
POLICIES & PROCEDURES

By signing below, I agree that I have read through and understand the Policies & Procedures that guide the care delivery that I provide for the recipients in my program. I agree to uphold these and to advocate for my client(s) throughout my employment and will seek clarification from my direct supervisor whenever these policies or their implementation is unclear.

Staff Name

Date

Staff Signature

Date

EMERGENCY PREPAREDNESS – TEST

Name: _____ Date: _____

- 1.) Whose permission do you need in order to call 9-1-1 while on duty?
 - a. Human Resources
 - b. Your Supervisor
 - c. The Director of Nursing
 - d. None of the above

- 2.) Please list two examples of when you would need to fill out an Unusual Occurrence Report.
 - i. _____
 - ii. _____

- 3.) You enter your client's home and find them lying on the floor. In one sentence, please show how you would document finding your client this way.

- 4.) Safety of _____ is paramount over _____ or other _____.

- 5.) Provide the name and contact phone number for the Floor Warden below:

- 6.) What should you use in an attempt to fight a fire while on duty at Alliance?
 - a. Wet blankets or towels
 - b. Fire extinguishers
 - c. Both
 - d. Neither

7.) True or False; When evacuating due to an emergency, it is helpful to prop exit doors open in order to allow for traffic flow of people exiting the building.

True

False

8.) Ice storms are winter storms in which a substantial glaze accumulates from freezing rain and drizzle falling on a surface that has a temperature below:

- a. 0°F
- b. 36°F
- c. 32°F
- d. 40°F

9.) True or False; A thunderstorm is a severe electrical storm accompanied by moderately heavy rainfall.

True

False

10.) Name three characteristics of a tornado:

- i. _____
- ii. _____
- iii. _____

11.) A tornado watch means:

- a. Possibility of tornado
- b. Sighting of a tornado
- c. Buckle up your ruby slippers, you're headed to Oz

12.) True or False; Alliance has a report form to fill out should you be the recipient of a bomb threat.

True

False

13.) Name three hazardous materials:

- i. _____
- ii. _____
- iii. _____

14.) If you discover an infestation of pests in the building/home that you work in, it is your responsibility to:

- a. Examine the infestation for entry points of pests
- b. Scream and run
- c. Identify the pest and plot a course of treatment
- d. Notify your supervisor

15.) If Alliance is shut down for any emergency reason, who will notify you and how will they get ahold of you?

VULNERABLE ADULTS AND MALTREATMENT OF MINORS – TEST

Name: _____ *Date:* _____

- 1.) True or False; If someone over the age of 18 years old is not receiving services from a licensed or certified agency, they cannot be classified as a vulnerable adult.

True

False

- 2.) Under conservatorship, the conservator:

- a. Is responsible for all of their rights
- b. Is responsible for their finances
- c. Is responsible for all aspects of the incapacitated person's life
- d. Is responsible for acting as a substitute decision-maker

- 3.) Name the three forms of maltreatment and give an example of each:

- i. _____
- ii. _____
- iii. _____

- 4.) True or False; It is definitely self-neglect if a vulnerable adult makes a decision for themselves that places them at risk, because they're over 18 and should understand the consequences of their decision.

True

False

- 5.) Circle every answer below that would be *unacceptable* and considered financial exploitation.

- a. Lending a client change for the vending machine
- b. Letting a client pay for your lunch and promising to pay for theirs next time in return
- c. Borrowing a movie from a client so that you can talk about it with them on your next shift
- d. Cashing a client's check for them, then bringing them the full amount and a receipt

- 6.) True or False; Your mandated reporting guidelines only come into play while you are on duty.

True

False

7.) True or False; Involuntary confinement is a valid form of punishment so long as the confinement is no longer than one hour and the vulnerable adult is given adequate space during the length of confinement.

True

False

8.) How does the state of Minnesota define “immediately” in terms of reporting timelines?

9.) List three names and numbers of who to call to report adult maltreatment:

i. _____

ii. _____

iii. _____

10.) Which statement below is true in regards to maltreatment reporting?

- a. You must only call it in if you have evidence of the maltreatment
- b. You do not need to report it both externally and internally, either or will do
- c. You must make your report in writing
- d. You must finalize your report by contacting the police non-emergency number

11.) Which statement below would be an incident that would be exempt from reporting?

