

MORNING GLORY HOMECARE, INC.

4 HOUR IN-OFFICE TRAINING

COMPETENCY TEST

EMPLOYEE RULES

1. Caregivers are allowed to accept money for gas or food from the client? True or False
2. Caregivers are allowed to give medical advice concerning a client? True or False
3. The client, a family member, or assigned nurse, must see that medication is counted out and placed in containers, like a pill planner box, outlining the frequency and dosage of each medication? True or False
4. Caregivers may give a client their phone number so the client can get a hold of them? True or False
5. It is okay to leave a message on the office answering machine, without any follow up to confirm the message has been received, when calling off? True or False
6. It is required to give proof of a call off when calling off, due to an emergency, less than 3 hours before your shift is supposed to start? True or False
7. Caregivers should arrive to a client's home 10 minutes early to review the client notebook and/or discuss the client's condition with the caregiver you are replacing? True or False
8. Caregivers are allowed to bring food from home for their clients? True or False
9. If your family or close friends need to contact you while you are working to notify you of an emergency, they should:
 - a) call your cell phone which is always left on.
 - b) come by the client's home to tell you in person.
 - c) call the senior care company you are employed with and let them contact you appropriately.
10. What do you do the first day of an assignment with a senior client?
 - a) watch television
 - b) clean out the closets
 - c) get acquainted with each other

REPORTING AND DOCUMENTATION

11. Caregivers should write out client's notes every half hour? True or False
12. The client's notes should be about the client only? True or False
13. When writing in the client's notes, it is important to document the percentage of food and fluid intake? True or False
14. Changes in the client's mental/physical status should be documented in the client's notes and reported to the office? True or False
15. Caregivers should sign and date their entry when documenting in the client's notes? True or False
16. Legal issues for proper Care Plan documentation include:
 - a) confirming specific care duties were performed at specific times
 - b) confirms medications and meals were taken (or not taken)
 - c) confirms job duties of caregiver took place as scheduled
 - d) all of the above

17. Items included in Daily Care Notes include:

- a) meals eaten and time of meals
- b) activities
- c) nap times and length
- d) all of the above

18. Client Care Plan documentation is important to provide feedback to family members and medical doctors and to monitor caregiving. Care documentation includes:

- a) recording daily activities in the Care Plan
- b) caregiver's work schedule
- c) local movie schedule

CAREGIVER JOB DESCRIPTION

19. Caregivers should climb up on ladders to dust blinds when a client asks them to? True or False

20. Vacuuming, sweeping, and dusting are all part of a caregivers job description? True or False

21. Caregivers should do laundry for other family members (other than their spouse) of the client? True or False

22. Caregivers are allowed to leave dishes in the sink when leaving the client's home? True or False

23. When running errands for the client, the caregiver should call the office before leaving and upon returning to the client's home? True or False

24. If a caregiver uses their own vehicle to transport a client, should the caregiver let the office know of their mileage as soon as they return to the client's home? True or False

25. The caregiver job description includes:

- a) recording daily care notes
- b) diagnosing medical conditions
- c) painting the house

26. Hourly caregivers receive an hourly pay rate and over-time pay after working:

- a) 20 hours a week
- b) 30 hours a week
- c) 40 hours a week

27. The caregiver job description includes all of the following except:

- a) taking out the garbage
- b) engaging in mental and physical exercise
- c) administering medications
- d) companionship

COMMUNICATION

28. When speaking to a person who is hearing impaired, you should have the person's attention and stand directly in front of them before speaking to them? True or False

29. If the client is deaf, it is okay to use body language to convey the message? True or False

30. Being legally blind means you can not see anything at all? True or False

31. If a client is visually impaired, you should treat them like a sighted person? True or False

32. When taking a visually impaired client out, you should not explain their surroundings to them or help guide them? True or False

