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”.

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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?
   a. Before eating
   b. After handling patient equipment and flowers
   c. After blowing or wiping your nose
   d. 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