- a. Your client slips mid-transfer and receives a small bruise on their wrist from catching themselves
- b. Your client falls in the shower and dislocates their elbow
- c. Both are reporting exemptions
- d. Neither are reporting exemptions

12.) Name two instances in which the reporter of maltreatment’s identity would be released.

i. _____

ii. _____

13.) Name three possible penalties for adult maltreatment.

i. _____

ii. _____

iii. _____

14.) True or False; A safe way to let a client know you tried to visit them for services when they aren't answering the door is to leave a note letting them know who you are and why you tried to visit.

True

False

15.) In your own words, describe what it means to be a mandated reporter:

8.) It is the client's right to know the potential consequences of refusing Home Health Aide services.

- a. Yes, it always is
- b. Yes, it is if they are their own guardian
- c. No, it depends on the client

9.) It is the client's right to know what we charge for the services provided.

- a. Yes, always
- b. No, it is the responsibility of their rep payee
- c. No, it is the responsibility of their insurance provider

10.) True or False; Clients who have conservators or who are not their own guardians take a passive role in any decisions made regarding their service plan.

True

False

11.) If a client asks you who they can complain to in regards to your services, what would be your best course of action to take in reply?

- a. Remind them they were given the information at intake and they should check their paperwork
- b. Provide them with your supervisor's cell phone number
- c. Let them know that you will listen and take their complaint back to the main office for them
- d. Give them contact info for the Office of Health Facility Complaints and/or the Ombudsman

12.) True or False; Contingent on circumstance, Alliance may request specific clients to surrender any right as a condition of receiving services.

True

False

13.) Please list one of the two phone numbers for the Ombudsman for Long-Term Care.

14.) True or False; Clients have the right to know up-to-date nursing standards.

True

False

15.) True or False; Clients have the right to know the limits to our services before we provide them.

True

False

GRIEVANCE POLICY – TEST

Name: _____ *Date:* _____

1.) Anyone receiving services and their case manager will be notified of our grievance policy and provided a copy within _____ working days of service initiation.

2.) True or False; Alliance can take longer than 30 days to resolve a grievance.

True

False

3.) Circle the correct criteria that must be included in a written summary of a complaint:

- a. Include the name and title of the complainant
- b. Include the results of the complaint review
- c. Identify the suspected motive behind the complaint
- d. Identify the ramifications of the complaint results on the individual that was complained about

4.) Where do we maintain a copy of the complaint resolution?

5.) Alliance will respond _____ to grievances that affect the health and safety of service recipients.

6.) True or False; Upon request staff will provide the complainant the name and phone number of outside agencies that can assist the person with their complaint.

True

False

7.) Alliance is committed to providing a _____ complaint process for the people served in our program.

8.) True or False; If a client lodges a complaint against you, you are able to choose to stop service provision until the complaint has been resolved or until the client retracts their complaint.

True

False

9.) Alliance will respond promptly to all grievances that affect the _____ and _____ of service recipients.

10.) What is the term for the analysis that Alliance does once a complaint is received?

- a. Complaint Review
- b. Complaint Investigation
- c. Complaint Analysis
- d. Complaint Resolution

11.) If a complaint is not resolved within 30 days, what is it Alliance's responsibility to do?

12.) Please list the five evaluations included in a complaint review:

- i. _____
- ii. _____
- iii. _____
- iv. _____
- v. _____

13.) True or False; Clients can request that staff assist them in filing a grievance.

True

False

14.) Circle the best choice of what do if a client brings it to your attention that they've filed a grievance:

- a. Ask them information in regards to the content of the complaint
- b. Change the subject as they've already handled it per policy
- c. Notify your supervisor of the conversation
- d. Ask them to take it back and reassure them you can handle the issue without outside help

15.) It is the policy of Alliance to ensure that people served by this program have the right to _____
and _____ services.

8.) The only way to reach an Ombudsman is by:

- a. Calling
- b. Writing
- c. Neither
- d. Both

9.) True or False; It is the responsibility of the Ombudsman to work with providers of long-term care services to promote person-directed living.