33. Aphasia is a total or partial loss of the ability to use or understand words? True or False
34. For expressive aphasics, it is like having a word "on the tip of your tongue" and not being able to call it forth? True or False
35. You should avoid sitting in a room with an Alzheimer's client that has a lot of sensory stimulation or if the room is very noisy? True or False
36. You should ask an Alzheimer's client more than one question at a time? True or False
37. One way to connect with seniors better is to be familiar with events that happened in their generation. Most seniors are Baby Boomers or G.I. Generation (Traditionalists) and witnessed the following events:
- a) Vietnam War
 - b) Civil Rights Movement
 - c) First Moon Landing
 - d) all of the above
38. Hearing loss typical of older age is associated with:
- a) listening to loud music as a teenager
 - b) gradual, symmetrical loss of hearing of high-pitched frequencies
 - c) inability to listen well

PERFORMANCE OF PERSONAL CARE TASKS

39. Never put a clients hearing aids in as soon as they get up in the morning? True or False
40. If you hear a whistle coming from the hearing aid when placed in the client's ear, this is a sign that the hearing aid is not fitting properly or there is a buildup of wax/fluid in the ear? True or False
41. The client's hearing aids should always be kept in their ears while sleeping at night? True or False
42. Caregivers can set up the client's medications daily? True or False
43. Caregivers may assist a client with medication reminding only when medications have been preselected by the client, a family member, a nurse, or a pharmacist and are stored in containers other than the prescription bottles? True or False
44. Respiratory care is considered a skilled care and caregivers may adjust oxygen flow or change the tanks? True or False
45. Skin care may be performed by a caregiver only when the skin is unbroken and when any chronic skin problems are not active? True or False
46. Caregivers may use a bandage on a client's wound if necessary? True or False
47. Caregivers may assist client's with ambulation? True or False
48. Caregivers cannot assist with putting on support stockings? True or False
49. Caregivers may not perform passive range of motion exercises on a client? True or False
50. Caregivers may assist with feeding a client if they can swallow independently and can be positioned upright? True or False
51. You may color or cut a client's hair if they request that you do so? True or False
52. It is okay to trim a client's fingernails as long as they are not diabetic? True or False
53. When shaving a client, you may only use an electric or a safety razor? True or False
54. Caregivers may assist a client with bedpans, urinals, commodes, peri-care, or changing of clothing and pads of any kind used for the care of incontinence? True or False
55. Caregivers may change external urinary collection devices such as catheter bags? True or False
56. Caregivers can give a client suppositories or an enema? True or False

57. Maintaining good personal hygiene is an essential part of caring for an elderly person, it enhances a person's physical and mental well-being? True or False
58. When washing a person who is bed bound, you should first start with the legs and work your way up? True or False
59. When washing a client's private area, you should work from the front to the back with a fresh basin of water? True or False
60. You should use a blanket to cover parts of the body until you are ready to wash them? True or False
61. You should use a tooth brush and toothpaste to clean a client's dentures? True or False
62. If you need to do oral care on a bed bound client and they are unable to sit up, you should turn the client on to his or her side? True or False
63. When shaving a client, you should shave them in a lateral or descending motion? True or False
64. If the client has dry skin it is okay for you to put lotion on them, including their feet? True or False
65. Confusion, medication, and distractions can all affect a client's ability to walk independently? True or False
66. When ambulating a client with a walker, you should instruct them to take short steps and keep their head down and eyes looking forward? True or False
67. When ambulating a client with a cane, you should instruct them to move the cane forward and a little outside of their strong leg. The client should use the cane on their stronger side? True or False
68. Inability to express the need to go, trouble undressing, chronic illness, and infections can all be causes of urinary incontinence? True or False
69. If a client is incontinent you should wait until they soil before taking them to the restroom? True or False
70. Constipation can occur in a client if they have a lack of exercise and inadequate hydration? True or False
71. A pressure sore is an ulcerated area of skin over a bony prominence. When localized parts of the body are under continuous pressure, blood supply to that area is hindered and a pressure sore develops as a consequence? True or False
72. What can a caregiver do to help stimulate circulation in the senior's body?
- a) serve them a piece of cheesecake
 - b) assist with moving the arms and legs if the senior cannot do so on their own or coach them to do leg lifts and arm lifts with weights or soup cans
 - c) give them a glass of water
73. What type of toothbrush should a senior use?
- a) no need for seniors to brush their teeth anymore
 - b) a soft toothbrush or use a gauze-wrapped popsicle stick or cotton swab if gums are extra sensitive
 - c) electric toothbrush

