

VOLUNTEER ORIENTATION CHECKLIST

I have received a Volunteer Orientation Training Packet and have read, understand and will comply with the CSH policies, rules and regulations listed below:

- ☒ Welcome/Hospital History/Programs & Services
- ☒ Culture/Vision/Mission/Values
- ☒ Infection Prevention/Hand Washing & Hand Gel Application
- ☒ Patient and Family Centered Care
- ☒ HIPAA/Confidentiality
- ☒ Diversity and Inclusion
- ☒ Corporate Compliance/Code of Conduct
- ☒ Violence in the Work Place
- ☒ Fire Procedures & Facility/Medical/Security Alerts
- ☒ Talking with Children with Special Needs
- ☒ Dress Code/Volunteer Guidelines
- ☒ Evaluation/Checklist/Quiz
- ☒ Volunteer Requirements & Instructions
- ☒ Parking

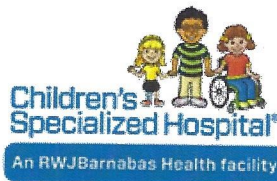
I have received, read and understand the **"HIPAA Privacy Rule"** information that was given to me for my review. I understand the need for confidentiality and promise to respect the privacy of all the patients and their families at Children's Specialized Hospital while on and off the premises. I understand that violation of this standard will be subject to immediate review and serious consequences up to and including termination of volunteer department.

I have read and I understand the information provided to me regarding **Infection Prevention** and the need for frequent **hand washing** while volunteering on the premises of Children's Specialized Hospital.

I have read and I understand the information provided to me regarding **Emergency Codes and Key Safety** while volunteering on the premises of Children's Specialized Hospital.

PRINT NAME Prisha Shah DATE 7/5/2023

SIGNATURE



Volunteer Check-In Form

Volunteer Name: Prisha Shah

Supervisor Name: _____
Department: _____

Patient Safety Statement:

This Volunteer understands that volunteer behavior that compromises patient safety constitutes an immediate end of a volunteer's participation in current position.

Volunteer Signature: Prisha Shah

Date: 7/5/2023

Volunteer Manager Signature: _____

Date: _____

Review Type (please check one): ☐ 90 Day Review (Mandatory) ☐ Post 90 Day Review (Optional)

• **Demonstrates consistent safe practices related to patient safety**

- ☐ Meets expectations
- ☐ Does not meet expectations

Comments: _____

• **Position Knowledge (volunteer always acts within the guidelines of volunteer position description)**

- ☐ Meets expectations
- ☐ Does not meet expectations

Comments: _____

• **Quality (volunteer performs duties outlined in position description in a correct, complete, and accurate manner)**

- ☐ Meets expectations
- ☐ Does not meet expectations

Comments: _____

• **Attendance and Punctuality (Volunteer regularly reports for shift and in a punctual manner)**

- ☐ Meets expectations
- ☐ Does not meet expectations

Comments: _____

• **Behavior and Communication (Volunteer uses appropriate behavior and communication in all interactions with patient, families, staff and other volunteers)**

- ☐ Meets expectations
- ☐ Does not meet expectations

Comments: _____

• **Professional Appearance and Identification (Volunteer wears appropriate uniform and official ID badge)**

- ☐ Meets expectations
- ☐ Does not meet expectations

Comments: _____

• **This position is a good fit for this volunteer, and this volunteer will remain in this position: Y / N**

Comments: _____

• **This volunteer may be more successful in another position, and will work with volunteer department to determine another placement opportunity: Y / N**

Comments/Actions regarding this volunteer: _____

Volunteer Supervisor Signature: _____ Date: _____

Volunteer Safety Education Quiz Children's Specialized Hospital

HIPAA and Privacy Information Quiz

1. What is HIPAA?

- a) A process used to fine hospitals that break privacy laws
- b) A set of rules of patients and families regarding their behavior
- ☒ c) A law protecting health information for patients and families
- d) None of the above

2. Protected Health Information (PHI) includes:

- a) Past, present, future information about physical or mental health condition of an individual
- b) Healthcare being provided to an individual
- c) Name of patient
- d) Pictures of patients
- e) Any information about a patient that would easily distinguish them from anyone else
- ☒ f) All of the above

3. If something that is PHI is already available to the public (example, in the news, a picture on a website) volunteers and staff no longer need to keep it private?

- a) True
- ☒ b) False

4. What should you do: A volunteer finds something that seems to have personal health information on it?

- a) Give it to the patient
- b) Throw it away
- c) Read it to make sure it's nothing important
- ☒ d) Tell your supervisor immediately
- e) Take no action, it is out of the scope of practice

HIPAA and Privacy Information Quiz

5 Any documents or equipment with patient information should never be thrown in the trash.

- ☒ a) True
- b) False

6. If you use a computer system in your volunteer work, it is okay to write your password on a piece of paper.

- a) True
- ☒ b) False

7. No matter how much you care for a patient or what your intentions are, it is never permissible to ask questions about why a patient is in the hospital, ask about their care, or seek information about patients in care.

