

**POLICY & PROCEDURES EXAM (0.50 HOURS)**

Name: \_\_\_\_\_

Date: \_\_\_\_\_ Passed: Y or N

1. Home health care must be indicated for monitoring & coordinating the physical, social & emotional dysfunction of the client in a facility setting.  
True False
2. Alliance Health Services, Inc. shall not deny admission to people with a contagious disease, including, but not limited to, HIV, MRSA and Hepatitis B. All persons & organizations having occasion either to refer persons for services or to recommend Alliance Health Services, Inc.'s services shall also be advised of same.  
True False
3. All Grievance complaints will be resolved within \_\_\_\_\_ calendar days of the receipt.
4. Based on this Grievance review, the license holder must develop, document, & implement a corrective action plan designed to correct current lapses & prevent future lapses in performance by staff or the license holder, if any.  
True False
5. In order to implement the Grievance policy, Alliance Health Services, Inc. has adopted an internal grievance procedure providing for prompt & equitable resolution of complaints alleging any action prohibited by the U.S. Department of Occupational Health & Safety regulation (54 CFR Part 48) implementing Section 405 of the Habilitation Act of 1983 as amended (27 U.S.C. 479).  
True False
6. If the complaint is still unresolved, the grievant may request, in writing, that the Administrator submit the grievance to the Governing Body. The Governing Body shall have \_\_\_\_ days to resolve the grievance.
7. All incidents must be reported immediately or within \_\_\_\_\_ hours of when the program became aware of the incident excluding weekends and or holidays or after hours.
8. An act or situation involving a person that requires the program to call \_\_\_\_\_, \_\_\_\_\_  
\_\_\_\_\_, or the \_\_\_\_\_ department
9. Valid advance directives will be followed to the extent permitted and required by law.  
True False

10. Alliance Health Services, Inc. can condition the provision of care for individuals based on whether or not advance directives have been established.

True False

11. A Vulnerable Adult is anyone \_\_\_\_\_ years of age or older, who regardless of where the person is living, is \_\_\_\_\_ or \_\_\_\_\_ to report abuse or neglect without assistance because of \_\_\_\_\_ of mental or physical function, or emotional status.

12. Any person who intentionally makes a false report is guilty of a misdemeanor and shall be liable for any actual civil damages suffered by the person or persons so reported.

True False

13. Employee orientation will be designed to test the skills & knowledge necessary to provide safe care to clients & to supersede the policies dealing with vulnerable adults/children.

True False

14. The nurse must oversee the caregiver providing respite care or senior sitting services if a client can be left alone in the house.

True False

15. The completed Authorization for Emergency Procedure Plan shall be retained in the \_\_\_\_\_.

16. The Nursing Supervisor shall discuss emergency care with the clients and complete the Authorization for Emergency Procedure Plan and 911 Emergency Procedure Plan with a copy left in the client's residence.

True False

17. Alliance Health Services, Inc. shall be required to discontinue treatment, except as may be required by law or court order.

True False

18. A request by a client to discontinue life-sustaining treatment shall be construed in a manner consistent with the Adult Health Care Decisions Act, Minnesota Statutes, chapter 145B and declarations made by clients under that act.

True False

19. The client's discharge potential shall be assessed during the admission visit with discharge plans discussed with the client/caregiver as soon as is appropriate.

True False

20. Discharge criteria would include but isn't limited to medical approval or supervision being terminated, no funding being available to provide the care, or the client has reached defined goals & is no longer in need of home care.

True False

21. The program will limit temporary service suspension if the person's conduct has the potential to pose imminent risk of emotional harm to self or others.

True False

22. A program cannot terminate services unless it is necessary for the person’s welfare & the person’s needs cannot be met by the facility.

True False

23. Alliance Health Services, Inc. & employees may not accept any gifts or services from outside clients.

True False

24. Alliance Health Services may \_\_\_\_\_ clients in shopping for needed items such as food, but may not otherwise manage a client's property. Alliance Health Services, Inc. must provide a client with \_\_\_\_\_ for all transactions & purchases paid with the client's funds. When receipts are not available, the transaction or purchase must be \_\_\_\_\_. Alliance Health Services, Inc. shall maintain \_\_\_\_\_ of all such transactions.