True

False

10.) List contact information below for the Ombudsman:

6.) List two ways to keep your brain healthy and reduce the risk of developing Alzheimer's:

- i. _____
- ii. _____

7.) The risk of developing Alzheimer's or vascular dementia appears to be increased by many conditions that damage the heart and blood vessels. Name two:

- i. _____
- ii. _____

8.) True or False; If you believe you may be experiencing symptoms of Alzheimer's, a physician can perform a test to determine if it's Alzheimer's or not.

True

False

9.) Currently, there is no cure for Alzheimer's. But _____ and _____ treatments may help with both _____ and _____ symptoms.

10.) List two common behavioral symptoms of Alzheimer's disease:

- i. _____
- ii. _____

11.) True or False; Aggression can be a behavioral side-effect of Alzheimer's disease.

True

False

12.) Circle every answer that is a potential side-effect of Alzheimer's disease:

- a. Suspiciousness
- b. Shredding tissues
- c. Incontinence
- d. Forgetfulness

13.) True or False; Treatment for Alzheimer's includes stopping the death of brain cells.

True

False

14.) Which type of dementia is described as "a type of progressive dementia that leads to a decline in thinking?"

15.) What is the phone number for the Alzheimer's Help Line? _____

INFECTION CONTROL TECHNIQUES, STANDARDS & REPORTING OF COMMUNICABLE DISEASES – TEST

Name: _____ Date: _____

- 1.) In your own words, describe what it means to exercise “Universal Precautions.”

- 2.) Which of the following is the correct breakdown of the acronym “HAI”?

- a. Hospital Acquired Infections
- b. Hospital Associated Infections
- c. Healthcare Acquired Infections
- d. Healthcare Associated Infections

- 3.) What are “The Big Three” when it comes to infectious diseases?

- i. _____
- ii. _____
- iii. _____

- 4.) Below is a list of each of the ways that a communicable disease could be transmitted from a recipient to a host.

Give an example of each:

Direct Physical Contact – _____

Indirect Contact – _____

Vector – _____

Fecal-oral – _____

Droplet – _____

Airborne – _____

- 5.) True or False; Universal Precautions isn’t just a suggestion, it’s a set of enforceable regulations.

True

False

6.) In your own words, explain what "Engineering Controls" are.

7.) In your own words, explain what "Work Practice Controls" are.

8.) In your own words, explain what "Personal Protective Equipment" is.

9.) What does "OPIM" stand for?

- a. Other Previously Infected Material
- b. Only Previously Infectious Material
- c. Other Potentially Infectious Material
- d. Only Potentially Infectious Material

10.) List at least four things that you should not do while providing cares in order to protect yourself and the client from the spread of potential infection:

- i. _____
- ii. _____
- iii. _____
- iv. _____

11.) Bloodborne pathogens are capable of causing _____. They can be _____, replicated and/or _____ in blood or other blood _____.

12.) True or False; Norovirus is an example of a nosocomial infection.

True

False

13.) Which category below best describes a Urinary Tract Infection?

- a. HAI
- b. CDC
- c. PPE
- d. OSHA

14.) Whose responsibility is it to protect you from the possibility of infection? _____

15.) True or False; You are able to share a client's infectious disease history with those providing every type of care in order to decrease the potential risk of spreading.

True

False

SKIN INTEGRITY – TEST

Name: _____ *Date:* _____

1.) Promoting skin integrity and preventing pressure sores is _____ responsibility.

2.) Name three reasons why skin infections could potentially occur:

i. _____

ii. _____

iii. _____

3.) Circle ways that healthy skin helps us:

a. Prevents dehydration

b. Assists with shock absorption

c. Regulates body temperature

d. Permits the sensations of touch, heat & cold

4.) In your own words, explain how pressure sores develop:

5.) List five common pressure points when lying on the back:

i. _____

ii. _____

iii. _____

iv. _____

v. _____

6.) Friction is the _____ of _____.

7.) Circle any of the following that are symptoms of possible sepsis as the result of a skin breakdown infection:

a. Confusion or disorientation

- b. Migraine or other tension related headache
- c. Extreme pain or discomfort
- d. Shortness of breath

8.) Who should you contact if your client is experiencing any symptom(s) of possible sepsis?

9.) Match the stage of skin breakdown with its definition:

Stage 1	The outer layer of the skin is damaged or lost
Stage 2	The sore reaches into muscle & bone
Stage 3	Red skin that is currently intact
Stage 4	The sore exposes the fat layer

10.) _____ and _____ saves lives and human suffering!

