

Name & Date: _____

CDS Volunteer/Intern Handbook Assessment

Directions: *Below are a series of questions related to the CDS Family and Behavioral Health Services Volunteer/Intern Handbook. There are some hypothetical situations which you must read in order to answer the questions which follow them. Some of the questions are in True/False format. If the statement is true, mark a "T," and if the statement is false, mark an "F." For multiple choice questions, mark the letter answer that best completes the statement. Some questions require you to fill in the blank with one word or number which best completes the statement.*

Matthew and Sonya are both CDS volunteers working at the Interface Youth Shelter. They often volunteer at the same time, and Matthew begins to say and do things that make Sonya uncomfortable. He makes sexual jokes, constantly sends her texts and e-mails unrelated to volunteer work, and gets so close to her while they are volunteering that their bodies brush against each other.

___ 1. True or False: Matthew is engaging in behavior that is considered harassment.

___ 2. Regarding Matthew's behavior, Sonya should first report to ___.

- a. a friend
- b. the CEO of CDS
- c. a fellow volunteer
- d. her immediate supervisor

Josephine is a CDS volunteer who needs 50 hours of community service work done each semester for her graduate school applications. Her applications are due in a week and she needs 5 more hours. There is an opportunity for service hours at an upcoming event, but there are already enough volunteers. Josephine approaches Lauren, a fellow volunteer who will be working the event, and says to her, "If you don't let me volunteer at this event instead of you I am so going to punch you in the face." Samuel, another volunteer, was standing nearby and heard this conversation.

___ 3. True or False: Since this was a threat, and Josephine did not actually hurt Lauren, it does not count as workplace violence.

___ 4. True or False: It is Samuel's responsibility to report this incident to his immediate advisor.

___ 5. True or False: It is OK to share your individual CDS system password with a fellow CDS volunteer/employee, as long as they are an authorized user of the CDS system.

- ___ 6. Installation, upgrade, or removal of software on a CDS computer can be performed by ___.
- a. anyone
 - b. CDS volunteers/interns and authorized Data Systems personnel
 - c. only authorized Data Systems personnel

___ 7. True or False: The use of “bootleg” or “pirate” software on a CDS computer system is grounds for disciplinary action, including termination.

Rebecca, a CDS volunteer, accesses the internet during her lunch break on a CDS computer system. She uses the internet to access her university e-mail and go to a chat room.

___ 8. True or False: It is OK for Rebecca to use the CDS computer system’s internet access for personal use during a lunch break.

___ 9. True or False: It is OK for Rebecca to go to a chat room website using the CDS computer system’s internet.

___ 10. True or False: Any electronic materials transmitted or stored in the CDS system, i.e. e-mails, telephone conversations, voice mail messages, and personal mail, can be considered private.

11. An example of a posting on a social networking site which may be grounds for termination include (check all that apply):

- ___ A detrimental comment about your CDS supervisor as a status update
- ___ A photo of you engaging in sexual behavior with a fellow CDS employee/volunteer
- ___ A mention of drug/alcohol use listed under the “Interests/Activities” section of your profile
- ___ A public wall conversation between you and a fellow CDS volunteer which is derogatory towards a CDS client
- ___ A negative comment about working at CDS as a status update

12. An employee of CDS who is injured on the job should report the injury immediately to their supervisor, and must complete the Notice of Injury Report with the Human Resources Department within (*insert correct number*) ___ **working days** of the injury.

___ 13. True or False: CDS may include participants who have contracted Hepatitis B or who have either contracted Acquired Immune Deficiency Syndrome (AIDS) or have tested positive for the HIV virus that causes AIDS.

14. Volunteers/interns in positions identified by the CDS as positions in which the volunteer/intern may be exposed to bloodborne pathogens while performing certain tasks in the program or facility to which they are assigned are covered by the Exposure (*insert correct word*) _____ Plan for Bloodborne Pathogens, and will be provided with a copy of this plan as well as training regarding the use of universal precautions and other procedures to reduce the risks associated with this possible exposure.

___ 15. Volunteers are expected to participate in a scheduled orientation within the first ___ of beginning his or her service.

- a. week
- b. month
- c. year

16. Volunteers/interns may be reimbursed for certain authorized expenses such as travel mileage when using a personal vehicle. However, CDS is not responsible for reimbursement of expenses not applied within (*insert correct number*) ___ days of expenditure.

___ 17. True or False: CDS tolerates use of illegal substances as long as it is not on CDS property and during non-work time.

___ 18. True or False: CDS permits off duty alcohol consumption, but does not permit volunteers/interns to be under the influence of alcohol or to consume alcohol during working time, including during meals and breaks.

___ 19. True or False: CDS volunteers are prohibited from possessing alcohol or illegal drugs on CDS property or in a CDS vehicle.

Frank gets into a fender bender on his way to volunteer at the Interface Shelter.

___ 20. True or False: CDS is responsible for the damages to Frank's car.

___ 21. True or False: It is OK for a volunteer/intern to discuss participants that they work with at CDS with their friends, family, or anyone working at CDS.

___ 22. True or False: The position of volunteer/intern at CDS requires the same level of professionalism expected from paid positions.

Kelley is volunteering at the Interface Shelter and her good friend from school, Erin, comes to the shelter to seek services which Kelley normally would provide.

___ 23. True or False: This is an example of a conflict of interest.

___ 24. Kelley should ___.

- a. provide Erin with the services she normally provides participants
- b. tell Erin that the shelter cannot help her
- c. notify her immediate supervisor that she knows Erin
- d. find another volunteer to help Erin without notifying a supervisor that she knows Erin

Greg volunteers at Interface Shelter and becomes a positive role model for a participant there. The participant's parents would like to take Greg out to dinner to show their appreciation.

25. Greg should ___.

- a. go out to dinner with them
- b. agree to go out to dinner, but only after informing his supervisor and receiving explicit permission
- c. agree to go out to dinner, but only if he pays for himself

26. Failure to notify Human Resources within (*insert correct number*) ___ days of a conviction for any traffic violation (except parking) which results in points on your license is grounds for corrective action and may result in termination.

27. Failure to notify your immediate supervisor or in the case when your supervisor is not available any supervisor within (*insert correct number*) ___ hours of an arrest for any criminal offense is grounds for corrective action and may result in termination.

___ 28. True or False: CDS promotes tolerance for those with diverse characteristics, disabilities, or cultural backgrounds.