

Volunteer Orientation Post-Test

Name _____ Date _____

Fill in the blanks:

Some objectives of the Volunteer Department of the Western Maryland Health System are:

To provide service _____ and _____ to that provided by the staff which contributes to total _____ care.

Provide trained, _____ and _____ volunteers to meet the needs of _____, families and hospital personnel.

To provide assistance to as many _____ as possible who request volunteer assistance.

To help foster _____ with all departments to achieve the goals of the hospital.

To help create and promote in the _____ an understanding of the hospital and it's services through the _____ who becomes a part of the hospital family.

To give the _____ a means to be able to meet _____ needs by giving service to others.

| |
|---|
| cooperation workplace community supplementing patient complementing human efficient courteous patients departments volunteer |
|---|

Mission Statement:

The mission of the Western Maryland Health System Regional Medical Center is

Our Actions are guided by our Core Values. Name those Core Values

I _____

I _____

C _____

A _____

R _____

E _____

Goals of the Volunteer Department include:

- Provide _____, _____ and _____ service
- To accept all _____ volunteers
- To assign volunteers according to their _____, experience, _____, and availability
- To acknowledge volunteers as members of the hospital family
- To provide ongoing _____ to _____ the department and the hospital
- To encourage volunteers to promote community _____ of the hospital, its _____ and _____
- To foster conscientiousness and loyalty of _____
- To provide recognition, _____ and evaluation of volunteers

The Patient has the Right to:

- Considerate and _____ care
- Consideration of his _____
- Expect that all communications and records pertaining to his care is treated as _____
- Expect that within its capacity a hospital must make _____ responses to the request of a patient for _____

The Patient Confidentiality Policy

- High standards
- Information must be held in strict confidence
- Release of information is prohibited by law
- Discussion of patients should not occur
- **Volunteers violating this policy are subject to dismissal from the volunteer program without warning**

Volunteer Policies

Always be _____

Learn as much as possible about the _____

Never give out personal _____ to patients or others

Wear your _____ at all times

As part of our no-scent policy, no _____ smelling scents are allowed

WMHS is a _____ free campus.

Always be _____ and _____

What is the number you need to log your volunteer time? _____

To get a \$6 meal discount _____, you must be wearing your _____.

Handwashing procedures:

- **When:**
- Coming on _____
- After personal _____
- After blowing or wiping _____
- Before handling _____ or _____
- When hands are _____
- When moving from one _____ area to another
- After contact with equipment or _____

- **How:**
- Turn on water that is _____ temperature
- Completely wet _____ and _____ under water
- Apply _____ generously
- Apply _____ to all surfaces
- _____ thoroughly with a paper towel
- Turn faucets _____ with _____ in hand
- Use a paper towel to _____ door

Code Red Procedure:

- R** _____ – remove patients and close doors
- A** _____ – fire alarm box and dial 33
- C** _____ – close all doors
- E** _____ – if possible

Keep calm. Do not panic!

A “Code Red, All Clear” announcement will be made when it is cleared.

Some other Emergency Codes that you may hear:

- B____ – Cardiac/Respiratory Arrest
- R____ – Fire
- G____ – Missing Person
- G____ – Disruptive/Violent Situation
- P____ – Abduction
- Y____ – Emergency Preparedness/Disaster
- P____ – Security Needed