

**VA San Diego Healthcare System  
VOLUNTEER COMPETENCY QUIZ**

**Print Name** \_\_\_\_\_ **Date** \_\_\_\_\_

1. If you cannot report to your volunteer assignment as scheduled contact the VA Supervisor in the area where you work.

**TRUE**

**FALSE**

2. Veteran's complaints should be referred to your VA Supervisor first, then to the Patient Advocate office.

**TRUE**

**FALSE**

3. Student Volunteers must be at least 14 years old to work at the VA and must have their parent's permission.

**TRUE**

**FALSE**

4. Written consent is NOT needed from a patient in order to take their picture.

**TRUE**

**FALSE**

5. Volunteers must sign in on the designated computer or VA sign in sheet before starting their assignment for the day, even after duty hours, or in another location.

**TRUE**

**FALSE**

6. Volunteers **must sign in** to:

- a. receive credit awards, pins, service organizations
- b. be protected in case of legal liability claims, illness or injury
- c. be accounted for in case of a disaster
- d. gain hours for scholarships or experience
- e. all of the above

7. Volunteers do not have to worry about washing their hands, using foam or gel while in the clinic or working in their assigned area.

**TRUE**

**FALSE**

8. Volunteers are permitted to enter the "Isolation" areas.

**TRUE**

**FALSE**

9. When listening to a customer, (anyone you meet) you should stop working, look at the person, and display a caring attitude.

**TRUE**

**FALSE**

10. Some ways you can increase customer service to Veterans include:

- a. smile
- b. show respect
- c. listen with an open mind
- d. say thank you
- e. all of the above

11. Before volunteering at the VA, new applicants must:

- a. submit fingerprints and be cleared on background check
- b. complete orientation materials
- c. be cleared for TB
- d. all of the above

12. Volunteers should report suspicious activities or individuals to:

- a. VA Supervisor
- b. The Director
- c. Voluntary Service Office
- d. VA Police

13. During an emergency situation, the volunteer should contact their VA Supervisor.

**TRUE**

**FALSE**

14. Volunteers must wear their I. D. badge at all times while volunteering, wear it above the waist with the picture showing. The badge must be returned to Voluntary Service when a volunteer resigns or is not able to work for an extended period of time.

**TRUE**

**FALSE**

15. You would NOT need to check with the Voluntary Service office before distributing donations or food to patients.

**TRUE**

**FALSE**

16. Volunteers can wear shorts, sandals, and tee shirts with logos while working.

**TRUE**

**FALSE**

17. Volunteers cannot talk about patient names and health information with others.

**TRUE**

**FALSE**

18. Which of the following should be reported to the VA Police?

- a. Thefts of or missing government or personal property
- b. Assaults or threats to employees or the general public
- c. Disturbances
- d. Bomb Threats
- e. All of the above

19. Who can initiate a code Yellow when an individual may become violent?

- a. Visitors
- b. Any VA Staff Member or Volunteer (employee)
- c. Patients

20. If you receive a bomb threat by telephone, a good tool to use to help you get information from the caller is:

- a. An equipment inventory checklist
- b. VA Police Voluntary Witness Statement
- c. SF-71
- d. VA Information Bomb Data Form (Orange Form)

21. If confronted by a potentially violent individual notify VA police, speak calmly and listen carefully.

**TRUE**

**FALSE**

22. While volunteering, use your cell phone for emergencies only, and do not talk on the cell phone where Veteran patients can hear or see you.

**TRUE**

**FALSE**

23. Who can challenge an individual who is not wearing a VA I. D. badge?

- a. VA Policer
- b. Any Employee
- c. Volunteers
- d. All of the above

24. If you are sexually harassed or discriminated against during your volunteer assignment report this immediately to your VA supervisor and the Volunteer Office.

**TRUE**

**FALSE**

25. Two components of "I CARE" are excellence and respect.

**TRUE**

**FALSE**

### **TB Requirments**

I understand as a regular volunteer that I must check with Occupational Health each year during my birthday month, or every 12 months to obtain a TB test or provide documentation that I have been screened for TB annually.

**Sign Name:**\_\_\_\_\_ **Date:**\_\_\_\_\_