25. In the event that Alliance Health Services, Inc. is to blame regarding property loss or damage, every effort will be made to return or replace the property, Alliance Health Services, Inc. has no legal liability to return, replace, or reimburse for said loss or damage.

True False

26. Visitors and others are asked to leave when care is being rendered.

True False

27. Public data includes all information on persons that has been gathered by Alliance or from other sources for program purposes as contained in an individual data file, including their presence and status in this program.

True False

28. Staff persons do not automatically have access to private data about the persons served by Alliance or about other staff or agency personnel. Staff persons must have a specific work function need for the information. Private data about persons are available only to those Alliance employees whose work assignments reasonably require access to the data; or who are authorized by law to have access to the data.

True False

29. All job-related accidents, injuries and illnesses are reported & consequently investigated to determine any necessary corrective action to minimize or eliminate hazards.

True False

30. Information/education regarding the safety & security will be made available only at orientation.

True False

31. Name three Incidents/Occurrences that should be reported/documented;

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

32. The supervising nurse or therapist will follow up on any reported client incidents or injuries, including appropriate physician notification. Director of Nursing does not need to be a part of said follow up.

True False

33. Per Federal guidelines: "If the individual has not been employed as a Home Health Aide within a 2 year (24 month) period, they must complete a competency evaluation program."

True False

34. Successful completion of a training program totaling at least \_\_\_\_\_ hours annually, this can be prorated from the date of hire.

35. By accepting employment with Alliance Health Services, Inc. you have obligated yourself to carefully refrain from discussing any client's condition or personal affairs with anyone outside Alliance Health Services, Inc., unless expressly authorized to do so.

True False

36. Failure to recognize the importance of confidentiality is not only a breach of Alliance Health Services, Inc. ethics, but can also involve an employee in legal proceedings.

True False

37. What are the three components of TB baseline screening?

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38. An employee may begin working with clients after a \_\_\_\_\_ TB symptom screen (i.e. no symptoms of active TB disease) and a negative IGRA or TST (i.e. first step) dated within \_\_\_\_\_ days before hire.

39. Assisting a client with personal cares & hygiene or any cares that come into contact with bodily fluids would not warrant the use of Universal Precautions/Infection Control.

True False

40. Home visits will be closely monitored & visits will be postponed or reassigned to other personnel to those who came from a foreign country where there is an outbreak of disease (ebola, zika).

True False

## RESPONDING TO EMERGENCIES EXAM (0.50 HOURS)

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| <p>Name: _____</p> <p>Date: _____ Passed: Y or N</p> |
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1. During an emergency, staff members are responsible for the positive exercise of leadership in providing for the safety & security of employees. This responsibility is inherent at every level of supervision & management. The responsibility once the emergency is terminated.  
True False
2. Safety of life is paramount over equipment or other concerns.  
True False
3. In the event of an accident or illness of an employee or visitor on Alliance's premise staff should call \_\_\_\_\_ immediately & request assistance.
4. An ice storm is a winter storm in which a substantial glaze accumulates from freezing rain & drizzle falling on a surface that has a temperature below 22°F.  
True False
5. A \_\_\_\_\_ mph wind occurring when the outside air temperature is 30°F can feel like \_\_\_\_\_°F. The effects of that lowered temperature can be more pronounced than the nominal temperature without wind chill factor.
6. What are three pre-loss actions that the manual suggests for thunderstorms?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
7. Over half of all tornadoes occur between \_\_\_\_\_ & \_\_\_\_\_, although they can happen at any time throughout the year, & they can cause extensive property damage.
8. A tornado warning is an alert by the National Weather Service confirming a tornado \_\_\_\_\_ & \_\_\_\_\_. The weather service will announce the approximate time of detection & \_\_\_\_\_ of movement. Wind will be \_\_\_\_\_ mph or greater.

9. When a tornado is sighted or a warning alert is issued by the National Weather Service, only clients need immediately move to areas designated by the Disaster Coordinator.

True

False

10. After a winter storm has ended the Safety Committee should slowly inspect areas without the facility most likely to have suffered freeze damage to detect as early as possible any cracks or leaks in piping.

