

UPMC Cancer Centers / University of Pittsburgh Cancer Institute (UPCI)

VOLUNTEER SELF-LEARNING QUIZ

Name: _____

Volunteer Policies and Procedures

- 1) Meal tickets are issued to those who volunteer a minimum of this many hours in one day:
 - a) 2.5 hours
 - b) 1 hour
 - c) 4 hours
- 2) **T / F** If you will NOT be volunteering for several weeks or months, you must notify your supervisor and the volunteer office.
- 3) Volunteers are allowed to wear the following while volunteering:
 - a) Opened-toe shoes
 - b) Artificial nails
 - c) Facial or oral piercings
 - d) None of the above
- 4) **T / F** Volunteers must sign in before beginning their assignment and sign out after completing it.
- 5) **T / F** Volunteers do not have to wear photo identification badges while volunteering.
- 6) **T / F** Patients, visitors, staff and fellow volunteers are our customers.
- 7) Circle each customer service tip that should be followed by employees and volunteers:
 - a) Smile
 - b) Make eye contact and introduce yourself
 - c) Help people who look lost
 - d) Listen to complaints; do not try to reason, argue, or be defensive
- 8) **T / F** UPMC/UPCI Volunteers should recognize and respect diversity in the workforce and in the population we serve regardless of race, color, religion, national origin, ancestry, sex, age, marital status, familial status, sexual orientation, disability, or veteran status.
- 9) **T / F** The primary goal of the quality improvement process at UPMC/UPCI is to promote and reinforce a culture of continuous improvement.

- 10) **T / F** Quality patient care is dependent upon each employee and volunteer doing his or her own work as accurately, timely and cost effectively as possible.
- 11) **T / F** If you are sick, notify your supervisor that you will not be coming in to volunteer.
- 12) **T / F** It is the policy of UPMC/UPCI to provide a drug-free work environment for everyone.
- 13) **T / F** Workplace violence is defined as any verbal or physical act or threat of violence, including intimidation, harassment, or coercion.
- 14) **T / F** An employee or volunteer who believes that a serious event or incident has occurred must report it to the Patient Safety Officer immediately but in no event later than 24 hours.

Confidentiality/HIPAA

- 15) **T / F** Every employee and volunteer must uphold the patient's right to privacy.
- 16) **T / F** As a volunteer, you are entitled to access any patient's record at any time.
- 17) Without the patient's permission, patient information can ONLY be shared if it pertains to:
T _____
P _____
O _____
- 18) **T / F** You should notify your supervisor or privacy officer if you discover private or confidential information has been improperly shared.
- 19) **T / F** Failure to protect patient confidentiality can lead to legal action, termination, fines, and imprisonment.
- 20) **T / F** Telling a friend about the diagnosis or condition of a patient you both know is a breach of confidentiality.

21) Health care providers must use safeguards to maintain the privacy and security of:

P _____
H _____
I _____

22) **T / F** Placing patient information in a wastebasket is okay as long as it is behind a desk.

Patient Safety Guidelines

23) **T / F** The purpose of age-specific competencies is to assure that employees and volunteers are competent to provide care and assist or interact in any manner with patients of varying age groups.

24) **T / F** Volunteers are not permitted to lift a patient in or out of a wheelchair or in or out of a bed.

25) **T / F** It is not necessary to engage both brakes and lift foot rests when a patient gets into or out of a wheelchair.

Infection Prevention and Control

26) The single most important method for preventing the spread of infection is: _____

27) **T / F** Standard precautions require that we treat blood and bodily fluids as if they are infectious.

28) **P** _____
P _____
E _____
protects you from blood and bodily fluids.

29) **T / F** It is okay for volunteers to enter a room displaying an Airborne Precaution or Airborne/Contact Precaution sign.

30) In what color bag or container do we dispose of biohazardous waste? _____

31) **T / F** Tuberculosis (tb) infection can occur by inhaling airborne tb bacteria if appropriate precautions are not taken.

Emergencies and Fire Safety

32) **T / F** It is okay to use an elevator in the event of a fire.

33) What is the role of a volunteer during a disaster?

34) If a fire is discovered or the smell of smoke is present, all building occupants should:

R _____
A _____
C _____
E _____

35) The four steps in the proper use of a fire extinguisher include:

P _____
A _____
S _____
S _____

36) Where in the building are manual fire alarm pull stations located? _____

37) Information sheets containing vital information relating to a hazardous chemical product are called MSDS which stands for:

M _____
S _____
D _____
S _____

38) In which departments will you find MSDS?

39) What telephone number should you dial in case of a medical emergency in Shadyside?

40) When calling to report an emergency, what information should be communicated?

Signature: _____ **Date:** _____