ADAPTIVE EQUIPMENT

74. Caregivers may use a gait belt when transferring a client? True or False
75. When using a slide board, you should place one end of the slide board under the client's hip closest to the wheelchair. Place the other end of the slide board on the edge of the wheelchair seat? True or False
76. When you use a gait belt you should put it underneath the arm pits? True or False
77. When using a Hoyer lift, the base must be close together to maximize stability? True or False
78. Bathroom safety includes assessing the need for safety equipment such as:
- a) grab bars
 - b) non-skid rugs or floor mats

- c) a shower chair
- d) all of the above

79. Safe lifting tips include:

- a) bend at the knees
- b) make a wide stance with your feet
- c) keep the senior client close to you
- d) all of the above

80. Proper training in using transfer equipment may be provided by:

- a) an Occupational Therapist
- b) a Physical Therapist
- c) a neighbor
- d) both A and B

BASIC HYGIENE AND INFECTION CONTROL

81. Soiled laundry should be washed apart from other household laundry in hot, soapy water? True or False

82. Thermometers should be wiped with alcohol after use? True or False

83. Always recap needles once used? True or False

84. Disposable gloves should be used when a caregiver may come into contact with:

- a) food
- b) bodily fluids
- c) blood
- d) both B and C

85. Personal protective equipment such as face masks and aprons should be worn:

- a) never, as you don't want to offend the senior client
- b) when someone has a contagious infection
- c) when there is a risk of blood and bodily fluids contaminating your clothing
- d) both B and C

86. Key situations when hand hygiene should be performed include:

- a) before touching a client
- b) after contact with blood, bodily fluids, or excretions
- c) after glove removal
- d) all of the above

87. Singing "Happy Birthday to Me" should be done when:

- a) you want to have a good day at work
- b) you are washing your hands- as the length of time it takes to sing the song is the length of time you should wash your hands which is 15 seconds
- c) it is your birthday only

MAINTENENCE OF CLEAN, SAFE, AND HEALTHY ENVIRONMENT

88. You should never put smoke detectors in hallways and near sleeping areas? True or False

89. You should watch for falls if a new medicine has been started, increase in any medications, or an increase in weakness? True or False

90. If someone is prone to turning on appliances, you should remove the knob for safety? True or False

91. If a pan catches fire you should never cover it? True or False

92. In order to avoid falls, you should avoid using throw rugs and avoid slippery surfaces? True or False

93. You should wear dark, loose fitting clothing if the weather is hot outside? True or False

94. You should always record when medication has been taken? True or False

95. Maintaining a clean environment will enhance:

- a) the ability to care for the senior and create a positive lifestyle for both the senior and caregiver
- b) it doesn't really matter- hope the senior has a cleaning service

96. Seniors who are on oxygen therapy should never:

- a) be near an open flame
- b) smoke a cigarette
- c) both A and B

97. Personal Protective Equipment is also called:

- a) Personal Pep
- b) PPE
- c) Equipment on the Go

98. Chemical hazards include household cleaning products? True or False

RECOGNIZING EMERGENCIES/EMERGENCY PROCEDURES

99. In an emergency you should have these items handy- flashlight, water, blankets, fire extinguisher, and batteries? True or False