True

False

11. During an earthquake evacuation should take place when & only while there is no \_\_\_\_\_, have one group at a time carefully \_\_\_\_\_ via a stairwell. When the group reaches the exit, first check that no loose \_\_\_\_\_ is hanging above the exit path. Have members of the group exit one at a time \_\_\_\_\_, & get at least as far \_\_\_\_\_ from the building.

12. If you suspect a bomb threat you should notify the Police at 911 as soon as possible.

True

False

13. Name three letter bomb areas of suspicion.

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14. If a hazardous material is spilled you should never attempt to clean it up unless you have the proper training & protective clothing.

True

False

15. The damage caused to objects by pests is usually \_\_\_\_\_. Once an object becomes infested, the options for \_\_\_\_\_ the infestation without further damaging or altering the object are limited. Many of the chemicals traditionally used to manage \_\_\_\_\_ have been found to damage or somehow alter the material from which the object has been made. Therefore, it is preferable to prevent \_\_\_\_\_ from gaining access to or becoming established. This can be accomplished with an \_\_\_\_\_ (IPM) program for the building.

16. Violence in the workplace can happen anywhere resulting in a multitude of negative outcomes such as property damage, loss of work time & even death. Everyone deserves a safe workplace. We can create a flawless job site by taking precautionary steps to reduce violence.

True

False

## VA & MALTREATMENT OF MINORS EXAM (1.00 HOUR)

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| <p>Name: _____</p> <p>Date: _____ Passed: Y or N</p> |
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1. What is the penalty for failing to make a required report in the case of a suspected case of Maltreatment of a Minor?

\_\_\_\_\_

\_\_\_\_\_

2. Which of the following is a protective service available for Vulnerable Adults?
- a. A court order for removal of the perpetrator from the residence of the Vulnerable Adult
  - b. Removal of the Vulnerable Adult from the suspected perpetrator's home
  - c. Referral to local mental health providers
  - d. None of the above

3. In cases involving the Maltreatment of Minors there is no appeals process.

True False

4. Which of the following is not Abuse under the Vulnerable Adult Act?
- a. Criminal sexual conduct in the first through fifth degrees
  - b. Use of drugs to injure or facilitate a crime
  - c. The reasonable & explainable use of an Emergency Manual Restraint
  - d. Promotion of prostitution

5. Name four protections for reporting maltreatment:

- a. \_\_\_\_\_
- b. \_\_\_\_\_
- c. \_\_\_\_\_
- d. \_\_\_\_\_

6. A caregiver is a person whose support enables another individual to independently or semi-independently in the community or a facility or service provider who has assumed responsibility of none of the care of a vulnerable adult through federal agreement. The term "caregiver" always means that there is a legal or financial responsibility to the person and the employer.

True False

7. MAARC. stands for?
- Mandated Accurate Adolescent Control
  - Moderate Accountability for Actions Center
  - Minnesota Abusers Altruistic Rehabilitation Center
  - Minnesota Adult Abuse Reporting Center
8. Under the Maltreatment of Minors Act aversive or deprivation procedures (e.g., electric shock) not authorized by the Department of Human Services rules is Physical Abuse.
- True False
9. A mandated reporter who has reason to believe a Vulnerable Adult is being or has been maltreated, or has knowledge that a Vulnerable Adult has sustained a physical injury that is reasonably explained, still must immediately (within 72 hours) report.
- True False
10. Under the Maltreatment of Minors Act you must also report to law enforcement kidnapping or actions that deprive a parent of custodial or parenting time rights.
- True False
11. Your adult client lives in Hennepin County but an alleged incident of maltreatment occurred in Anoka County. Where will you report it? \_\_\_\_\_
12. Financial Exploitation in the absence of legal authority is?
- Willful use of a vulnerable adults money and assets
  - The giving of items to a vulnerable adult
  - Failure to use a vulnerable adults money & assets resulting in harm to the vulnerable adult
  - None of the above
13. What is the phone number of the Minnesota Adult Abuse Reporting Center for Red Lake Country?
- \_\_\_\_\_
14. What are the protections for a Mandated Reporter?
- Penalties for retaliation that is taken against a reporter
  - Civil protection for good faith investigation activities
  - Immunity from civil or criminal liabilities for good faith reports
  - All of the above
15. According to Alliance Health Services/Care's Maltreatment of Minors policy if you provide care to children served by Alliance, you are not legally required or mandated to report and can shift the responsibility of reporting to your supervisor or to anyone else at your licensed facility.
- True False
16. Serious Maltreatment is amended to include;
- Theft of a client's medications
  - Neglect when it results in criminal sexual conduct against a child or vulnerable adult
  - Misuse of client's funds
  - All of the above



