

3RD QUARTER IN-SERVICE TEST FOR CAREGIVERS

1. TRUE OR FALSE

Gossiping about the client outside of the work environment to your friends or family, or chatting loudly about the client's situation in front of others, is a violation of their confidentiality.

2. If a caregiver notices a CLIENT or co-worker making inappropriate sexual comments or gestures, they should:

- A. Ignore it and move on
- B. Join in the conversation
- C. Report the incident to their supervisor
- D. Leave the situation quiet

3. TRUE OR FALSE

If your client's family is engaged in an argument in your client's room, you should ignore them and continue working.

4. Which of the following is the most appropriate way for a caregiver to support a dying client emotionally

- A. Avoid conversations about death to keep the client from becoming upset
- B. Change the subject when the client expresses fear or sadness
- C. Offer a calm, listening presence and allow the client to express their feelings
- D. Encourage the client to focus only on positive thinking and avoid negative emotions

5. What is one of the first signs of dehydration in a client?

- A. Increased heart rate
- B. Dry mouth and skin
- C. Frequent urination
- D. Shortness of breath

6. Examples of Common Breaches of Confidentiality:

- A. If you are talking on your cell phone regarding your client, and you are in a public area.
- B. Telling friends and family who your client is.
- C. Sharing personal information about your client.
- D. Working in one client's home and talking about your other client.

7. TRUE OR FALSE

Submitting a time sheet using the name of an employee who is approved to work, but a different person did the work and receives payment. Is this MEDICAID FRAUD?

8. TRUE OR FALSE

Advanced Directives are legal written instructions about future medical care if a person is unable to voice their medical care wishes in the future due to a rapidly deteriorating health condition.

9. As a caregiver, if you feel uncomfortable due to a client's behavior, what is the first step you should take?

- A. Ignore the behavior and continue working
- B. Tell the client to stop immediately and inform a supervisor
- C. Talk to the client's family about the behavior
- D. Keep the situation to themselves and avoid confrontation