

Wahiawa General Hospital
Volunteer Services Program
REINFORCEMENT TEST

NAME: _____

DATE: _____

Instructions: This is an "open-book" test. The purpose of this test is to reinforce the information learned as well as familiarize you with your handbook. **Please circle the best answer or fill in the blanks.**

VOLUNTEER AGREEMENT

1. On April 14, 2003, a Federal law protecting patient's information goes into effect. Staff and volunteers are expected to comply with this law and the policies & procedures related to this law. Everyone is expected to treat all patient information as being HIGHLY CONFIDENTIAL. This law is referred to as the –
 - a. HIPPO Act of 1996
 - b. HAPPI Act
 - c. HIPAA
 - d. HIPPA

2. The minimum service requirements for a regular volunteer:
 - a. 1 year
 - b. 6 months
 - c. minimum of 8 hours a week / for a minimum of 4 months
 - d. 7 days a week

3. Because the Volunteer Handbook was reviewed at the General Orientation session, I do not have to read or know the contents of the handbook.
 - a. True
 - b. False

4. Upon completion of volunteer services, I need to notify the Volunteer Coordinator at least...
 - a. one week prior to end date.
 - b. two weeks prior to end date.
 - c. one month prior to end date.
 - d. no notification necessary.

Wahiawa General Hospital
Volunteer Services Program
REINFORCEMENT TEST

VOLUNTEER EXPECTATIONS

1. As a WGH volunteer, I am expected to ...
 - a. Dress appropriately
 - b. Wear my name badge
 - c. Provide outstanding customer service
 - d. Work Hard
 - e. Be punctual
 - f. Call my supervisor when I am unable to volunteer or if I am late.
 - g. Work according to my schedule
 - h. Readily offer my services
 - i. All of above

VOLUNTEER GUIDELINES

1. The first thing you should do before signing in to work your shift is to put on your name badge...*(be careful...think about it carefully)*
 - a. True
 - b. False
2. Treating all information as “confidential” is of utmost importance.
 - a. True
 - b. False
3. Wash your hands frequently. Good practice is to wash your hands before and after your shift.
 - a. True
 - b. False
4. If your volunteer work involves visiting patient rooms, you should...
 - a. Ensure that an employee is accompanying you in the room
 - b. Knock before entering
 - c. Smile & introduce yourself
 - d. Explain why you are there
 - e. Check identification band
 - f. Ask if there is anything else you can get them before leaving the room
 - g. All of the above

CUSTOMER SERVICE

1. What does W.O.W. stand for?

Wahiawa General Hospital
Volunteer Services Program
REINFORCEMENT TEST

2. Briefly list the 7 WOW Standards below:

- a. _____
- b. _____
- c. _____
- d. _____
- e. _____
- f. _____
- g. _____

ATTENDANCE

1. Circle the answer below that shows the correct order in which to Sign In & Out.

- a. *Write Today's Date*
- b. *Find time sheet*
- c. *Total hours*
- d. *Report to department & work shift*
- e. *Sign in*
- f. *Sign out*

- 1. b, d, e, f, c, a
- 2. b, a, e, d, f, c
- 3. b, a, e, f, c

2. Your "Supervisor" is the person you report to in the department you are assigned.

- a. True
- b. False

3. Your "Supervisor" is Darlene Lee or Michele Stanley.

- a. True
- b. False

4. If unable to report to work or are running late you should call your supervisor immediately.

- a. True
- b. False

5. Where is the Time Record Book located?

- a. In Administration
- b. At the Front Desk
- c. There is no Time Record Book

DRESS CODE & APPEARANCE

1. All volunteers are expected to dress appropriately and professionally and always wear an identification badge..

- a. True
- b. False

Wahiawa General Hospital
Volunteer Services Program
REINFORCEMENT TEST

2. List 3 items that are acceptable. (Use either list for men or women)
 - a. _____
 - b. _____
 - c. _____

3. List 3 items that are unacceptable. (Use either list for men or women)
 - a. _____
 - b. _____
 - c. _____

4. Only a Certified Nurses' Aid (CNA) is allowed to wear scrubs while volunteering.
 - a. True
 - b. False

5. If you are unsure if something is appropriate or allowed, you should wear it anyway and see what happens.
 - a. True
 - b. False

SAFETY INSERVICE

CODE RED	=	_____
CODE 500	=	_____
PLAN D	=	_____
PLAN A	=	_____
CODE SEARCH	=	_____
CODE PINK	=	_____
DR. STRONG	=	_____

1. Always know the location of your nearest Exits, Fire Alarm pull stations and Fire Extinguisher.
 - a. True
 - b. False

2. Wahiawa General Hospital is a "Non-Smoking Facility"
 - a. True
 - b. False

3. What should you remember during a **CODE RED**?
 - a. R-U-N
 - b. Y-E-L-L
 - c. H-I-D-E
 - d. R-A-C-E

Wahiawa General Hospital
Volunteer Services Program
REINFORCEMENT TEST

4. What does **RACE** stand for?

R
A
C
E

5. What word helps you to remember how do you operate a Fire Extinguisher?

- a. PULL
- b. SWEEP
- c. PASS
- d. SQUEEZE

6. What does **PASS** stand for?

P
A
S
S

7. When you hear an overhead page of "Code 500" you should listen for the location and stay away from that location.

- a. True
- b. False

8. When an overhead page of "Code Plan D" is called, volunteers should report immediately to the Long Term Care Facilities Dining Room on the 1st floor for further instructions.

- a. True
- b. False

9. When lifting or carrying potentially heavy objects, the important thing is not how much you can carry or lift but how you do it.

- a. True
- b. False

10. Proper body mechanics reduces the risk of injury.

- a. True
- b. False

11. Name one of the most important ways we can help prevent the spread of infection.

Wahiawa General Hospital
Volunteer Services Program
REINFORCEMENT TEST

12. Proper handwashing techniques include the following steps:

- *Turn faucet on*
- *Wet hands*
- *Use soap and work into generous lather*
- *Rinse thoroughly*
- *Use paper towel to turn faucet off*
- *Use another paper towel to dry hands thoroughly*

- a. True
- b. False

13. If someone looks suspicious, ignore it and don't tell anyone about it.

- a. True
- b. False

14. What acronym or initials help us remember what to do when we see a patient or resident getting abused?

15. What does **SPOT** stand for?

S
P
O
T

16. All hazardous materials must be labeled.

- a. True
- b. False

17. All hazardous materials should have an MSDS.

- a. True
- b. False

18. What does MSDS stand for?

M
S
D
S

Wahiawa General Hospital
Volunteer Services Program
REINFORCEMENT TEST

19. Red-lined containers with the biohazard symbol are used to dispose of...
- a. Kleenex
 - b. Newspapers
 - c. Anything red
 - d. Blood & body fluids or radioactive waste

MISCELLANEOUS

1. What is the hospital's address?

2. Name the 3 staff members who are responsible for the Volunteer Services Program.

1.
2.
3.