- ☒ a) True
- b) False

Abuse and Neglect Prevention Quiz

1. A volunteer's knowledge of this content and ability to apply it at the right time could make a difference in the life of a child.
☒ a) True
b) False
2. Which of the following families may need extra support to protect against stress that can lead to child abuse?
☒ a) A single, teen mother with a chronically ill infant
b) A two-parent family in which both parents work
c) A family who adopted a child after a year of infertility
d) A blended family who is excited about having a new baby
3. What are the four categories of child abuse?
a) Physical abuse
b) Neglect
c) Sexual Abuse
d) Emotional Abuse
☒ e) all of the above
4. We protect children from abuse within the Children's Specialized Hospital continuum of care by screening all potential employees or volunteers for a history of abusing patients or children.
☒ a) True
b) False
5. What should you do if you suspect abuse?
a) Call DCP&P immediately
b) Confront the potential abuser
c) Hide the child
☒ d) Tell your Supervisor immediately

Infection Prevention Quiz

1. What is the **MOST** important way to reduce the spread of infection?
 - a) Cleaning patient care equipment
 - ☒ b) Hand hygiene
 - c) Patient room assignment
 - d) Transmission-based precautions

2. Which statement about cleaning non-critical equipment is **TRUE**?
 - ☒ a) Equipment, toys, and surfaces in all settings should be cleaned after use
 - b) Wash small toys and feeding utensils with soap and water
 - c) Non-clinical staff is not expected to know how to keep surfaces clean
 - d) Soap and water are the best way to clean equipment, objects, and surfaces in a health care organization

3. Which statement about the use of hospital-approved disinfectant is **TRUE**?
 - a) You do not need to wear gloves when using hospital-approved disinfectant wipes
 - ☒ b) To kill most bacteria, follow the manufacturers approved wet contact time
 - c) Spray hospital-approved disinfectant onto object and immediately wipe the surface with a dry cloth
 - d) Bottles of diluted hospital-approved disinfectant solutions are good for two years

4. The **best** way to protect against the flu is to get vaccinated?
 - ☒ a) True
 - b) False

5. You can get the flu from the flu shot.
 - a) True
 - ☒ b) False

Fire Safety Quiz

1. Which emergency alert do you announce if you see or smell smoke?
 - a) Alert Clear
 - b) Alert Gray
 - ☒ c) Facility Alert: Fire Alarm Activation
 - d) Alert Yellow

2. If a child pulls a fire alarm pull station as a joke, dial your overhead paging access code and announce a false alarm?
 - ☒ a) True
 - b) False

3. Which statement about fire response is TRUE?
 - ☒ a) Do not use elevators during a Facility Alert: Fire Alarm Activation
 - b) If a person's clothing is on fire, put the fire out with a fire extinguisher
 - c) If the fire is not in your work area, it is okay to use the telephone
 - d) If you think the fire alarm is a drill, you don't need to respond to it

4. What should you do if you see smoke and the fire alarm system is not working?
 - ☒ a) Pull the nearest fire pull station
 - b) Contact Security
 - c) Contact Facilities Management/Engineering
 - d) Call the Fire Department directly

5. If you hear the fire alarm, but do not hear an announcement one way or another, you can assume the fire is not in your area if you do not smell smoke or see flames?
 - a) True
 - ☒ b) False

6. What is the OVERHEAD paging codes for all CSH sites?
 - a) There is not one code
 - b) 867-5309
 - c) 1234
 - ☒ d) *801

Emergency Alerts and Conditions Quiz

1. What is the plain language alert for a bomb threat?
 - a) Facility Alert: Hazardous Material Spill
 - b) Facility Alert: Pediatric Medical Emergency
 - c) Facility Alert Yellow
 - ☒ d) Security Alert: Bomb Threat

2. What should you announce for a fire emergency?
 - a) Security Alert: Security Assistance Needed
 - ☒ b) Facility Alert: Fire Alarm Activation
 - c) Code Red
 - d) Code Yellow

3. What is the plain language alert for a patient in respiratory or cardiac arrest (whose breathing or heartbeat has stopped)?
 - a) Code Blue
 - b) Medical Alert: Non-Patient Medical Emergency
 - c) Code Gray
 - ☒ d) Medical Alert: Pediatric Medical Emergency

4. What will you hear announced for a hurricane or tornado?
 - a) Security Alert: Situation Clear
 - b) Code Triage
 - ☒ c) Facility Alert: External Emergency
 - d) Code Yellow

5. What should you do in case of a Tornado Warning?
 - a) Move yourself, patients and visitors away from windows
 - b) Secure loose objects, carts and wheeled conveyances
 - c) Get everyone into a prone or crouching position on the floor with their heads covered
 - ☒ d) All of the above

6. What announcement lets you know you can return to normal activities after an emergency?
- a) All Set
 - ☒ b) Situation Clear
 - c) Code Clear
 - d) Code Silver
7. What plain language code should you call for a non-patient medical emergency?
- a) Pediatric Medical Emergency
 - ☒ b) Medical Alert: Adult Medical Emergency
 - c) Pediatric Rapid Response
 - d) External Emergency
8. What plain language code should you call if you see or smell smoke?
- a) Hazardous Material Spill
 - b) Bomb Threat
 - c) Behavioral Situation
 - ☒ d) Facility Alert: Fire Alarm Activation
9. What plain language code should you call Hazardous Material Spill?
- ☒ a) Facility Alert: Hazardous Material Spill
 - b) Bomb Threat
 - c) Internal Emergency
 - d) None of the above

- 10. What is the new plain language alert for patient/student abduction or elopement (leaving the building without permission)?**
- a) Hazardous Material Spill
 - b) Bomb Threat
 - ☒ c) Security Alert: Missing or Eloped Patient
 - d) Code Yellow
- 11. What plain language code should you call if you need a Security Officer to respond to a situation?**
- a) Person with a weapon or hostage
 - b) Behavioral situation
 - ☒ c) Security Alert: Security Assistance Needed
 - e) All of the above
- 12. What plain language code should you call if a patient is violent or aggressive and requires intervention to prevent escalation, harm to themselves, staff or others?**
- a) Security assistance needed
 - ☒ b) Security Alert: Behavioral Support
 - c) Code grey
 - d) Situation Clear

Volunteer Safety Education Quiz

Name Prisha Shah

Signature Prisha

Date 7/5/2023