

VA Central Western Massachusetts Healthcare System Volunteer Application Process

Instructions:

Prior to beginning this application process, please read the Volunteer Handbook, which can be found at: <http://www.centralwesternmass.va.gov/giving/>. You will need to read the handbook prior to completing the volunteer orientation test.

Application Process:

- 1) Print this packet
(This form cannot be saved as a completed application. It must be printed or all entered information will be lost).
- 2) Please fill in the volunteer application (VA FORM 10-7055).
- 3) Read & sign the Statement of Commitment and Understanding.
- 4) Complete the volunteer orientation test.
- 5) Sign and date the Application, Statement of Commitment and Understanding, and Orientation Test.
- 6) Deliver this entire packet to the Voluntary Services Department at the VA Central Western Massachusetts Hospital Campus (mail or in person):

Voluntary Services Department

421 N Main St.

Leeds, MA 01053

***If you plan to bring your paperwork in, rather than mail, please call the Voluntary Services office and schedule an appointment. 413-584-4040 x2340 or 413-582-3042**

Volunteer Orientation Test

This test is to be taken **AFTER** you read the Volunteer Handbook.

A score of 100% is necessary for appointment as a WOC / Without Compensation VA Volunteer.

- 1) The mission of the VA Central Western Massachusetts Healthcare System is to put Veterans first:

True False

- 2) VA Volunteers bring to patients a part of the outside world and a feeling of belonging, of not being isolated because of hospitalization:

True False

- 3) The fire and police emergency telephone numbers are:

24444, 9911

2244, 91111

2444, 911

24, 91

- 4) Safety is everyone's business, practice it daily:

True False

- 5) Volunteers are treated as employees for purposes of accidents and injuries occurring during official, regularly scheduled volunteer duties:

True False

- 6) Food and drink shall not be kept in refrigerators, freezers, counter-tops, or shelves where blood/body fluids may be present:

True False

- 7) Use alcohol based hand rub for routine hand hygiene before & after patient contact:

True False

- 8) As a volunteer you must sign in every single day you volunteer:

True False

9) Volunteer uniforms are not required, however, all volunteers must wear their VA ID badge whenever volunteering:

True False

10) Only VA Volunteers whose assignment is “Driver” may provide transportation for patients. The Driver Volunteers use government-owned vehicles. No VA CWM HCS Volunteer may ever transport patients in their privately owned vehicle:

True False

11) Should you learn confidential information about a patient while in our medical center, you are not allowed to share that information with others:

True False

12) If you feel you have been the victim of verbal or physical harassment, you should immediately tell your supervisor and report it to the VA police:

True False

13) Respecting and providing for a patient’s privacy is everyone’s responsibility:

True False

14) It is never appropriate to take money from a patient, even if it is to get something for that patient (i.e. a cup of coffee):

True False

15) The Voluntary Services Program Manager may remove a VA Volunteer for unsatisfactory performance, inability to perform the assignment, or a violation of established policy or procedure:

True False

STOP

Please print this entire packet and mail or deliver it to the Voluntary Services Department at the VA Central Western MA Healthcare System.