17. You may make an External Report to the MAARC if you suspect Maltreatment.  
True False

18. In a Maltreatment of Minors act situation an employer may not retaliate against an employee who is required to report and does so in good faith  
True False

19. How long do you have as a Mandated Reporter to report suspected Maltreatment?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

20. According to Alliance Health Services/Care if there is a mandated reporter who is negligently or intentionally fails to report suspected maltreatment of a vulnerable adult is \_\_\_\_\_.

- a. Liable for damages caused by the failure to report
- b. Free from reprisal
- c. To be fired immediately
- d. None of the above

21. What are the three penalties for adult maltreatment listed in the packet?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

22. Under the Maltreatment of Minors Act how are reports of abuse or neglect in other settings handled?

- a. By the Federal Government
- b. By law enforcement and the local social services agency who will offer child protective services if appropriate.
- c. By an internal investigation completed by the agency providing services
- d. None of the above

23. What is Guardianship?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

24. Match the following pairs correctly:

- a. A. Physical abuse                      \_\_\_\_\_ Staff calling the Client 'Dumb'
- b. B. Verbal abuse                        \_\_\_\_\_ Ignoring a Client's request for a glass of water
- c. C. Neglect                                \_\_\_\_\_ Pinching a Client's arm to get their attention

25. The term 'caregiver' absolutely means that there is a fiscal or legal responsibility to the person they are caring for.  
True False

## HOME CARE BILL OF RIGHTS EXAM (1.00 HOUR)

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| <p>Name: _____</p> <p>Date: _____ Passed: Y or N</p> |
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- If the consumer has any complaints about the provider who may they contact?
  - The Ombudsman for Mental Health & Developmental Disabilities
  - The Ombudsman for Long-Term Care
  - Office of Health Facility Complaints
  - All of the above
- Which of the following is not a right stated and explained in the MN Home Care Bill of Rights?
  - The right to refuse services or treatment
  - The right to own, insure, and operate a motor vehicle to transport staff
  - The right to a coordinated transfer when there will be a change in the provider of services
  - The right to be treated with courtesy and respect, and to have the client's property treated with respect
- The right to know how to contact an individual associated with the home care provider who is responsible for handling problems and to have the home care provider investigate and attempt to resolve the grievance or complaint.

True False
- The people you serve have no right to refuse services  

True False
- The right to be told \_\_\_\_\_ services are initiated that the provider \_\_\_\_\_ for the services; to what extent \_\_\_\_\_ may be expected from \_\_\_\_\_, public programs, or other sources, if known; and what \_\_\_\_\_ the client may be responsible for paying.
- The people you serve have the right to know, only after receiving services or after the initial visit, any limits to the services available from their provider.

True False
- The right to know how to \_\_\_\_\_ an individual associated with the home care provider who is \_\_\_\_\_ for handling \_\_\_\_\_ and to have the home care provider \_\_\_\_\_ and attempt to resolve the \_\_\_\_\_ or \_\_\_\_\_.

8. The right to receive care and services according to a suitable and \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_  
 \_\_\_\_\_, and subject to accepted \_\_\_\_\_ . \_\_\_\_\_ or  
 \_\_\_\_\_ standards, to take an active part in developing, modifying, and evaluating the plan  
 and services.

9. What are the three reasons that a provider may immediately terminate services?

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10. The people you serve have the right to be told in advance of any recommended changes by the provider  
 in the service plan and to take an active part in any decisions about changes to the service plan.

