

Volunteer Competency Assessment

Name (Last, First, Middle Initial)

Date

All assessment questions are derived from the St. Cloud VA Health Care System policies outlined in the Volunteer Orientation Handbook. Volunteers must answer at least 90% of the questions correctly to pass the assessment. Please mark the correct answer(s) for each question.

1. The acronym ICARE, represents the St. Cloud VA's core values. What does ICARE stand for?

- a. Integrity, Commitment, Advocacy, Respect, Excellence
- b. Integrity, Caring, Advocacy, Respect, Excellence
- c. Inspired, Commitment, Advocacy, Respect, Excellence
- d. Integrity, Commitment, Advocacy, Respect, Extraordinary

2. Where is the easiest place to find emergency phone numbers?

- a. On the back of your ID Badge
- b. The green sticker on the telephones
- c. There are no emergency numbers
- d. The St. Cloud VA webpage

3. Infection Control means doing everything possible to prevent the spread of disease. What is an essential element of controlling and preventing the spread of infection?

- a. There is no way to control infection
- b. Practicing good hand hygiene - wash hands and use hand sanitizer
- c. Antibiotics
- d. Always wear gloves

4. The Veteran population receiving care through the St. Cloud VA HCS is a very diverse group. We are committed to a respectful and inclusive environment for all. No form of discrimination will be tolerated at any level.

- a. True
- b. False

5. What is the Fire Alarm response plan that Volunteers should use when responding to a fire emergency?

- a. R.A.C.E.- Rescue, Alarm, Confine/Contain, Extinguish/Evacuate
- b. R.A.T.S.- Run, Alert, Tell Someone
- c. R.I.C.E.- Run, Involve, Capture, Escape
- d. Do nothing, only staff respond to Code Red

- 6. If a Volunteer is injured during their service, what should they do?**
- a. Report all injuries, no matter how minor, to their VA Supervisor immediately and, if necessary, be seen by the Occupational Health Department
 - b. Leave the facility and seek treatment elsewhere
 - c. Continue in your assignment
 - d. Report to Urgent Care at the St. Cloud VA
- 7. Volunteers should not discuss a patient's condition with anyone except the staff responsible for their care. HIPAA is Federal law put that protects patients and their health care information. Violations of HIPAA can result in criminal and civil penalties. Volunteers are subjected to these standards.**
- a. True
 - b. False
- 8. The St. Cloud VA is committed to a harassment-free healthcare environment and will not tolerate harassment of any kind. Which of the following examples constitutes sexual harassment? (Select all that apply.)**
- a. Repeated sexual flirtations, advances or propositions
 - b. Physical contact such as patting, hugging, pinching, or brushing against another's body
 - c. Graphic or degrading comments about an individual or the individual's appearance
 - d. Sexually oriented verbal kidding, teasing, or jokes
- 9. Unacceptable behavior includes actions or decisions that pose a conflict of interest or negatively impact the public image of the St. Cloud VA Health Care System. Violations of the Volunteer Code of Conduct may result in suspension or dismissal from Voluntary Service.**
- a. True
 - b. False
- 10. The prevention of Veteran suicide is everyone's business. If you know a Veteran experiencing crisis, you should (select all that apply):**
- a. Connect with any VA staff
 - b. Call the Veterans Crisis Line: 1-800-273-8255
 - c. Call 911 for immediate assistance
 - d. Do nothing, it's not a real emergency

- 11. Volunteers must maintain appropriate relationship boundaries with patients. This means Volunteers must not establish social, business, or romantic relationships with patients.**
- a. True
 - b. False
- 12. Volunteers can be removed from service for accepting money or anything of value from a Veteran patient or family member.**
- a. True
 - b. False
- 13. Volunteers are required to display their ID Badge above the waist while they are on campus, such that it is visible at all times.**
- a. True
 - b. False
- 14. According to the guidelines set forth in the Dress Code, some of the items listed below are deemed inappropriate. (Select all that apply.)**
- a. Sheer or see-through garments
 - b. Discolored, torn, worn, frayed, tattered, or faded clothing
 - c. T-shirts worn as an outer garment – specifically athletic/gym wear, or undershirts
 - d. Strapless, sleeveless, tube or crop tops
 - e. Sweatpants, wind pants, or spandex pants
- 15. A meal ticket is issued after volunteering at least _____ hours in a day.**
- a. 8
 - b. 4
 - c. 2
 - d. 6
- 16. Since you are considered a Without Compensation Employee (WOC) in your Volunteer role, you are allowed to take photos of Veterans with your cell phone or camera.**
- a. True
 - b. False

17. **Volunteers are required to react to alerts or alarms related to (select all that apply):**

- a. Fire Drills & Fire Alarms
- b. Tornado Watches & Warnings
- c. Severe Thunderstorm Watches & Warnings
- d. Active Threat

18. **Many of our patients require the assistance of a wheelchair. What are a few things to keep in mind (select all that apply)?**

- a. Patients should be treated as if the wheelchair is an extension of the body
- b. Ask if the patient would like assistance
- c. It's okay to lean on the wheelchair
- d. Don't demean or patronize the patient by patting them on the head

19. **It is acceptable for a Volunteer to help a Veteran from their wheelchair to their bed, toilet, etc. if a VA Staff member is not available.**

- a. True
- b. False

20. **The St. Cloud VA serves Veterans from all walks of life and may come with a family member or caregiver to their appointments. Which of the following photos depicts a person that COULD be a Veteran (select all that apply):**

