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, 9111
   - [ ] 2444, 91
   - [ ] 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.