True

False

## GRIEVANCE POLICY EXAM (0.50 HOURS)

Name: \_\_\_\_\_

Date: \_\_\_\_\_ Passed: Y or N

1. The Ombudsman for Long-Term Care office has two phone numbers available to those who need it. Please list one of the two:

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2. In your own words, what would someone do if they have a complaint about the provider or person providing home care services? (Include when, how and to whom they would complain.)

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3. All clients always have the right to a coordinated transfer when there will be a change in the provider of services.

True

False

4. Clients have the right to know the provider's reason for \_\_\_\_\_ of \_\_\_\_\_.

5. Home Care providers legally can comply with all with or part of these rights, contingent on individual agency policies.

True

False

6. Who would you contact at Alliance to direct complaints to?

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Number: \_\_\_\_\_

7. Clients always have the right to refuse services or treatment.

True

False

## OMBUDSMAN & ADVOCACY SERVICES EXAM (0.50 HOURS)

|                            |
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| Name: _____                |
| Date: _____ Passed: Y or N |

1. What are the seven areas that the Office of Ombudsman for Older Minnesotans handles complaints and related problems?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
2. An Ombudsman is an independent \_\_\_\_\_. Ombudsmen investigate complaints concerning the \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_ of long-term care consumers, work to resolve \_\_\_\_\_, and identify problems and \_\_\_\_\_ for \_\_\_\_\_ to address them, at \_\_\_\_\_ to the consumer. Ombudsmen also offer \_\_\_\_\_ and \_\_\_\_\_ about nursing home, boarding care home, housing with services, assisted living, customized living, home care and hospital services, rights and regulations. Additionally, ombudsmen work with \_\_\_\_\_ of long-term care services to promote a culture of \_\_\_\_\_.
3. What is the toll-free number you can use to contact the Office of Ombudsman for Older Minnesotans?  
\_\_\_\_\_
4. Which of the following are services provided by the Office of Ombudsman for Older Minnesotans?
  - a. Resolving disputes between consumers & providers of long term care services.
  - b. Provide information & consultation on consumer rights.
  - c. Provide information & consultation on regulations that apply to long-term care facilities.
  - d. All of the above.
5. Regional ombudsmen and volunteers, work with consumers, citizens, nursing homes, hospitals, home care & social service agencies & public agencies to enhance the \_\_\_\_\_ of \_\_\_\_\_ & \_\_\_\_\_ for individuals receiving \_\_\_\_\_ & \_\_\_\_\_ at home, in hospitals, in nursing homes & boarding care homes, & in other \_\_\_\_\_ such as \_\_\_\_\_ with \_\_\_\_\_ (assisted living, customized living), adult foster care and adult day centers.

## ALZHEIMER'S & DEMENTIA EXAM (2.50 HOURS)

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| Name: _____                |
| Date: _____ Passed: Y or N |

1. Which of the following is a behavioral symptom that is not the progressive damage to brain cells?  
e) Drug side effects  
f) Environmental influences  
g) Medical conditions  
h) All of the above

2. Which of the following conditions can cause dementia or dementia-like symptoms?  
e) Asperger's Syndrome  
f) Prostate cancer  
g) Huntington's disease  
h) None of the above

3. Lewy bodies are balloon-like structures that form inside the nerve cells.  
True False

4. Memory loss, though common, is not the only sign of dementia. For a person to be considered to have dementia, he or she must meet what criteria;

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5. A comprehensive care plan for Alzheimer's disease would include;

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6. The sleep and wakefulness cycle plays an integral, but not well understood, role in many dementias, including dementia with Lewy bodies, AD, prion dementias, and PDD.

True False

7. Which of the following other brain issues can cause dementia or dementia-like symptoms
  - a) Subdural hematoma
  - b) Chronic traumatic encephalopathy
  - c) Creutzfeldt-Jakob disease (CJD)
  - d) All of the above
  
8. Alzheimer's disease is the most common cause of dementia in people age \_\_\_\_\_ and older. Nearly all \_\_\_\_\_ functions, including \_\_\_\_\_, movement, \_\_\_\_\_, judgement, and \_\_\_\_\_ are eventually affected.
  
