



Personal Care Attendant (PCA) Exam

Choose ONE correct answer for each multiple-choice question.

Read carefully and enter the correct answer on the answer sheet by clicking the appropriate box.

Section 1: Role Responsibility and Expectations

1. As a direct care provider, you may be responsible for all the following EXCEPT:

- a. Light housekeeping
- b. Assisting the client with food preparation
- c. Doing whatever the client wants
- d. Engaging the client in conversation or social activities

2. As a direct care provider, you will be responsible to:

- a. Notify the client's doctor of any changing medical conditions
- b. Develop the client's goals for care and service plan
- c. Contact your supervisor with any client change or concern
- d. All of the above

3. As a PCA, you can perform all of the skills EXCEPT:

- a. Complete bed bath
- b. Assisting the client in opening a medication bottle
- c. Contacting your supervisor with any client change or concern
- d. All of the above

4. As a PCA, you can do all but:

- a. Observing the client
- b. Changing the service plan for the client, based on client/family input
- c. Recording a blood pressure reading for a client
- d. Reporting client changes to your supervisor

5. While providing care, you are asked to perform a task you have never done before, you should:

- a. Ask the client to help you the first time through
- b. Call your supervisor
- c. Look up the task on your phone
- d. Check with another personal care assistant that cares for the client

6. When providing care to a new client, you prioritize the tasks on your service plan:

- a. In alphabetical order
- b. In the order preferred by the client
- c. In the order the family would like
- d. In the order preferred by you, as long as all items are completed

7. You are seeing Mr. Johnson to assist him in daily personal care. Mr. Johnson is a heavy gentleman and requires some assistance to get into the tub and onto the shower chair. Generally, his wife is available to help you get him into the tub, but today she is getting her hair styled. What would be the BEST solution to help Mr. Johnson get into the tub?

- a. Try to move Mr. Johnson by yourself, but tell Mr. Johnson to be extra careful
- b. Use a slide board, as you have been instructed, and have Mr. Johnson slide from the toilet commode to the shower chair with your assistance
- c. Tell Mr. Johnson he must wait until his wife returns to bathe
- d. Give Mr. Johnson a bed bath

Section 2: Ethical and Legal Issues

8. A client accuses you of stealing his wallet. You have not seen his wallet, but the client will not believe you. Your BEST response is:

- a. Ask if he would like you to leave
- b. Explain to the client once again that you did not take his wallet
- c. Call his family and explain that you did not take the missing wallet
- d. Explain to the client that you didn't take his wallet and offer to help him look for it

9. As a PCA, it will be important to maintain professional boundaries and not become overly involved with clients. Signs that you are becoming too involved with the client/family include all EXCEPT:

- a. You provide special services for the client that you would not do for other clients
- b. You visit or call the client when off duty
- c. You think that no other PCA can provide the care for the client that you do
- d. You provide the appropriate amount of care for the client

10. You are seeing your long-term client, Mr. Miller. Mr. Miller really wants to show his appreciation for you and your care and provides you with a \$50 gift card to the mall. You BEST response is:

- a. Tell him thank you
- b. Tell him thank you and make sure you give him extra special attention as thanks
- c. Tell him thank you, but that you cannot accept a gift, but you really appreciate the thought
- d. Tell him thank you and donate the gift to charity

11. You learned from your client that a co-worker has agreed to do "extra" non-approved chores and tasks for a client, such as fill up their medication containers, for an extra cash fee. Your BEST response is:

- a. Tell the co-worker that she is unethical
- b. Call adult protective services
- c. Call your supervisor and report what you know
- d. Find out how you can get in on the deal

12. A client's best friend comes to visit while you are in the home. The friend takes you aside and asks what is wrong with her friend. Your BEST response is:

- a. "I'm sorry, I'm not allowed to discuss that with you"
- b. "you really should ask the doctor for the most accurate information"
- c. "I'll tell you, but keep it confidential"
- d. "I'm really not sure what is wrong with him"

13. Confidentiality refers to sharing information to those authorized by the client and:

- a. With only your supervisor
- b. With only the client's family
- c. With those involved in the client's care
- d. Only with the doctor

14. A breach of client confidentiality may include:

- a. Talking to the client in front of her daughter who has healthcare POA
- b. Documenting what a client says about how they are feeling in their clinical record without their permission
- c. Taking a picture of the client with his permission and posting on Instagram
- d. All of the above

15. You arrive at Mrs. Brown's home who has Alzheimer's disease. She will not allow you to enter and refuses your visit. Your BEST response is to:

- a. Ignore her, recognizing she is confused and enter anyway
- b. Remain calm and pleasant and tell her, "that is too bad, I was really looking forward to looking at those photo albums of your beautiful family again"
- c. Tell her you will call her doctor
- d. Remain calm and pleasant and tell her "I will return tomorrow"

16. Clients have the right to:

- a. Mistreat you
- b. Smoke in their home
- c. Know your personal cell phone number to reschedule visits
- d. As much care as they think they need

17. The client has the right to:

- a. Receive respectful care
- b. Have their medical information kept confidential
- c. Refuse your visit
- d. All of the above

Section 3: Observing, Reporting, and Documenting

18. You are to see Mrs. Smith to assist her with meal preparation and bathing. When you arrive, Mrs. Smith tells you she is too weak to bathe and doesn't feel like eating anything. You should:

- a. Reschedule the visit for the afternoon
- b. Call her daughter to inform her that her mom isn't well
- c. Report the client's condition to your supervisor
- d. Tell Mrs. Smith that she needs to eat and bathe, since it is on her service plan, which she agreed to.

19. Which of the following would you report immediately to your supervisor?

- a. Your client does not want to do their daily exercises
- b. Your client who you see every week usually can ambulate with a cane, and today cannot ambulate and requires a wheelchair
- c. Your client is unhappy with her husband and not talking to him
- d. Your client is out of chicken noodle soup, her favorite meal

20. When documenting for the care you have provided to your client, you should:

- a. Document before you arrive, so you can give your full attention to the client
- b. Document for all your clients at the end of the day to be more efficient
- c. Document as soon as possible after performing the care
- d. Document weekly

21. The MOST important reason you must document on your service plan or care notes accurately

is because the client's clinical record is:

- a. A legal document and inaccurate charting could be considered fraud
- b. Used to calculate your hours worked
- c. Seen by the family, and if it is not accurate, they may be upset
- d. Is used so that your agency can get paid

22. You are seeing Mr. Walters and he requests you take him to his favorite restaurant today as a special treat. Before doing so, you should FIRST:

- a. Check with his family
- b. Check the service plan to determine if this is an allowed task
- c. Check with your supervisor
- d. Find out how he intends to pay for it

23. In your documentation, you need to make sure you add:

- a. Date
- b. Objective documentation
- c. Signature or initials
- d. All of the above

24. The primary purpose of the service plan is:

- a. To provide a rough estimate about what might need to be done for that day
- b. A list of tasks/services that the client and agency have agreed upon to meet the needs of then client
- c. To get paid
- d. A method for the client and the doctor to communicate care changes

25. While you are caring for Mr. Rhodes, he slips on a newspaper on the floor and falls. He does not seem to be injured. Which of the following statements would be the BEST documentation for this incident?

- a. Mr. Rhodes slipped on a newspaper and fell to the floor on his right hip. No injuries were observed and Mr. Rhodes has no complaints of pain. Supervisor contacted
- b. Mr. Rhodes tripped over an object and fell on the floor. Supervisor contacted
- c. Mr. Rhodes fell on newspapers, which were left there by his wife
- d. While caring for Mr. Rhodes, he fell but was not injured

26. Which of the following would require you to complete an incident report?

- a. The client refused his meal
- b. The client told you he wants to be left alone
- c. The client fell on a throw rug, but was uninjured
- d. The client seems more confused today

Section 4: Communication

27. When meeting a client for the first time, you should FIRST:

- a. Ask them what they would like to be called
- b. Introduce yourself
- c. Give them a hug
- d. Tell them the list of tasks you are to do for them

28. You are caring for Mrs. Jones and she tells you that she does not like the way you are cleaning her kitchen. You are cleaning the kitchen exactly as you have been taught, keeping infection control practices in mind. You would tell Mrs. Jones:

- a. To complain to your supervisor because she taught you the cleaning process
- b. You are sorry
- c. You are sorry, and ask what you can do to meet her expectations
- d. That you are there to help with her care and are not a housekeeper

29. When meeting Mr. Andrew Jones, you should call him:

- a. "Drew" as that is the name his wife uses
- b. "Honey or sweetie" as that is more comfortable to you
- c. "Mr. Jones"

d. Avoid using his name at all

30. If your client has a hearing problem, it would be best for you to:

- a. Speak normally
- b. Face the client, but shout so he can hear you
- c. Face the client and speak normally, but a little louder than normal
- d. Speak very slowly and exaggerate your word

31. Your client, who is confused, tells you something that is nonsensical and you don't understand.

Your BEST response is:

- a. Nod and go along with it as if you understand
- b. Ignore him
- c. Watch his facial and nonverbal communication to see if you can better understand what he may be trying to communicate
- d. Ask his wife

32. You are in the home of your client, Mr. Pearson, when he begins to argue loudly with his son regarding if he is safe to live at home independently. You agree with the son and feel the client is no longer safe to be in the home without constant support. Mr. Pearson wants to know what you think.

