



Annual Competency #2
(Please answer all questions and sign)

Name: _____

Confidentiality

1. The best place to discuss your clients with other co-workers is:
 - a. In the hallway.
 - b. In the cafeteria.
 - c. In a private room with a closed door.
 - d. In the employee break room

2. Is it okay to discuss your client's health status with people who are directly involved in the client's care?

True False

3. Your client is complaining of chest pains. You call 911 on his behalf. The operator begins asking you questions about his medical history, you should:
 - a. Hang up and have your supervisor make the call.
 - b. Provide the information because it's an emergency situation.
 - c. Put the client on the phone to give consent for you to speak for him.
 - d. Politely refuse to provide your clients personal health information.

Consumer Control

1. Client-centered communication includes communication with the client, the family, and the entire care team.

True False

2. It is impossible to honor client preferences if the client cannot speak.

True False

3. Clients have the right to be involved in the care planning process.

True False



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Helping with Instrumental Activities of Daily Living (IADL)

- 1. Most people learn IADL skills when they are:**
 - a. Children
 - b. Teenagers
 - c. In college
 - d. In their 60's

- 2. IADL's are activities such as:**
 - a. Meal Prep
 - b. Shopping
 - c. Housework
 - d. All the above

- 3. It is common for clients to deny having problems with performing their own IADL's?**

True False

Recognizing Changes in the Consumer and Reporting

- 1. Abnormal vital signs are considered "urgent" and should be reported immediately.**

True False

- 2. A normal pulse range is between 40 and 80 beats a minute.**

True False

- 3. Constipation is defined as going longer than three days without a bowel movement.**

True False



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Basic Infection Control and Universal Precautions

1. 80 percent of all infectious disease spread by touch?

True False

2. Some germs carried on our hands:

- a. Strep throat
- b. Pink Eye
- c. Cdiff
- d. All the above

3. A urinary tract infection the most common type of healthcare-associated infection?

True False

4. Using waterless hand sanitizers throughout the day eliminates the need for washing with soap and water.

True False

5. Following standard precautions mandatory under federal law?

True False

6. A client with the flu should be placed on (Pick two) :

- a. Standard precautions
- b. Droplet precautions
- c. Contact precautions
- d. Airborne precautions

7. Bodily fluids like urine and vomit should be disposed of in the sink or tub.

True False



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Handling of Emergencies

1. Everyone can benefit from assembling a disaster preparedness kit?

True False

2. If you suspect your client has hypothermia, you should put them in a hot shower?

True False

3. If a direct care worker is working with a confused client, it is safe to leave sharp objects like knives and scissors out.

True False

4. When a client has fallen, appears injured, and you have called 911, you must notify the agency

True False



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Documentation

- 1. If you suspect that an older adult is being abused or neglected, you are to document your observations and report your concerns to the agency as soon as possible**

True False

- 2. In case your client has an emergency, it is not important for caregivers to write down phone numbers of their client’s family members or power of attorney to call.**

True False

- 3. If you are writing a report and make a mistake, you should use white out to correct your documentation?**

True False

Elder Abuse/Neglect

- 1. Giving a client the “silent treatment” is not a form of emotional abuse.**

True False

- 2. A caregiver is obligated and can be charged with negligence for failing to report suspected abuse or exploitation by another person.**

True False

- 3. When you hear your client giving their personal information over the phone, you should:**

- a. Report it to their family**
- b. Talk to the client**
- c. Report it to the agency**
- d. All the above**



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- 4. You witnessed your client giving another Aide her login and password to her online bank account. A client giving private information to a caregiver is acceptable.**

True False

- 5. During a bath, you notice your client has some bruises on her arms and legs. She tells you it happened when another Aide bathed her too roughly. The caregiver should report their observations to the agency right away.**

True False

Dealing with Difficult Behaviors

- 1. The key to dealing with difficult and combative people is to try to teach them a better way to behave.**

True False

- 2. You may be dealing with a bully if the difficult behavior is uncivil and:**
- a. Annoying.**
 - b. A waste of everyone's time.**
 - c. Repeated over a period of time with the intent to harm**
 - d. Randomly occurs with different people when stress levels are high.**

- 3. Always go alone when caring for clients who have a history of being combative, so they will not feel "ganged up" on.**

True False



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Activities of Daily Living-Personal Care

Feeding

- 1. A client with nectar-thickened liquids should be encouraged to use a straw.**

True False

- 2. A client with dysphagia (swallowing problems) should be offered foods like yogurt and applesauce?**

True False

- 3. Which client is MOST at risk of developing an eating problem?**

- a. A man who has just turned 65.
- b. A 76-year-old widower on a tight, fixed budget.
- c. An independent and positive 86-year-old on a diabetic diet.
- d. A woman completely recovered from a stroke suffered one year ago

Bathing

- 1. Tub baths place clients at higher risk for:**

- a. Falls
- b. Burns
- c. Drowning
- d. All the above

- 2. When a caregiver is bathing a client in bed, he/she can use the same washcloth for facial and pericare.**

True False



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3. A client getting in and out of a shower offers the greatest danger with a high risk of falling. As caregivers assist in this process, the caregiver is at risk for falling too. Pick the three reasons double falls can occur:
- Client is not paying attention to what the caregiver is suggesting.
 - At the end of bathing, the client is tired or relaxed.
 - The client's physical condition has declined.
 - The client's body is wet and slippery.

