

WORKPLACE VIOLENCE AWARENESS TRAINING FOR VOLUNTEERSQUIZ

1. Workplace violence covers a wide range of disruptive behaviors to include threats, bullying, and harassment.
 - a. True
 - b. False
2. One of the biggest myths of workplace violence is that an employee “just snapped”
 - a. True
 - b. False
3. Behaviors of concern include behaviors displayed by someone in the workplace who blames others, has a short fuse, or is very intolerant to frustration
 - a. True
 - b. False
4. Domestic violence spillover can be classified as an external threat to the workplace.
 - a. True
 - b. False
5. Which is considered a risk factor for workplace violence in a healthcare facility?
 - a. Overcrowding in hospital rooms
 - b. Unrestricted movement of the public
 - c. Limited visiting hours
6. “Threats or acts of violence”, include any conduct against a person or property that is determined to be sufficiently severe, offensive, or intimidating to create a hostile, abusive, or intimidating work environment for one of more of our staff.
 - a. True
 - b. False
7. There are multiple factors that contribute to emotional tension. In the healthcare setting factors are:
 - a. Patients in pain
 - b. Patients and visitors dealing with fear of the unknown especially related to the patient’s condition
 - c. Anger directed at the hospital or healthcare system
 - d. All of the above
8. Violence occurs most frequently in departments listed below EXCEPT for:
 - a. Emergency Departments
 - b. Geriatric Units
 - c. Psychiatric Wards
 - d. Cafeterias
 - e. Waiting Rooms
9. Workplace Violence can be verbal, physical, or both.
 - a. True
 - b. False
10. It’s OK to touch the person who has experienced the escalating behavior.
 - a. True
 - b. False
11. Law enforcement (and possibly trained security personnel) should be the only persons confiscating weapons.
 - a. True
 - b. False
12. Staff members and volunteers should be familiar with all the security features in their department/location, and how to contact other members of the facility or the security team when there is a security problem and a security department is present.

- a. True
 - b. False
13. When encountering hostile and verbally assaultive individuals, you should (circle 2)
- a. Alert co-workers
 - b. Offer them something to drink
 - c. Not worry, they will calm down
 - d. Call Security and or Law Enforcement
 - e. Call for the Chaplain
14. When looking for a place to hide, you should:
- a. Shelter in a locking room
 - b. Hide behind large items
 - c. Pull curtains, shut doors, turn off lights
 - d. Silence cell phones' barricade room with heavy items against the door
 - e. All of the above
15. During an active shooter incident, you should (circle 2)
- a. Wait for everyone to evacuate the area
 - b. Encourage everyone to evacuate but don't wait for them
 - c. Stay with the patient
 - d. Remain hiding until law enforcement gives the all clear
 - e. All of the above
16. Active Shooter incidents very rarely occur in hospital environments
- a. True
 - b. False
17. Law Enforcement's primary job during an active shooter event is
- a. Helping you escape
 - b. Provide first aid to the wounded
 - c. Support patient evacuation
 - d. Stop the shooter
18. When evacuating the hospital and you see law enforcement, you should
- a. Ask them for help
 - b. Stay with them for safety
 - c. Keep your hands up and follow their commands
 - d. Attempt to provide additional information
19. The appropriate response to an active shooter incident involves:
- a. Having a plan
 - b. Discussing the "what if" scenarios with co-workers and leadership
 - c. Identifying hiding locations within your work environment
 - d. Knowing the behavioral warning signs for escalating violence
 - e. All of the above
20. Dignity Health enforces a zero tolerance policy regarding acts of violence in the workplace
- a. True
 - b. False