**A Caring Place Handbook Quiz for new volunteers**

Below are a few multiple-choice questions. Please check the correct answer. The page number in our handbook is identified to help you find the answers.

1. If assigned to Telephone Comfort Care, and you have called the participant several times with no answer, you would: (page 4)
2. [ ] Try again tomorrow
3. [ ] Report it to A Caring Place Staff, if no response after 7 p.m.
4. [ ] Call the police and ask for a welfare check
5. If you are finding it difficult to interact with your participant, do not be discouraged. It is probably due to: (page 5)
6. [ ] The participant may be afraid, defensive or suspicious of outside contact due to the prolonged isolation that he/she has already experienced.
7. [ ] Some people just are not social
8. [ ] The chemistry is not right. That happens. Ask the staff for another assignment.
9. Two items to consider in determining the degree of a health care emergency are: (page 9)
10. [ ] Diagnosis and prognosis
11. [ ] Age of the participant, and any disabilities
12. [ ] Suddenness and Severity
13. Elder abuse can be a cause of health changes in some older adults. Only since 1987 has the federal government attempted to define the problem. How many categories of abuse have been identified? (page 14)
14. [ ] 20
15. [ ] 6
16. [ ] 1
17. Ageism and outdated social norms have resulted in isolated and marginalized older adults in both rural and urban communities. (page 17)
18. [ ] True
19. [ ] False

 Please return this quiz after signing and dating. You may keep your handbook as a

 resource. Thank you again for being a part of our team. Remember, we are here to help you, so please let us know what you need.

­­­Signature Date