



EVERYDAY HOME CARE READING

Competency Test

Name:

Date:

Confidentiality

1. The meaning of confidentiality is:
 - a. Share information with my friends
 - b. Private and secret
 - c. Open and public
 - d. Tell anyone who asks

2. Mrs Smith confides to the direct care worker that he is not happy with one of his children's drug use behaviors and doesn't want anyone to know. The worker should:
 - a. Assure Mr. Smith that the conversation is private
 - b. Tell the worker's friends
 - c. Share the story with the worker's family
 - d. Write the story down

3. The Health Insurance Portability and accountability Act (HIPAA) is a law that protects:
 - a. Children in foster homes
 - b. Who can know or share a person's personal health information
 - c. Insurance companies
 - d. Pets

Consumer Control and the Independent Living Philosophy

4. Mrs. Jones told the direct care worker that she would like her hot dog fried not put in the microwave. The direct care worker has never fried a hot dog. The direct care worker should:
 - a. Ignore the request and fry the hot dog
 - b. Ask Mrs; Jones to explain exactly how she used to do it and follow the direction
 - c. Prepare something else
 - d. Tell Mrs.Jones “no. ill cook it my way”

5. Mr. Jim likes to go outside for walks. He's a little unsteady but he has a walker to assist him. The direct care worker should:
 - a. Not allow Mr.Jim to go outside
 - b. Tell Mr.Jim “You’re not allowed to go out while I’m here”
 - c. Call his family
 - d. Accompany Mr.Jim for a short walk with the use of his walker

6. Miss English has decided to wear two sweaters instead of one because she says she is always cold.The two sweaters make her look “funny”. The direct care worker should:
 - a. Tell Miss English she looks funny
 - b. Take one of the sweaters of Miss English and hide it
 - c. Respect Miss English’s choice
 - d. Call her family and tell them she’s acting funny

Instrumental Activities of Daily Living

7. The direct care worker is so busy doing MrClean’s light housework. Mr.Clean asks the direct care worker to help him write a letter. What should the direct care worker say?
 - a. “I am too busy”
 - b. “Write it yourself”

- c. "It is not part of my job"
 - d. "Let's set a time when I can help you some time today."
8. Mrs. Tune needs assistance doing the laundry. The Direct care worker is not familiar with Mrs. Tune's type of washing machine. The direct care worker should:
- a. Not do the laundry
 - b. Ask Mrs. Tune to explain how to use it or ask to see the "how to operate" instructions
 - c. Take the clothes to the closest laundromat
 - d. Leave it for the next worker to do

Recognizing Changes in the Consumer That Need to Be Addressed

9. Mr. Smith tells the direct care worker that he has had pain for three days and no one cares. The direct worker should:
- a. Tell Mr. Smith that they care
 - b. Look in the communication log to see what's been written about his pain
 - c. Call their supervisor to report Mr. Smith's complaint
 - d. All of the above
10. While helping Mrs. Spratt prepare her meals, the direct care worker notices that Mrs. Spratt keeps dropping things with her right hand, can't hold her fork without shaking, and seems to lean to her right side when sitting at the table. Mrs. Spratt didn't do those things yesterday. The direct care worker should:
- a. Tell Mrs. Spratt to sit up straight and quit dropping things
 - b. Call the supervisor to explain Mrs. Spratt's behavior
 - c. Ask Mrs. Spratt to go lay down until she feels better
 - d. Call the family

Basic Infection Control

11. How many times during a home visit should a direct care worker wash his or her hands?
- a. Before and after each contact with a consumer
 - b. At the beginning and end of the visit
 - c. At least once before the visit
 - d. At Least once after the visit
12. The basic measure for preventing spread of disease is:
- a. Washing hands frequently
 - b. Dragging soiled clothing on the floor on the way to the washing machine
 - c. Keeping bed linens clean
 - d. Flushing the toilet frequently

Universal Precautions

13. Which one of the following would NOT spread communicable disease?
- a. Droplets from the nose and mouth
 - b. The use of universal precautions
 - c. Direct contact with feces(bowel movement)
 - d. Open wounds that are draining blood
14. The major recommendation of universal precautions is to minimize contact with one of the following?
- a. Consumer's linen
 - b. Consumer's personal belongings
 - c. Blood and body fluids
 - d. Consumer's skin

Handling of Emergencies

15. A direct care worker discovers a small fire in the wastebasket in a room where the consumer is sitting. The direct care worker should first:
 - a. Cal 911
 - b. Contain the fire
 - c. Remove the consume from the room
 - d. Extinguish the fire