WORKING WITH THE DEAF & HARD OF HEARING – TEST

Name: _____ Date: _____

1.) In your own words, explain the difference between someone who is deaf and someone who is Deaf.

2.) What is the language that people who are Deaf or hard of hearing prefer to use in order to communicate?

- a. American Sign Language (ASL)
- b. Universal Sign Language (USL)
- c. It depends on the diagnosis
- d. It depends on the individual

3.) Provide one example of how Deaf and/or hard of hearing individuals may navigate a situation differently than a hearing person.

4.) Age-related hearing loss is also called _____.

5.) True or False; Hard of hearing individuals still use English as their primary language.

True

False

6.) How is hearing loss measured?

- a. Decibels and pitch
- b. Decibels and discrimination
- c. Decibels and frequencies
- d. Decibels only

7.) How much of the English Language is visible on the mouth?

- a. 25%
- b. 50%
- c. 75%
- d. 100%

8.) True or False; ASL consistently has literal English translations (and vice versa).

True False

9.) In the United States, ASL is the _____ most used language.

10.) True or False; Age-related hearing loss can lead to increased incidents of dementia & hospitalizations.

True False

11.) Which of the following is *not* a tip for communicating with someone who is Deaf or hard of hearing?

- a. Face the person when speaking to them
- b. Be patient
- c. Open your mouth widely and over-enunciate your words
- d. Be in a well-lit environment with no visual distractions

12.) When writing notes to communicate, it is important to keep the message _____ and _____.

13.) True or False; If your client prefers to work with an interpreter, they should be responsible for setting it up themselves.

True False

14.) When using an interpreter service, you should focus on speaking to whom?

- a. The interpreter
- b. The individual
- c. It doesn't matter as the individual will watch the interpreter and vice versa
- d. Directly into the microphone

15.) Remember, _____ is everything! You have more _____ with these individuals than you do _____.

BASIC FIRST AID RESPONDING – TEST

Name: _____ Date: _____

- 1.) True or False; Prior to calling 9-1-1 you should always seek permission from your supervisor.

True

False

- 2.) Shock deprives _____ to the _____ and _____.

- 3.) Match the following types of wounds to their correct example:

A) Avulsion	Falling and scraping your knee
B) Bruise	Cutting your finger while slicing vegetables
C) Laceration	Accidentally stepping on a nail
D) Puncture	Slicing your fingertip in a meat slicer
E) Abrasion	Banging your shin on the side of a desk

- 4.) True or False; When part of the body has been torn off you should freeze quickly freeze the body part and bring that part with the injured person to the hospital.

True

False

- 5.) True or False; When a tooth is knocked out you should pick it up by the crown and place it back in the socket until emergency dental care can be provided.

True

False

- 6.) What is the first step in caring for burns?

- 7.) True or False; You can apply aloe vera gel to a sunburn for a client without doctor's orders since it's an over the counter remedy.

True

False

- 8.) What do you do for a victim of a suspected spinal cord injury?

16.) Explain what someone should do if they begin to feel faint:

17.) In "Epi-pen" what does "epi" stand for?

18.) Name two places that heat cramps tend to occur in the body.

19.) Circle any first aid treatment that is correct for nosebleeds:

- a. Sit with your head tilted back and pinch the nose just above the bridge
- b. Sit with your head tilted forward and pinch the nose just below the bridge
- c. Lie down and apply gauze rolls to each nostril until bleeding has stopped
- d. None of the above

20.) True or False; When caring for a minor wound if blood soaks through the bandage, you should apply a second bandage directly on top of the first, leaving the first bandage directly on the skin.

True

False



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1.00 HOUR

BOUNDARIES & RAPPORT BUILDING

I verify that I have participated in Alliance Health Services' Boundaries Training. I have read and understand the information in the packet and agree to follow the guidelines provided while employed with Alliance Health Service.

Staff Name

Date

Staff Signature

Date

8.) True or False; You can be legally prosecuted against in court for falsifying your timecard.

True

False

9.) What day of the week is your timecard due in to the office? _____

10.) Help to fill in the steps of the 4-Step Model for setting professional boundaries:

i. Inform the person that you have set a boundary

ii. _____

iii. Insist that the boundary be respected

iv. _____