

# Home and Community Visiting Skills

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## A quiz for NSW palliative care volunteers

This quiz is based on Chapter 5 of *Palliare: A handbook for palliative care volunteers in NSW*

**Select the correct response to each of the following questions:**

1. Home and community visiting volunteers:
  - a. Are required to be more autonomous than volunteers in inpatient settings.
  - b. Collaborate closely with community nursing.
  - c. Generally perform their roles with less supervision than inpatient volunteers.
  - d. May also provide bereavement follow-up.
  - e. All of the above.
2. Whether or not a risk assessment has been done, all community visiting volunteers are encouraged to gather-talk-think-assess before visiting a home. Is this true or false?
3. A volunteer visiting a person's home must:
  - a. Wear their volunteer identification vest.
  - b. Carry a mobile phone.
  - c. Give their personal contact details to the patient and family.
  - d. Stay overnight if required.
  - e. Both b and c above.
4. You arrive at the door of a house for your first visit to meet a patient who lives alone. Unexpectedly the door is answered by a person you haven't been told about. You:
  - a. Definitely decline to enter the premises that day.
  - b. Check that the client is home.
  - c. Take stock of the situation.
  - d. If necessary abandon the visit.
  - e. All of b, c and d above.
5. In general the volunteer may decline any requests to perform duties outside of those agreed in advance with the manager. Is this true or false?
6. Being alert to your own safety when arriving at a new home visit includes:
  - a. Asking for large pets to be restrained.
  - b. Keeping your mobile phone and keys on hand.
  - c. Leaving your car where it can be easily accessed.
  - d. Leaving your other personal effects in the car.
  - e. All of the above.
7. Volunteers who use their own vehicles must:
  - a. Comply with their service's policy on vehicle use.
  - b. Hold a current driver's licence.
  - c. Attend to the roadworthiness of their vehicle.
  - d. Hold adequate vehicle insurance.
  - e. All of the above.
8. It is highly unlikely that the community visiting volunteer will need to contact either the volunteer manager or the community nurse for any reason in the course of their duties. Is this true or false?

1e; 2t; 3e; 4e; 5t; 6e; 7e; 8f