist.
  
- T / F    11.    It is fine to allow a patient to sit down in a wheelchair without locking the wheels, as long as you hold the handlebars.
  
- T / F    12.    R.A.C.E. stands for “Run And Catch the Elevator”.

- T / F 13. The best way to lift an object is to bend over at the waist and pick it up.
- T / F 14. If you are hurt or injured while volunteering, you must report the incident to your immediate supervisor and the Volunteer Department.
- T / F 15. MSDS (Material Safety Data Sheets) are available on the computer in all departments in accordance with the Right to Know Law, which informs workers about hazardous materials.
- T / F 16. Washing your hands is the most important thing you can do to prevent the spread of infection.
- T / F 17. If you get a call on your cell phone, you can answer it anywhere.
- T / F 18. Universal Precautions require that all healthcare volunteers and workers consider all patients' blood and body fluids as potentially infectious.
- T / F 19. If you witness an accident or incident while volunteering, you must report it immediately to a staff person in the department.
- T / F 20. To prevent errors when taking a message, you should use the read back/repeat back method.
- T / F 21. Clear and complete communication leads to 200% accountability: 100% accountability for yourself + 100% accountability for others.
- T / F 22. In the event of an active shooter, you should Run, Hide, and Fight.
- T / F 23. Age-specific competencies are skills you need to use to give the care that meets each person's unique needs.
- T / F 24. IRIS stands for I Require Immediate Starbucks
- T / F 25. A letter of verification will automatically be completed on the same day that it is requested.
- T / F 26. Volunteers are permitted to enter isolation rooms.
27. When should you wash your hands?
- Before eating
  - After handling patient equipment and flowers
  - After blowing or wiping your nose
  - All of the above

28. If you discover a fire, you should:
  - a. Attempt to rescue anyone in immediate danger, then pull the alarm.
  - b. Contain the fire by closing all doors and windows.
  - c. Evacuate the area if instructed to do so by a firefighter or supervisor.
  - d. All of the above.
  
29. You see your neighbor's name on a surgical list—as a volunteer, whom can you tell?
  - a. Your family
  - b. Other volunteers.
  - c. All of the above.
  - d. None of the above.
  
30. Volunteers need to inform the Volunteer Office when:
  - a. There is a change in your address or phone number.
  - b. You wish to change your volunteer assignment.
  - c. You are going on a leave of absence or becoming inactive.
  - d. All of the above.
  
31. In the event of an active shooter, you should consider the options in this order:
  - a. Fight, Run, Hide
  - b. Run, Hide, Fight
  - c. Fight Hide, Run
  - d. Hide, Run, Fight
  
32. Examples of excellent customer service initiatives include:
  - a. No pass zone
  - b. The 6-foot/3-foot rule
  - c. Cleanliness is Everyone's Responsibility
  - d. All of the above
  
33. AIDET stands for:
  - a. Acknowledge, Intervene, Duration, Example, Thank You
  - b. Accept, Introduce, Develop, Explain, Terminate
  - c. Accept, Intervene, Develop, Example, Transition
  - d. Acknowledge, Introduce, Duration, Explain, Thank You