16. Upon entering the consumer's home, the direct care worker finds the consumer on the floor crying, in pain, and holding their arm which is bent in an awkward position: The direct care worker should:
 - a. Change the position of the arm
 - b. Help the person get off the floor
 - c. Call for medical help
 - d. Tell the person to quit crying

17. Part of a direct care worker's job is to report "critical incidents." An incident can be changes in a consumer's behavior or condition, or accident that happened to the consumer or the worker while working with the consumer. When reporting a "critical incident", the worker should:
 - a. Tell the supervisor as soon as the worker becomes aware of incident
 - b. Wait until they get back to the office and have time to write up
 - c. Leave a note
 - d. Call the family

Documentation

18. Every consumer receiving homecare services will have a record that is kept at their home. All services, interventions and uncommon observations are to be recorded, The Direct care worker notices that "prepare lunch" hasn't been recorded for several days while they were off. The direct care worker should:
 - a. Ignore it and only record what they do that day

- b. Fill it in
 - c. Tell the supervisor
 - d. Call the person who worked those days
19. The direct care worker provided several services during one home visit. The direct care worker documented that only one service was done. When the supervisors review the consumer's services record, which statement will the supervisor be most likely to make?
- a. I assume all the services were done
 - b. Did the consumer refuse either service?
 - c. Were the other services discontinued?
 - d. If it's not documented it didn't happen

Recognizing and Reporting Abuse and Neglect

20. A direct care worker slaps a consumer. This is an example of:
- a. Neglect
 - b. Verbal abuse
 - c. Physical abuse
 - d. restraint
21. Abuse can be infliction of injury, Unreasonable confinement, intimidation or punishment with resulting physical harm, pain, or mental anguish and/or willful deprivation by a caretaker of goods or services which are necessary to maintain physical and mental health.
- a. True
 - b. False
22. For older person, abuse and neglect is reported to:
- a. The family
 - b. Local Area Agency of Aging
 - c. The Human Relations Commission

- d. The person's church
23. For children, abuse and neglect is reported to:
- a. Pennsylvania's Child Abuse Hotline
 - b. The family
 - c. The Human Relations Commission
 - d. The child's church
24. A consumer complains to the direct care worker that another worker neglected her. The Direct care worker should:
- a. Stand up for the other worker
 - b. Report the complaint
 - c. Listen to the complaint but do nothing
 - d. Tell the consumer she is just confused

Dealing with Difficult Behaviors

25. An angry consumer curses loudly at the direct care worker. It would be BEST for the direct care worker to:
- a. Put the consumer in bed immediately
 - b. Curse back
 - c. Ask the consumer what is bothering him or her
 - d. Restrain the consumer in case he or she becomes violent
26. A confused consumer begins to cry out suddenly. What should the direct care worker do FIRST:
- a. Restrain the consumer
 - b. Call the family
 - c. Talk to the consumer in soothing voice about familiar things
 - d. Leave the consumer alone

27. When a consumer starts to share spiritual beliefs with the direct care worker, the direct care worker should:
- Listen to what the consumer has to say
 - Tell the consumer to stop talking
 - Start to talk about personal beliefs
 - Report it to the family
28. Upon arrival at the consumer's home, the direct care worker hears screaming and yelling coming from the house but it is only the voice of the consumer, First, the direct care worker should:
- Leave and come back another day
 - Use their cell phone to call the consumer to confirm if arrival is OK
 - Go to the neighbor's house to wait until the screaming stops
 - Call the police
29. The direct care worker notices that the consumer has multiple sizes of guns lying around the house and doesn't know if they are loaded or not. The direct worker is afraid of guns. What should the worker do first?
- Tell the consumer to get rid of the guns
 - Peek in the window and leave
 - Discuss the situation with their supervisor
 - Call the family

PERSONAL CARE SUBJECTS

Bathing, Shaving, Grooming and Dressing

30. The direct care worker is going to bathe the consumer. What should the direct care worker do FIRST:
- Test the temperature of the water
 - Help the consumer to undress
 - Tell the consumer what the worker is going to do

- d. Close the bathroom door and windows
31. When shaving a consumer's face with a blade shaver (razor blade) it is important to FIRST:
- a. Soften the beard and skin with a warm washcloth for a few minutes
 - b. Leave the skin dry
 - c. Apply only water
 - d. Rub the face vigorously
32. When helping the consumer to dress, which of the following is NOT correct?
- a. Encourage the consumer to put on comfortable, safe and attractive clothes
 - b. Check that the consumer has shoes with no-slips soles
 - c. Never let the consumer pick out the clothes
 - d. Spread shoes as far open as possible for ease of the foot
33. Which of the following is NOT correct regarding elastic stockings?
- a. It is better to put them on the consumer while they are lying down
 - b. Turn the stocking inside out first
 - c. Position the stocking over the heel and foot
 - d. Grab and pull the stocking quickly up the rest of the leg
34. When giving the consumer a bed bath, it is good to:
- a. Start by washing the face, including, eyes, ears and neck
 - b. Proceed to wash arms, forearms, hands, including fingers & nails
 - c. Next, wash chest & abdomen, legs and feet
 - d. Finish by washing back, buttocks, and perineum
 - e. All the above
35. Which of the following is FALSE?

