

Volunteer Training Test

Volunteer Name:

Date:

Please complete, save and return the test via email to Volunteer_Services@lhsc.on.ca.

Alternatively, you can print, complete and bring the test to your documentation appointment.

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| <p>1. Looking up information on a friend, celebrity or co-worker when it is not needed for your role, is a privacy breach.</p> <p style="text-align: center;">True <input type="checkbox"/> False <input type="checkbox"/></p> |
| <p>2. In your volunteer role, the following behaviours are required to support LHSC's standard for patient privacy and confidentiality, with the exception of:</p> <ul style="list-style-type: none">a. <input type="checkbox"/> Refrain from telling a friend or spouse about a mutual acquaintance that you ran into at the hospital.b. <input type="checkbox"/> Never share information about your volunteer work, staff, patients or the organization through conversation, social networking or blogging.c. <input type="checkbox"/> Do not take photographs of patients or families at the hospitald. <input type="checkbox"/> Dispose of patient information in a locked confidential bin instead of throwing it away in an open trash container.e. <input type="checkbox"/> If you find anything misplaced with patient information, take it to the supervisor in your area, as the Privacy Office will be notified to investigate further.f. <input type="checkbox"/> There is no exception; all of the above are required. |
| <p>3. It is my responsibility as a volunteer to take note of fire exits in my work area.</p> <p style="text-align: center;">True <input type="checkbox"/> False <input type="checkbox"/></p> |
| <p>4. It is the responsibility of all staff/volunteers who are involved in, observe, or made aware of an adverse event (e.g. patient falls) or near miss (e.g. patient trips) to ensure it is reported to a staff member or leader.</p> <p style="text-align: center;">True <input type="checkbox"/> False <input type="checkbox"/></p> |
| <p>5. A volunteer comes into the office to begin their shift and fails to put on a volunteer vest or jacket and walks past the hand sanitizer on the way to their service area. Once there, the volunteer proceeds to look at the patient list to see if they recognize any names. The volunteer is approached by a visitor stating that a woman has fallen in the washroom and needs assistance; the volunteer tells the visitor to go over to the house phone and press '0' and someone will help. In this scenario, what would you have done differently and why?</p> |
| <p>6. You are sitting at the volunteer desk and you hear an alarm going off. You are approached by a patient asking whether they need to leave the hospital because there could be a fire. Knowing that there are two stages of alarms, what do you say to the patient?</p> |

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7. You have encountered a person with a disability who is struggling to get through a door. What should you do?
- Ask, "May I help you?" and wait for a reply. If the reply is yes, ask how you can help.
 - Educate them on where there is an automatic door nearby.
 - If any barriers are identified to you during your volunteer shift, please refer the patients to the staff in your unit.
 - All of the above.
8. The LHSC Code of Conduct is all about:
- Encouragement
 - Respect
 - Diplomacy
 - Empathy
9. When cleaning your hands with alcohol-based hand rub (hand sanitizer), what is the minimum time you should rub your hands?
- 15 seconds
 - 10 seconds
 - 25 seconds
 - 30 seconds
10. If you become engaged in a conversation with an aggressive individual you should:
- Focus your attention on the other person to listen carefully, try to understand and to acknowledge the person's feelings
 - Remain calm and try to calm the other person
 - Use de-escalation strategies such as agreeing with truth/principles/their experience or using collaborative questions.
 - If behaviour escalates, call 55555 to initiate Code White or activate panic alarm (if equipped).
 - All of the above
11. You have been volunteering for a few months and have gotten to know the staff in the service area quite well. They ask you to help them with a task you know falls outside the boundaries of what you are allowed to do as a volunteer (it is not on the service description for that role). What do you do?
- You want them to like you so you agree.
 - You would really like to assist them, but you realize that you need to contact the Volunteer Office first for clarification.
 - You do it and hope no one finds out.
 - You are excited because you have been given an opportunity to try something new.
12. LHSC demonstrates its commitment to continuous improvement through the accreditation process, which allows us to continually examine and improve the quality and safety of our services. The expectation is that everyone is accreditation ready every day. As a volunteer, this means:
- Wearing the volunteer uniform, ID badge and nametag, as well as introducing yourself as a volunteer.
 - Knowing the training you receive to perform your volunteer role (initial orientation and ongoing training).
 - Knowing how to keep our environment safe (e.g. how to get help, be familiar with codes, maintain privacy, conduct hand hygiene, identify hazards and report injuries).
 - Being aware of the communication channels LHSC uses to keep you informed (e.g. email, newsletters and communication boards).
 - All of the above are expectations of LHSC volunteers.