9. One promising target is \_\_\_\_\_ - \_\_\_\_\_. This protein fragment builds up into the \_\_\_\_\_ considered one hallmark of the disease. Researchers have developed several ways to clear \_\_\_\_\_ - \_\_\_\_\_ from the brain or prevent it from \_\_\_\_\_ together into plaques. Experimental drugs that zero in on \_\_\_\_\_ - \_\_\_\_\_ are now being tested.
  
10. Which of the following are Frontotemporal Disorders (FTD)?
  - e) Behavioral variant frontotemporal dementia
  - f) Pick's disease
  - g) Primary progressive aphasia (PPA)
  - h) All of the above

11. What are six Moderate or Middle-stage Alzheimer's Disease symptoms;

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12. The NIH stands for; \_\_\_\_\_

13. What are four examples that staff can employ in order to give their client's sufficient time and opportunities to express themselves?

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14. Which of the following is not an Environmental Fall Assessment?

- a) Appropriate use of personal safety devices, such as canes, walkers, or wheelchairs
- b) No contrast between toilet and sink from the wall and the floor
- c) Sturdiness and visibility of handrails and furniture
- d) Bathing facilities with non-slip surfaces

15. Consistent staff assignments help to promote the quality of the relationships between staff and clients.

True

False

16. What are four behavioral symptoms of Late Stage Alzheimer's?

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17. Which of the following is not a risk factor for the development of Alzheimer's?

- a) Long term eyesight related conditions
- b) Family history
- c) Head injury
- d) None of the above

18. While there is no known way to prevent Alzheimer's disease, emerging research suggests that the steps people take to maintain \_\_\_\_\_ health may also reduce the risk of Alzheimer's. This connection makes sense, because the \_\_\_\_\_ is nourished by one of the body's richest networks of \_\_\_\_\_, and the \_\_\_\_\_ is responsible for pumping blood through these \_\_\_\_\_ to the \_\_\_\_\_.

19. Mixed Dementia is defined as:

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20. Wandering is never a purposeful activity.

True

False

21. When a client is 'Wandering' what are 4 examples of physical or psychological needs they might be attempting to have met?

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22. \_\_\_\_\_ is the most common form of dementia in those over the age of 65. As many as \_\_\_\_\_ million Americans age 65 and older may have \_\_\_\_\_, and that number is expected to \_\_\_\_\_ for every 5-year interval beyond age 65.

23. Symptoms of Early-stage or Mild Alzheimer's Disease would include which of the following;

- a) Trouble remembering names when introduced to new people
- b) Having greater difficulty performing tasks in social or work settings
- c) Problems coming up with the right word or name
- d) All of the above



24. What are the Cognitive Symptoms of Alzheimer's?

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25. Anoxia and a related condition, hypoxia, are terms often used to describe a state in which there is a curtailed supply of \_\_\_\_\_ to an \_\_\_\_\_'s \_\_\_\_\_. Anoxia and hypoxia can lead to the loss of \_\_\_\_\_ and diffuse \_\_\_\_\_.

26. What are plaques and tangles?

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27. In Frontotemporal disorders (FTD) \_\_\_\_\_ to nerve cells in the brain's \_\_\_\_\_ affect the ability to \_\_\_\_\_ and make \_\_\_\_\_, prioritize and multitask, act \_\_\_\_\_, and control movement. Some people decline rapidly over \_\_\_\_\_ or \_\_\_\_\_ years, while others show only minimal changes for many years. People can live with frontotemporal disorders for \_\_\_\_\_ to \_\_\_\_\_ years, sometimes longer, but it is difficult to predict the time course for an affected individual.

28. In a Neurological exam for Alzheimer's the doctor will evaluate all the following except?

- a) Coordination
- b) Speech
- c) The ability to drive
- d) Muscle tone and strength

29. What three areas does the Alzheimer's Association prioritize that can improve a client's quality of life in the first year?

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30. Individuals with MCI have a decreased risk of developing Alzheimer's disease over the next 10 years, especially when their main problem involves memory. However, everyone diagnosed with MCI progresses to Alzheimer's or another kind of dementia eventually.