- a. Respect the consumer's dignity when washing him by draping as much as possible when not washing a particular area
 - b. Bathing is a good time to check for any possible bed sores
 - c. Always use soap on the consumer's face, even if they complaint
 - d. Always rinse and pat dry after washing a specific area
36. The consumer prefers tub baths instead of a shower. The direct care worker should:
- a. Assist consumer into the tub using fall prevention techniques
 - b. Ensure water temperature is safe and comfortable
 - c. Wash the consumer's body parts that they cannot
 - d. Protect consumer from unnecessary exposure and chilling
 - e. All the above

Hair, Skin, and Mouth care

37. Hair care consists of:
- a. Brushing the hair and spraying it with lots of perfume
 - b. Brushing and/or combing from the scalp toward the hair ends
 - c. Wetting the hair
 - d. Wrapping a warm towel around the head
38. Common sites for pressure sores are:
- a. Elbow, shoulder
 - b. Hips, sacrum, coccyx, buttocks
 - c. Heels, ankles
 - d. All of the above
39. A consumer's dentures should be stored in:
- a. Tissues
 - b. A denture cup
 - c. Napkins

- d. The dresser drawer
40. If a consumer can't do his or her oral hygiene, the direct care worker should:
- a. Ignore the consumer
 - b. Give them gm
 - c. Brush their teeth for them
 - d. Give them some mouthwash and tell them to spit out
41. Shampooing a consumer who is confined to bed includes:
- a. Head and shoulders are moved to edge of bed if position is allowed
 - b. Plastic or rubber trough is placed under head and drains into basin
 - c. Multiple towels may be used to help position the head and shoulders
 - d. All of the above

Assistance With Ambulation and Transferring

42. To transfer a consumer from the bed to a wheelchair safely, the direct care worker should:
- a. Place a cushion in the back of the wheelchair
 - b. Use a foot stool
 - c. Lock the wheels on the wheelchair
 - d. Raise the bed to a high position
43. "Ambulate with assistance" means:
- a. Walk with the consumer twice a day
 - b. The consumer can use a wheelchair to help
 - c. Take the consumer's blood pressure
 - d. Th consumer can walk with help

44. It is important for the direct care worker to remain in front of the consumer for a few minutes after they stand up and before helping them to a chair, bed, or start to walk because:
- a. The direct care worker needs to think about what to do next
 - b. The consumer may have something to say
 - c. The consumer may feel dizzy from standing up
 - d. The direct care worker wants to take the consumer's pulse
45. Which statement is FALSE when transferring the consumer from the bed to a chair?
- a. Assess the consumer's ability to help
 - b. Inform the consumer about the transfer and what he/she needs to do
 - c. Allow consumer to dangle his/her legs while sitting at the side of bed
 - d. To ensure safety, always keep brake on while consumer is trying to sit in the chair
46. Which of the following is FALSE?
- a. When transferring consumer from bed to chair, pivot the consumer so the consumer's back is toward the chair
 - b. Tell client to place hands on the arm supports of wheelchair
 - c. Leave the brakes of wheelchair off while consumer is in it so they feel more independence
 - d. To ensure safety, always keep brake on while consumer is trying to sit in the chair

Meal Preparation and Feeding

47. The direct care worker who assists with meal preparation for a consumer with no dietary restrictions should:
- a. Know the consumer's likes and dislikes
 - b. Cook what the direct care worker likes
 - c. Prepare only finger food
 - d. Prepare only liquids

48. The consumer has a history of difficulty with chewing and swallowing. The direct care worker should:
- Prepare the meal and leave the consumer alone
 - Prepare the meal and stay with the consumer to assist as needed
 - Not worry about it
 - Call the supervisor
49. The consumer is on a low sodium diet and should AVOID:
- Bread
 - Bacon
 - Fresh fruits
 - Ice cream
50. The consumer had a doctor's visit since the worker's last visit and told the worker "I have to eat food that is high-iron". Knowing the consumer's preference, the worker suggests one of the following:
- Cake, candy, potatoes chips
 - Skim milk, rice, broth
 - Green leafy vegetables, liver, peanut butter
 - Cheese, fruit, bacon
51. Providing well balanced meals that limit fatty food would help the consumer who has one of the following illness:
- Dementia
 - Circulatory problems
 - Asthma
 - Food fungus

