

Huntington Beach Senior Center In Central Park (SCICP)

Volunteer Orientation

Welcome to the
Learning Quiz

Start
Here



Next



Introduction

Alright. We know that you've just spent a lot of time powering through a lot of information in the orientation video. We hope it wasn't overwhelming.

Next we'd like you to answer just a few questions, to reinforce some of the important points in the volunteer training. It should only take about 5 minutes.

Don't worry! The quiz won't be graded, we won't be recording scores, and your accuracy CANNOT keep you from getting credit for the training module.

We will, however, ask you to notify us after you have completed the video and quiz so that we can give you credit.

So let's get started. Please click the button below



Let's get
started

Which of the following is part of the SCICP volunteer mission statement?

- Promote independence, dignity, and purpose for older adults
- Exemplify core values such as integrity, honesty, compassion, confidentiality
- Enhance the quality of life for Huntington Beach older adults
- All of the above

Which of the following is part of the SCICP volunteer mission statement?

This is a good answer,
but there is a better one



- Promote independence, dignity, and purpose for older adults
- Exemplify core values such as integrity, honesty, compassion, confidentiality
- Enhance the quality of life for Huntington Beach older adults
- All of the above

Which of the following is part of the SCICP volunteer mission statement?

This is a good answer,
but there is a better one

- Promote independence, dignity, and purpose for older adults
- Exemplify core values such as integrity, honesty, compassion, confidentiality
- Enhance the quality of life for Huntington Beach older adults
- All of the above

Which of the following is part of the SCICP volunteer mission statement?

- Promote independence, dignity, and purpose for older adults
- Exemplify core values such as integrity, honesty, compassion, confidentiality
- X Enhance the quality of life for Huntington Beach older adults
- All of the above

This is a good answer,
but there is a better one

Which of the following is part of the SCICP volunteer mission statement?

- Promote independence, dignity, and purpose for older adults
- Exemplify core values such as integrity, honesty, compassion, confidentiality
- Enhance the quality of life for Huntington Beach older adults

Nice job!
This is the best answer



All of the above

Which of the following is NOT true about volunteer hours?

- MySeniorCenter website is used to track volunteer hours served
- MySeniorCenter requires a scan card to login and record your hours
- Volunteers provide the equivalent of over \$1.5M of service annually
- All of the above are true

Which of the following is NOT true about volunteer hours?

True. MySeniorCenter is the primary means to track volunteer hours. A paper form is used as an alternate.

- X MySeniorCenter website is used to track volunteer hours served
- MySeniorCenter requires a scan card to login and record your hours
- Volunteers provide the equivalent of over \$1.5M of service annually
- All of the above are true

Which of the following is NOT true about volunteer hours?

Not true.
MySeniorCenter does allow login without a card. Just enter your name and phone #.

- MySeniorCenter website is used to track volunteer hours served
- MySeniorCenter requires a scan card to login and record your hours
- Volunteers provide the equivalent of over \$1.5M of service annually
- All of the above are true

Which of the following is NOT true about volunteer hours?

- MySeniorCenter website is used to track volunteer hours served
- MySeniorCenter requires a scan card to login and record your hours
- Volunteers provide the equivalent of over \$1.5M of service annually
- All of the above are true

Amazing and true!



Which of the following is NOT true about volunteer hours?

- MySeniorCenter website is used to track volunteer hours served
- MySeniorCenter requires a scan card to login and record your hours
- Volunteers provide the equivalent of over \$1.5M of service annually

Nope! One of the answers is not true.



All of the above are true

Which of the following is NOT a volunteer responsibility?

- Wear identifying garments or badges, and dress appropriately for the job
- Fill scheduled shift or provide ample notification of time off
- Follow safety directions and report any injury, unsafe condition, or issue
- All of the above are volunteer responsibilities

Which of the following is NOT a volunteer responsibility?

Appearance and identification are important



- Wear identifying garments or badges, and dress appropriately for the job
- Fill scheduled shift or provide ample notification of time off
- Follow safety directions and report any injury, unsafe condition, or issue
- All of the above are volunteer responsibilities

Which of the following is NOT a volunteer responsibility?

Staffing is critical to the SCICP's mission. Your mgr needs to fill your slot if you are absent.

-  Wear identifying garments or badges, and dress appropriately for the job
-  Fill scheduled shift or provide ample notification of time off
-  Follow safety directions and report any injury, unsafe condition, or issue
-  All of the above are volunteer responsibilities

Which of the following is NOT a volunteer responsibility?