True

False

# UNIVERSAL PRECAUTIONS & INFECTION CONTROL EXAM (1.50 HOURS)

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| <p>Name: _____</p> <p>Date: _____ Passed: Y or N</p> |
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- An appropriate sharps disposal container needs to be;
  - Puncture resistant
  - Leak proof
  - Labeled with the Universal Biohazard Symbol
  - All of the above
- Sterile gloves are not necessary for all sterile procedures and for activities that involve contact with areas of the body that are normally sterile.

True False
- OSHA initially issued 1910.1030 in \_\_\_\_\_ and updated it in \_\_\_\_\_. With this, “\_\_\_\_\_” became not just a recommendation but an enforceable set of regulations concerning infection control & \_\_\_\_\_ in particular.
- Alcohol-based hand sanitizers are NOT effective when hands are visibly dirty or contaminated with blood or fecal matter as examples.

True False
- What Bloodborne Pathogens are the Big Three?
  - Cancer, H1N1, Tuberculosis
  - HIV/AIDS, HBV, HCV
  - Lupus, HIV/AIDS
  - None of the above
- Bloodborne Pathogens can be found in human blood and other potentially infectious material (OPIM) should be considered infectious.

True False
- What is a Bloodborne Pathogen?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

8. Hand washing should be done;
  - a. Prior to and after each client care interaction,
  - b. Only when your client has a potential infectious issue
  - c. Whenever blood is involved
  - d. All of the above
  
9. What does PPE stand for? \_\_\_\_\_
  
10. What are the three categories of protection?  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_
  
11. When washing hands with soap and water you should continue rubbing hands for \_\_\_\_\_ - \_\_\_\_\_ seconds. Need a timer? Imagine singing " \_\_\_\_\_ " \_\_\_\_\_ through to a friend.
  
12. All contaminated PPE must be destroyed prior to leaving work area.  

True
False
  
13. Name Five PPE's.  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_
  
14. The \_\_\_\_\_ & \_\_\_\_\_ is all about regulating (issuing rules & enforcing them) standards of \_\_\_\_\_ including those related to injuries, fatalities, & illnesses. It is an agency of the U.S. \_\_\_\_\_ of \_\_\_\_\_.
  
15. When giving care who protects care givers? \_\_\_\_\_
  
16. What is a HAI? \_\_\_\_\_
  
17. Taking precautions to protect your patients AND yourself. In essence, this means preventing disease transmission by consistently using infection control practices with all patients in all healthcare settings.  

True
False
  
18. What does CDC stand for? \_\_\_\_\_

## BASIC FIRST AID RESPONDING EXAM (1.00 HOUR)

Name: \_\_\_\_\_

Date: \_\_\_\_\_ Passed: Y or N

1. The four ways a person can be poisoned are?
  - a) Injection, Inhalation, Ingestions, & Scratching
  - b) Swallowing, Absorption, Inhalation, & Ingestion
  - c) Exposure, Ingestion, Swallowing, & Inhalation
  - d) Absorption, Inhalation, Injection, & Ingestion
  
2. In hypothermia, the body temperature drops below 95 degrees Fahrenheit, the heartbeat becomes erratic and finally stops, and the victim dies.

True False
  
3. For a Stroke think S.T.R.O.K.E., what does S.T.R.O.K.E. stand for?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
  
4. In what order should you care for a Thermal Burn
  - a) Cover the burn, cool the burn, & remove the victim from the source of heat
  - b) Cool the burn, remove the victim from the source of heat, & cover the burn
  - c) Remove the victim from the source of heat, cool the burn, & cover the burn
  - d) None of the above
  
5. When a tooth is knocked out you should just push it back in.

True False
  
6. Which of the following might a victim complain of before fainting?
  - a) Feeling extremely energetic
  - b) Feeling nauseas
  - c) Feeling waterlogged
  - d) Feeling fantastic
  