Toileting

52. When assisting the consumer with using the bathroom in their home, the direct care worker should:

- a. Provide privacy but remain nearby for safety or assistance if needed
 - b. Leave the consumer alone
 - c. Only check to see that there's enough toilet tissue
 - d. Make sure the consumer flushes before and after
53. The consumer must use a bedpan with assistance while in bed. The direct care worker should:
- a. Hand the bedpan tot the consumer and leave the room
 - b. Position the consumer on the bedpan so the body is aligned and supported for comfortably check to see if the bedpan is nearby
 - c. Only check to see if the bedpan is nearby
 - d. Tell the consumer "Get the bedpan yourself"
54. The consumer must use a urinal while in bed. The direct care worker should do all of the following but ONE- select the one that the worker should not do:
- a. Assist the consumer with placement of urinal
 - b. Provide privacy but remain nearby to assist
 - c. Assist consumer with hand washing
 - d. Remove urinal and leave it set on the floor
55. The consumer needs the urinal. What do you do?
- a. Ignore him
 - b. Get the urinal, assist him with the placement, keep him covered
 - c. Hand him the urinal and walk away
 - d. Tell him to wait until you are done with folding laundry

Assistance with Self-Administered Medications

56. The direct care worker finds a consumer's medication on the living room floor. The direct care worker should:
- a. Throw the medication in the wastebasket

- b. Return the medication to the bottle that it might have been in
 - c. Flush the medication down the toilet
 - d. Call their supervisor
57. The consumer has severe arthritis. The consumer's medication comes in child proof bottles. The direct care worker should:
- a. Assist the consumer by opening the bottles and assisting as needed
 - b. Hand a consumer a pair of pliers
 - c. Tell the consumer to order non-child proof bottles the next time
 - d. See how long it takes the consumer to figure it out
58. The direct care worker can assist the consumer with self-administration of medication. It is important for the direct care worker to:
- a. Tell the consumer when the medications are up-dates
 - b. Remind the consumer that he/she is taking the right medication, the right dosage, at the right time
 - c. Check to see if the medication is to be taken with food or on an empty stomach
 - d. All of the above

Miscellaneous

59. When a consumer offers the direct care worker a tip for the services. The direct care worker should:
- a. Accept and then return it to consumer;s family member
 - b. Refuse and act shocked
 - c. Refuse in a firm, courteous manner
 - d. Accept the tip and share it with other direct care workers
60. The consumer tells the direct care worker that they aren't happy with the person who is the consumer's power of attorney or guardian. The direct care worker should:

- a. Volunteer to be the consumer's power of attorney
 - b. Listening but refuse in a firm, courteous manner
 - c. Tell the family
 - d. Write it down
61. A consumer gives the direct care worker \$50 as a birthday gift. The direct care worker should:
- a. Accept the money and thank the consumer
 - b. Share the money with the other direct care worker who helps
 - c. Politely refuse the gift
 - d. Use the money to buy a gift for the consumer
62. The Heimlich maneuver (abdominal thrust) should be used if the consumer is:
- a. Confused
 - b. Diabetic
 - c. Vomiting
 - d. choking
63. The direct care worker has many responsibilities. Which one below is NOT one of the responsibilities?
- a. Fall prevention
 - b. Light housekeeping
 - c. Making decisions for a consumer who is capable of making decisions
 - d. Assisting the consumer with activities of daily living
64. The consumers had a stroke and must stay in bed in change. Which procedure is the best choice?
- a. Keep the consumer covered, position him on his side, back facing away, roll bottom linens close to him toward center of bed, place clean bottom linens with center fold nearest him, roll clean bottom

linens nearest him and tuck under soiled linen. Log roll him over onto the side facing worker, move to other side of bed, remove soiled linens, unroll bottom sheet and tuck it under mattress, position him and cover him

- b. Log roll him to one side, pull soiled linens out from under him, put clean linens on bed by sliding everything under him while he's on his side, tuck each side under the mattress, have him move to middle of bed
 - c. Remove the pillows so his head is flat, pull the sheets out from under him, slide the sheet under his buttocks and pull up to his shoulders, then pull down towards feet, tuck in the sheet, return the pillow
 - d. Try to lift him into a chair so it'll be easier to make the bed
65. It is important to smooth out wrinkles on the consumer's bed because:
- a. It will look nice and help the consumer sleep better
 - b. It will be easier to keep clean
 - c. It helps decrease the risk for skin irritation and bed sores
 - d. The consumer's cat likes it that way