Volunteer Annual Competency Test

1. Your neighbor mentions that she has a friend on TRU Hospice and asks about “how she is doing?” You’ve seen this patient at the Care Center and know that she is actively dying. You:
   a. Give your neighbor an update and recommend that she visit sooner rather than later.
   b. Acknowledge that the patient is in the Care Center but explain that you cannot give out information about her condition.
   c. Politely explain that you aren’t able to give out any information and cannot even confirm or deny that the patient is with TRU Hospice because of HIPPA.
   d. Tell your neighbor you can only answer “yes” and “no” questions about the patient’s condition.

2. It is alright to use patient initials when communicating via email or while leaving voice messages at TRU Hospice.
   True False

3. It is acceptable to share detailed stories about your volunteer experiences with your family/close friends.
   True False

4. Your patient is very thirsty and asks for a drink of water.
   a. Volunteers need to check with Care Center staff prior to bringing a patient liquid to ensure they do/don’t need thickened liquids and/or have other dietary restrictions (diabetes, allergies, etc.).
      True False
   
   b. You can hold the glass close to the patient’s mouth if the patient drinks out of a straw.
      True False
   
   c. You fill the glass and hold it to the patient’s mouth and help them drink.
      True False

5. You are visiting a patient and it is time for their lunch. Circle the rules that apply as a Care Center Volunteer.
   a. You are allowed to assist them by cutting food into smaller pieces and placing food on the utensil.
   b. You are allowed to feed the patient (holding the utensil and placing the food into their mouth) because it is at the Care Center in a controlled environment
   c. You are not allowed to feed any patients

6. Care Center volunteers are allowed to visit patients that are currently on precautions (requiring gowns, use of gloves, masks, etc.)
   True False
7. When is it best to use hand sanitizer?
   a. Before entering a patient's room, after patient contact, and when leaving the room
   b. Hand sanitizer is never used
   c. Only when leaving a patient's room

8. Comfort Touch is:
   a. A broad, encompassing form of acupressure
   b. A light, gentle form of massage
   c. Used with or without lotion
   d. Performed on a patient's hands and feet only (per new state regulations)
   e. A and D
   f. B and C

9. The Care Center CNA has been called off and when you arrive it is clear that the nurse is busy.
   (Circle all that apply)
   a. You leave the Care Center- you know everyone is busy and you don’t want to be in the way
   b. You interrupt the nurse to ask how you can help
   c. You review the board to learn more about the patient
   d. You take the opportunity to tidy up the living room, kitchen and stock empty patient rooms
   e. You ask the administrative staff if you can be of assistance

10. You're visiting with a patient that you have really connected with over their stay at the Care Center. The patient mentions that you remind him of his daughter/son and asks you to visit again tomorrow. You:
    a. Acknowledge the comment and explain that he reminds you of your Dad, too.
    b. Express appreciation for the honor and tell him you'll come back every day until he leaves the Care Center
    c. Acknowledge the comment and connection but explain that you are scheduled for a weekly shift but that there will be other volunteers that visit
    d. Express appreciation and tell him you'll visit tomorrow, even though you know you won’t be back until your shift next week.

11. One of the patients you are seeing at the Care Center discusses her estranged daughter. She mentions “You are the only one who knows about this” and requests you call her estranged daughter of 20 years to help talk to her about their relationship. You should?
    a. Call the estranged daughter and offer to meet her for coffee to assist with mending their relationship
    b. Call the estranged daughter and tell her you can’t facilitate discussion but that she needs to call her mom.
    c. Tell the son, who you saw in the family room, that the patient wants to reconcile with her daughter
    d. Notify the Care Center Social Worker and/or Chaplain of the patient’s request

Volunteer Signature: ___________________________ Date: _______________