-  Wear identifying garments or badges, and dress appropriately for the job
-  Fill scheduled shift or provide ample notification of time off
-   Follow safety directions and report any injury, unsafe condition, or issue
-  All of the above are volunteer responsibilities

You are the SCICP's eyes & ears in the field. Our clients rely on you to help with safety issues.

Which of the following is NOT a volunteer responsibility?

- Wear identifying garments or badges, and dress appropriately for the job
- Fill scheduled shift or provide ample notification of time off
- Follow safety directions and report any injury, unsafe condition, or issue
- All of the above are volunteer responsibilities

Nice job!
This is the only answer



Which describes how the Volunteer Protection Act of 1997 protects volunteers from liability?

- The volunteer was acting within the scope of his or her responsibilities
- If appropriate or required, the volunteer was properly licensed, certified, or authorized to act
- The harm was not caused by willful, criminal, or reckless misconduct, or gross negligence
- All of the above

Which describes how the Volunteer Protection Act of 1997 protects volunteers from liability?

This is a good answer,
but there is a better one



- The volunteer was acting within the scope of his or her responsibilities
- If appropriate or required, the volunteer was properly licensed, certified, or authorized to act
- The harm was not caused by willful, criminal, or reckless misconduct, or gross negligence
- All of the above

Which describes how the Volunteer Protection Act of 1997 protects volunteers from liability?

This is a good answer,
but there is a better one

-  The volunteer was acting within the scope of his or her responsibilities
-   If appropriate or required, the volunteer was properly licensed, certified, or authorized to act
-  The harm was not caused by willful, criminal, or reckless misconduct, or gross negligence
-  All of the above

Which describes how the Volunteer Protection Act of 1997 protects volunteers from liability?

This is a good answer,
but there is a better one

-  The volunteer was acting within the scope of his or her responsibilities
-  If appropriate or required, the volunteer was properly licensed, certified, or authorized to act
-   The harm was not caused by willful, criminal, or reckless misconduct, or gross negligence
-  All of the above

Which describes how the Volunteer Protection Act of 1997 protects volunteers from liability?

- The volunteer was acting within the scope of his or her responsibilities
- If appropriate or required, the volunteer was properly licensed, certified, or authorized to act
- The harm was not caused by willful, criminal, or reckless misconduct, or gross negligence

Nice job!
This is the best answer



All of the above

What is NOT true about boundaries between volunteers and program participants (clients)?

- Boundaries protect the client, volunteer, SCICP program, and SCICP organization
- It is ok to handle, on your own, minor client requests beyond the scope of your position
- Your supervisor, volunteer coordinator, or care manager should be consulted when in doubt
- All of the above are true

What is NOT true about boundaries between volunteers and program participants (clients)?

True! Boundaries do protect everyone, physically and legally



- Boundaries protect the client, volunteer, SCICP program, and SCICP organization
- It is ok to handle, on your own, minor client requests beyond the scope of your position
- Your supervisor, volunteer coordinator, or care manager should be consulted when in doubt
- All of the above are true

What is NOT true about boundaries between volunteers and program participants (clients)?

Correct, this is not true!
Don't make judgments
about overstepping
bounds, even if it seems
insignificant.

-  Boundaries protect the client, volunteer, SCICP program, and SCICP organization
-   It is ok to handle, on your own, minor client requests beyond the scope of your position
-  Your supervisor, volunteer coordinator, or care manager should be consulted when in doubt
-  All of the above are true

What is NOT true about boundaries between volunteers and program participants (clients)?

True! Always get advice when boundaries are in question.

- Boundaries protect the client, volunteer, SCICP program, and SCICP organization
- It is ok to handle, on your own, minor client requests beyond the scope of your position
- Your supervisor, volunteer coordinator, or care manager should be consulted when in doubt
- All of the above are true

What is NOT true about boundaries between volunteers and program participants (clients)?

- Boundaries protect the client, volunteer, SCICP program, and SCICP organization
- It is ok to handle, on your own, minor client requests beyond the scope of your position
- Your supervisor, volunteer coordinator, or care manager should be consulted when in doubt

Nope! One of the answers is not true.



All of the above are true

Which of the following is permitted interaction between volunteer and client?