Hair, Skin, Shaving, Grooming, Mouth Care

1. Hair care is an important aspect of regular hygiene. The goals for hair care are to help:
- Prevent irritation to the scalp and damage to the hair.
 - Hair washing promotes growth of new hair and distributes oils in the hair.
 - Promotes self-esteem for client
 - All the above
2. If a caregiver is going to shampoo a client's hair in a chair, circle the equipment that would be needed.
- Wash cloth
 - Shampoo
 - Hair dryer
 - Scissors
3. What equipment is needed to shave a male client?
Circle the best three answers.
- Toothbrush
 - Safety edge razor or electric razor
 - Shaving cream
 - Basin of warm water

4. The purpose of shaving the client is to provide them with relaxation.

True False

5. Dentures should be boiled in water daily.

True False



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6. Circle the three most important reasons a caregiver encourages the client to brush, floss and use mouthwash.

- a. Cleanliness
- b. Promotes healthy teeth and gums
- c. Gives them bad breath
- d. Reduces cavities

7. If your client's skin is dry, you are permitted to use moisturizer on their body.

True False

8. Older people can have very sensitive skin that can tear and bruise very easily.

True False

9. A client should always have the caregiver put their make-up on.

True False

10. A caregiver should use a hot curling iron on their client.

True False



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Dressing

- 1. A caregiver should recommend to their client to sit down when they are putting on or taking off their clothes.**

True False

- 2. Circle the three best answers when it comes to dressing your client.**
- a. Make sure your client is dressed appropriately for the weather and activities.
 - b. Provide privacy and warmth by keeping client covered if assisting in dressing.
 - c. Leave client to dress if they have bad balance and tell you to leave room.
 - d. Always observe the skin for any changes.

- 3. Allowing a client to make choices about what they are going to wear, makes the client feel more independent.**

True False

Mobility-Ambulation and Transfers

- 1. A major benefit of maintaining mobility is that it lowers the:**
- a. Blood pressure
 - b. Need for long term care
 - c. Risks of falls
 - d. None of these
- 2. Caregivers should encourage clients with weakness in both legs to ambulate with a cane.**

True False



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3. Before a caregiver transfers a client from the bed to chair, caregivers must ensure safety and positioning of client. Circle the three best answers.

- a. Make sure the client's buttocks is at the edge of bed
- b. Client should lean back slightly
- c. Feet should be flat/toes pointed ahead
- d. Securely grab client's waistband

4. Helping clients with ambulation is a balancing act between having fun but also ensuring their safety.

True False

5. A typical age-related change that can decrease ambulation and transfers are:

- a. Loss of strength
- b. Stiff joints
- c. Gait changes
- d. All of these

Toileting

1. Circle the three best answers. Depends (adult briefs) are used for:

- a. Clients that do not wear their underwear.
- b. Individuals with urine and/or bowel incontinence.
- c. Clients that need to use a bedpan or urinal.
- d. Helping older adults that cannot get to the bathroom in a timely manner.

2. Caregivers should restrict fluid intake to avoid urinary incontinence, toileting and so you also do not have to change the client as frequently.

True False

3. A 3-1 commode can be used over the toilet and bedside.

True False



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Meal Preparation and Feeding

1. A confused client may benefit from having a television on during meals.

True False

2. A client with a poor appetite may be suffering from constipation.

True False

3. A client with reflux should be encouraged to lie down after meals

True False

4. When planning meals, you should use foods with a lot of saturated fats because they are there the “good fats”.

True False

5. If your client needs assistance in feeding, what procedures should be followed?(Multiple Answers)

- a. Talk with the client during the meal
- b. Allow and encourage the client to rest and swallow
- c. Alternate giving the foods on the plate
- d. Give the client a drink while the client is chewing food



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Self-Administered Medicines

- 1. If the medication is a different size or color than it was in the past, you should flush it down the toilet.**

True False

- 2. A caregiver can fill up the client's weekly pillbox.**

True False

- 3. Your client refuses to take his/her morning pills so you convince them to let you place the pills directly in their mouth. Caregivers are allowed to put medicines directly in the mouth.**

True False

- 4. You can get trusted information about the client's medicine from the family, nurse, doctor, and pharmacist not from Google.**

True False

Signature: _____

Date: _____