100. It is okay to smoke in the home if oxygen is in use? True or False

101. A tornado watch means that a tornado is possible in your area? True or False

102. A tornado warning means a tornado has not been sighted and is not in the area? True or False

103. When a tornado warning is issued, you should go to the safe place you picked to protect yourself from glass and other flying objects? True or False

104. A winter storm warning means a winter storm is possible in your area? True or False

105. You should test your smoke detector once a year to make sure the batteries are working properly? True or False

106. When a heat wave is predicted or happening, you should drink plenty of fluids even if you do not feel thirsty? True or False

107. Signs of heat exhaustion are hot, red skin; changes in consciousness; rapid, weak pulse; and rapid, shallow breathing? True or False

108. A heat stroke a life-threatening situation? True or False

109. If a client gets a nose bleed, you should pinch the nose and tilt the head backwards? True or False

110. If a client gets a bruise you should apply a cold compress? True or False

111. Natural Disasters include:

- a) earthquakes
- b) hurricanes
- c) floods
- d) all of the above

112. Fire preparedness means knowing where to find:

- a) fire extinguisher
- b) blankets
- c) telephone
- d) both A and B

113. An emergency preparedness plan means:

- a) call 911
- b) you have a plan of action for how to evacuate, where to go, how to help your senior client, who to call, who does what, and when to implement
- c) you have a plan of care

CONFIDENTIALITY

114. It is okay to discuss client information with your friends and family? True or False

115. If you break confidentiality with the client, they have the right to file charges against the caregiver for knowingly disclosing personal information? True or False

116. It is okay to bring a friend, significant other, or children to the client's home? True or False

117. HIPAA means:

- a) your senior client broke two hips = hipaa
- b) Health Insurance Portability and Accountability Act granting confidentiality of health care information between the patient/client and health care providers
- c) you cannot share your senior client's information with anyone other than authorized senior care company personnel
- d) both B and C

118. If a Medical Doctor were to call the senior's home for information, you should:

- a) answer all questions they ask
- b) refer them to your company's Care Manager or Director
- c) hang up on them

119. A senior client's financial information should be shared with nobody else? True or False

ABUSE AND NEGLECT

120. Physical elder abuse is accidental use of force against an elderly person that results in physical pain, injury, or impairment? True or False

121. Verbal forms of emotional elder abuse include intimidation through yelling or threats, humiliation and ridicule, and habitual blaming or scapegoat? True or False

122. Sexual elder abuse is contact with an elderly person with the elder's consent? True or False

123. Financial exploitation involves unauthorized use of an elderly person's funds or property, either by a caregiver or an outside scam artist? True or False

124. Elder neglect can be active or passive? True or False

125. Signs of physical abuse may be unexplained bruises, welts, or scars? True or False

126. Being left dirty or unbathed or in unsuitable clothing or covering for the weather is neglect? True or False

127. If a client wants to go grocery shopping it is okay for you to sign their check? True or False

128. Risk factors for elder abuse among caregivers are inability to cope with stress and depression? True or False

129. The chain of command for reporting abuse is contacting the main office immediately? True or False

130. Over-charging a senior for a service is a type of:
- a) physical abuse
 - b) financial abuse
 - c) emotional abuse
131. The following is considered a type of elder neglect:
- a) passive neglect
 - b) active neglect
 - c) self neglect
 - d) all of the above
132. Failing to report elder abuse could result in the following:
- a) jail time
 - b) financial penalty
 - c) both of the above
133. Elder Abuse can be defined as:
- a) forgetting to bring flowers to my senior mother
 - b) any action by a trusted individual that causes physical or emotional harm to the victim
 - c) only verbal abuse which includes yelling and shouting