- Visit participants outside your volunteer shift, running errands, doing chores
- Exchange gifts, share your personal contact info, buy or sell goods to or from client
- Push wheelchairs, help client up/down or in/out of chair or bed, act as steadyng device
- None of the above are permitted

Which of the following is permitted interaction between volunteer and client?

Performing favors or becoming too familiar, can lead to unhealthy client expectations



- Visit participants outside your volunteer shift, running errands, doing chores
- Exchange gifts, share your personal contact info, buy or sell goods to or from client
- Push wheelchairs, help client up/down or in/out of chair or bed, act as steadyng device
- None of the above are permitted

Which of the following is permitted interaction between volunteer and client?

Products and money exchange present a clear conflict of interest

-  Visit participants outside your volunteer shift, running errands, doing chores
-   Exchange gifts, share your personal contact info, buy or sell goods to or from client
-  Push wheelchairs, help client up/down or in/out of chair or bed, act as steadyng device
-  None of the above are permitted

Which of the following is permitted interaction between volunteer and client?

-  Visit participants outside your volunteer shift, running errands, doing chores
-  Exchange gifts, share your personal contact info, buy or sell goods to or from client
-   Push wheelchairs, help client up/down or in/out of chair or bed, act as steadyng device
-  None of the above are permitted

Performing extra services can be dangerous, and escalate to more requests

Which of the following is permitted interaction between volunteer and client?

- Visit participants outside your volunteer shift, running errands, doing chores
- Exchange gifts, share your personal contact info, buy or sell goods to or from client
- Push wheelchairs, help client up/down or in/out of chair or bed, act as steadyng device
- None of the above are permitted

Nice job!
This is the only answer

Which of the following is important when communicating with older adults?

- Smile. Be calm, patient, kind, and respectful.
Use pleasant tone and open body language.
- Make eye contact, face the person. Call them by name, identify yourself and your role.
- Speak clearly (loudly if needed), give visual clues, allow lots of time for comprehension
- All of the above are important

Which of the following is important when communicating with older adults?

This is a good answer,
but there is a better one



- Smile. Be calm, patient, kind, and respectful.
Use pleasant tone and open body language.
- Make eye contact, face the person. Call them by name, identify yourself and your role.
- Speak clearly (loudly if needed), give visual clues, allow lots of time for comprehension
- All of the above are important

Which of the following is important when communicating with older adults?

This is a good answer,
but there is a better one

-  Smile. Be calm, patient, kind, and respectful.
Use pleasant tone and open body language.
-  Make eye contact, face the person. Call them by name, identify yourself and your role.
-  Speak clearly (loudly if needed), give visual clues, allow lots of time for comprehension
-  All of the above are important

Which of the following is important when communicating with older adults?

-  Smile. Be calm, patient, kind, and respectful.
Use pleasant tone and open body language.
-  Make eye contact, face the person. Call them by name, identify yourself and your role.
-   Speak clearly (loudly if needed), give visual clues, allow lots of time for comprehension
-  All of the above are important

Which of the following is important when communicating with older adults?

- Smile. Be calm, patient, kind, and respectful.
Use pleasant tone and open body language.
- Make eye contact, face the person. Call them by name, identify yourself and your role.
- Speak clearly (loudly if needed), give visual clues, allow lots of time for comprehension

Nice job!
This is the best answer



All of the above are important

Congratulations!
Thanks for completing the quiz.

One more step to go

**Please click the button below to register your
training completion with the SCICP Volunteer
Coordinator**



**Proceed to
registration**

What's Next?

Please follow the steps below to let us know that you have completed the volunteer orientation video and quiz

Steps:

1. Click the “Send an email” button at the right to begin composing a new email.
2. After the new email automatically pops up, type your name at the end of the subject line of that email.
3. Send the email. You will automatically return to this page.
4. Click the “I'm all done” button at the bottom of this page.

Send an
email

If the steps
above don't
work, please
follow these
steps instead

1. Keep this file open while you go to your email program and beginning composing a new email as usual.
 - Address the email to kathy.pace@surfcity-hb.org
2. Type the following text in the email's subject line, then add your name to the end of the subject line.
 - **I completed the SCICP volunteer online training video and quiz, Your Name**
3. Send the email, then return to this page.
4. Click the “I'm all done” button.

I'm all done

Thank you

Now you're really done!

Thank you!

**You can now close out of all files related to
the online SCICP volunteer orientation**