7. What are the three types of Burns?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

8. Heat stroke is the most common of the heat-related illnesses.  
True False
9. When the normal electrical activity in the brain becomes irregular what condition can occur?  
a) Diabetic emergency  
b) Allergic reaction  
c) Cold related emergency  
d) Seizure
10. When someone is choking and is unable to speak or cough you should administer what two tactics?  
\_\_\_\_\_  
\_\_\_\_\_
11. You should treat all injuries to bones, joints, ligaments, tendons, and muscles as if they are a \_\_\_\_\_.
12. When caring for someone with Hypothermia \_\_\_\_\_ the victim too quickly, and \_\_\_\_\_ the victim in warm water.
13. You should immediately call 911 if which of the following occurs?  
a) If the victim can stem the bleeding and effectively wrap the wound  
b) If you cannot control the bleeding  
c) If the wound is easily cleaned and covered  
d) All of the above
14. Match the following type of wound with its proper example;  
A. Laceration \_\_\_\_\_ Stepping on a nail  
B. Avulsions \_\_\_\_\_ A scraped knee  
C. Puncture \_\_\_\_\_ Skin discoloration & swelling  
D. Abrasions \_\_\_\_\_ A finger is almost cut off  
E. Bruise \_\_\_\_\_ An arm is cut on a piece of glass
15. When an object is impaled in the wound do not remove it as it could reveal an open artery, which then would be awfully hard to deal with.  
True False
16. Only a trained and qualified person should administer CPR.  
True False
17. Shock \_\_\_\_\_! Treat \_\_\_\_\_ injured person immediately for \_\_\_\_\_, regardless of whether or not they are exhibiting signs and symptoms.
18. Shock deprives blood flow to what?  
a) The injury site and the surrounding area  
b) The brain and the heart  
c) The hands and the feet  
d) None of the above

19) In your own words, what is the first and most important thing to do in a major first aid emergency?

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20) When in doubt as to the severity of the injuries call 911 or the local emergency number immediately.

True

False

## BOUNDARIES & RAPPORT BUILDING EXAM (1.00 HOUR)

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| <p>Name: _____</p> <p>Date: _____ Passed: Y or N</p> |
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- Which of the following are unhealthy boundaries?
  - Clear flexible rules
  - Strong parental coalition
  - People compulsively protect inside feelings
  - None of the above
- With your clients, you should not;
  - Be their friend
  - Be there to fit their emotional needs
  - Be sympathetic rather than empathetic
  - All of the above
- What are three potential boundaries issues you could improve upon;  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- I am special to my client, and no one understands them like I do.  
True False
- What are three things as a staff person I should be aware of in order to protect my own boundaries?
  - Needs, values, and attitudes
  - Programs, physical issues, and wants
  - Values, wants, and focus
  - None of the above
- I am there to meet my client's needs, not for the client to meet my needs.  
True False
- Appropriate boundaries are important to;
  - Let us know what may and may not be done
  - Helps to increase job satisfaction
  - Protects and enhances rights and privacy
  - All of the above

8. What are three warning signs of poor boundaries?

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9. My client should always have my personal cell phone number so they can call me at any time.

True

False

10. What are five things as a worker you should not do?

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## FRAUD, WASTE & ABUSE EXAM (1.00 HOUR)

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| <p>Name: _____</p> <p>Date: _____ Passed: Y or N</p> |
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By signing below, I certify that I have read and understand the Parts C and D Fraud, Waste and Abuse training AND General Compliance Training provided to me by Alliance.

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Employee Signature

### Completion Form Submitted Online?

Yes

No

**\*\*DO NOT PROCEED UNTIL YOU'RE ABLE TO CHECK "YES"\*\***

## COMMUNICATION (1.00 HOUR)

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|--|
| <p>Name: _____</p> <p>Date: _____ Passed: Y or N</p> |
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1. Good communication is critical to ensuring \_\_\_\_\_ and \_\_\_\_\_ care.
2. In your own words, explain the difference between communication skills and talking skills.

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3. Where should good communication take place?

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4. What should you do if your client is in need of interpreter services?

- a. Contact an interpreter agency and set it up
- b. Tell your client to contact their case worker
- c. Notify the client's emergency contact
- d. Contact your supervisor and ask them to set it up

5. Give three examples of communication goals you could set for yourself before entering a client's home for the first time:

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6. Studies show that what percent of all communication is non-verbal?

- a. 60%
- b. 80%
- c. 65%
- d. 85%

7. There's a great difference in the ability to \_\_\_\_\_ and the ability to \_\_\_\_\_

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