STROKES

134. In the U.S., stroke is the second leading cause of death, killing 160,000 people each year and the leading cause of adult disability? True or False
135. Ischemic stroke occurs when arteries are blocked by blood clots or by the gradual buildup of plaque and other fatty deposits? True or False
136. Hemorrhagic stroke occurs when a blood vessel in the brain breaks, leaking blood into the brain? True or False
137. Three million brain cells die every minute during stroke, increasing risk of permanent brain damage, disability, or death? True or False
138. Sudden numbness or weakness of the face, arm, or leg, especially on one side of the body, is a sign of a stroke? True or False
139. There is a simple test that will help you detect stroke symptoms, what is it?
- a) F.A.R.T.
 - b) F.A.S.T
 - c) F.A.C.T.
140. Lifestyle stroke risk factors include:
- a) Smoking
 - b) Watching too much television
 - c) Being overweight
 - d) Drinking too much alcohol
141. Speech and language deficits effect verbal expression, reading, and writing? True or False
142. Every stroke victim has the same needs? True or False
143. Dignity is not important when dealing with a stroke victim? True or False

PARKINSON'S DISEASE

144. Parkinson's Disease develops gradually, often starting with a barely noticeable tremor in just one hand? True or False
145. The face will show expressions, and your arms will swing a lot when you walk? True or False
146. There is a cure for Parkinson's Disease? True or False
147. The characteristic shaking associated with Parkinson's Disease often begins in a hand? True or False
148. Many people with Parkinson's Disease experience substantial tremor? True or False
149. Muscle stiffness often occurs in your limbs and stomach? True or False
150. Parkinson's Disease can impair posture and balance? True or False
151. There is a cure for Parkinson's Disease? True or False
152. Many symptoms of Parkinson's Disease result from the lack of a chemical messenger, called dopamine, in the brain? True or False
153. Risk factors for Parkinson's Disease include age, heredity, sex, and exposure to toxins? True or False
154. Complications of Parkinson's Disease may include diarrhea because the digestive tract works too quickly? True or False
155. Parkinson's Disease may cause either urinary incontinence or urine retention? True or False
156. Dressing can be the most frustrating of all activities for someone with Parkinson's Disease. The loss of fine motor control makes it hard to button and zip clothes, and even to step into a pair of pants? True or False
157. Up to 70% of Parkinson's sufferers suffer from depression? True or False
158. Persons with Parkinson's have to pace their activities and take lots of rest breaks? True or False
159. Pets are good for people that have Parkinson's Disease? True or False
160. You should encourage a person to exercise if they have Parkinson's Disease? True or False
161. There are different approaches to help your care recipient get into bed. You might suggest sitting on the edge of the bed, lowering sideways onto an elbow, and then bringing the legs up onto the bed. This is a method you can use to help a client with Parkinson's get into bed? True or False

DIABETES

162. Diabetes affects the body's ability to produce or respond to insulin? True or False
163. Insulin is a sugar substance that allows blood glucose to enter the cells of the body and be used for energy? True or False
164. Diabetes is an infectious disease? True or False
165. Two problems occur when blood glucose levels are elevated. Body cells become starved for energy and over time, the high glucose levels can damage the nerves, eyes, kidneys, heart, and blood vessels? True or False
166. When blood sugar falls too low, the body will begin a process to decrease blood sugar? True or False
167. Symptoms of Diabetes don't include excessive thirst and extreme hunger? True or False
168. There are four main types of Diabetes? True or False
169. Diabetes can be controlled? True or False
170. Ways to control Diabetes are maintaining blood glucose levels, blood fat levels, and weight, following a diet, exercise, and eating at regular intervals? True or False
171. Diabetes can be diagnosed by performing a fasting plasma glucose test? True or False
172. Exercise is good because it helps promote weight loss and maintenance of ideal body weight, and

- also increases cardiovascular risk by making the heart pump more efficiently? True or False
173. Type II Diabetes usually occurs in people over the age of 50? True or False
174. Obesity is a major risk factor for Type II Diabetes? True or False
175. The most common symptoms of Type II Diabetes for adults are: excessive thirst, increased urination, fatigue, and blurred vision? True or False
176. About one in ten people with Diabetes enters the hospital for foot problems? True or False
177. There are two ways to test your blood sugar levels, finger stick method and noninvasive method? True or False
178. When using the finger stick method, step number four is to put a drop of blood on the test strip? True or False
179. You should always document the results and time you took the test? True or False
180. With the noninvasive method, you wear it on your wrist like a watch and it takes the reading through your skin? True or False

HOSPICE

181. If a patient repeatedly requests to get in and out of bed over and over, the patient may be suffering from what is called “terminal agitation” or “terminal restlessness?” True or False
182. When assisting a hospice client out of bed, you should place your feet and knees directly in front of the patient's feet and knees, blocking them in place, preventing his legs from sliding out from under him? True or False
183. When working with a hospice patient, you should maintain a peaceful atmosphere? True or False
184. Patients who are on hospice show all the same signs when approaching death? True or False
185. There are two phases which arise prior to the actual time of death: the “pre-active phase of dying” and the “active phase of dying?” True or False
186. The pre-active phase of dying may last approximately three days? True or False
187. Signs of the pre-active phase of dying may be decreased intake of food and liquids, increased periods of sleep, and beginning to show periods of pausing in breathing whether awake or sleeping? True or False
188. Signs of the active phase of dying are the ability to swallow fluids and solid foods, frequent urine output, and the patient is easily aroused? True or False
189. Always remember the patient can hear you even up until the very end, even though he or she cannot respond by speaking? True or False
190. If you have questions about any of the changing signs or symptoms appearing in your patient, ask your hospice nurse to explain them to you? True or False
191. When a body is preparing to die, it is not natural that eating should stop? True or False
192. It is common for hospice patients to be confused, talking to people, and about places and events that are unknown to others in one to two weeks prior to death? True or False
193. Days or hours before death many different things can happen. The patient may get a surge of energy, blood pressure may decrease, have irregular breathing, or their pulse may be weak and hard to find? True or False

DEMENTIA

194. Dementia is a normal part of aging? True or False
195. There are many types of Dementia? True or False
196. Parkinson's Disease is a type of Dementia? True or False
197. Alzheimer's Disease can be prevented? True or False

- 198. A person with the early stages of Alzheimer's can take longer with routines like getting dressed? True or False
- 199. During what stage of Alzheimer's might a person wander outside and get lost? Early Middle Late
- 200. How many years can the last stages of Alzheimer's Disease last? 4 yrs 6 yrs 2 yrs
- 201. When a person with Alzheimer's is having a difficult day, you should ignore them? True or False
- 202. When communicating with an Alzheimer's patient you should argue with them if they don't make sense? True or False
- 203. A change in routine can cause behaviors in an Alzheimer's patient? True or False
- 204. People with Dementia may be paranoid or suspicious at times? True or False
- 205. Sun Shadowing is when a person with Dementia gets anxious later in the day, as the stress of the day builds up? True or False
- 206. Hallucinations occur when a person hears or sees things that are not there? True or False
- 207. Is setting up a routine for a person with Alzheimer's important? True or False
- 208. If a client who has Dementia refuses to take a bath, you should close the door and leave them in the bathroom to do it themselves? True or False
- 209. You should encourage a client with Dementia to assist you with activities of daily living skills, like dusting and folding clothes? True or False
- 210. When helping a client with Dementia eat, you should give them clear and simple two-step directions? True or False
- 211. Sleep disturbance may be caused by dreams, too much exercise, or night-day confusion? True or False
- 212. How fast can a pressure sore occur?
 - a) 2 hours
 - b) 45 min.
 - c) 15 min

MORNING GLORY HOMECARE, INC.
FIRST 4 HOURS OF TRAINING
COMPETENCY TEST

EMPLOYEE NAME: _____

SCORE: _____

PASS/FAIL: _____

 EMPLOYEE SIGNATURE

 DATE

 OFFICE PERSONEL SIGNATURE

 DATE