Your best response is:

- a. Tell Mr. Pearson you are sorry, but you agree with his son
- b. Tell the client and the son that you can see both sides of the situation
- c. Tell Mr. Pearson that he is lucky to have a son who cares so much about him
- d. Ask them if you can contact your supervisor to provide information about options for maximizing Mr. Pearson's safety in a way they both can live with

33. The following are important in communicating with client's EXCEPT:

- a. Listening
- b. Eye contact
- c. Making sure there are not long periods of silence
- d. Be aware of your body language

Section 5: Infection Control

34. According to infection control principles, you should wash your hands for a MINIMUM of:

- a. 1 minute

- b. 20 seconds
- c. 45 seconds
- d. 10 seconds

35. Medical waste, such as urine or feces, is best disposed of by:

- a. Dispose at the local recycling plant
- b. Calling a medical waste transportation company
- c. Flushing down the toilet, as possible
- d. Putting it in an approved container for disposal and then dispose in the regular trash

36. All of the following are true EXCEPT:

- a. Disposable gloves should be changed if they are torn
- b. Hands should be washed before putting on disposable gloves
- c. Disposable gloves can be washed and reused, as long as done properly
- d. Disposable gloves should be worn while providing oral care for a client

37. Gloves must be worn when:

- a. Helping a client toilet
- b. Making a bed
- c. Entering the home
- d. All of the above

38. You should wash your hands:

- a. after eating
- b. Before and after client contact
- c. After removing gloves
- d. All of the above

39. You are working an 8 hour shift in caring for Mr. Baily and you start to feel ill. Two hours into your shift, you begin experiencing chills and have a temperature. You should:

- a. Use a mask the rest of the shift
- b. Use a mask and wear gloves and continue the shift
- c. Apologize to Mr. Baily and explain that you are ill and must leave
- d. Apologize to Mr. Baily and explain to him that you are feeling ill and need to contact your Supervisor

40. The following is true about handwashing:

- a. Hand sanitizer should be used when there is visible dirt on your hands
- b. Friction and soap are not necessary when washing

- c. Hands should be pointed downward while washing
- d. Wearing gloves prevents you from needing to wash your hands

41. Alcohol-based hand sanitizer is appropriate in what situation?

- a. You are helping a client to the bathroom and wearing gloves
- b. Your hands are visibly dirty
- c. You are preparing to enter a client home
- d. All of the above

42. Which of the following best describes standard precautions?

- a. To be used when providing care for all clients
- b. To be used when providing care for clients with infections
- c. To be used when you have an infection
- d. Means to wear non-sterile gloves while caring for your clients

43. What should you wear before helping a client to the toilet?

- a. Gloves
- b. Gloves and gown
- c. Gloves, gown, and mask
- d. Mask and gloves

Section 6: Maintaining a Clean Environment

44. Eliminating wrinkles on the bottom bedsheet when making the bed is important because:

- a. Wrinkles make it more difficult to get good rest for the client
- b. Wrinkles contribute to restless leg syndrome
- c. Wrinkles can contribute to skin breakdown
- d. A wrinkle-free bed will make a client feel less depressed

45. Before cleaning a client home, you will need to consider all of the following EXCEPT:

- a. The needs of the client
- b. Your preference in doing the tasks
- c. The tasks identified on the service plan/care plan
- d. The length of time you have scheduled at the home

46. If you notice an unpleasant odor in the client's bathroom but no observable cause, you may find using_____ would be the BEST option to try first

- a. A box of baking soda

- b. A lit candle
- c. Disinfectant applied on and around the toilet
- d. A mixture of ammonia and bleach to clean both in and around the toilet

47. When cleaning, safety tips that should be followed include all of the following EXCEPT:

- a. Don't mix cleaning products like ammonia and bleach
- b. To clean a spill, use full strength bleach
- c. Use disposable gloves whenever you clean up a blood or bodily fluid spill
- d. Cleaning supplies should be stored in a place that children and disoriented adults can't reach

48. To promote safe food handling for your clients, you should:

- a. Wash your fruits and vegetables thoroughly
- b. Use only frozen organic vegetables and fruits
- c. Throw away all left-over foods, rather than refrigerating them
- d. Cook poultry to a minimal safe internal temperature of 120 deg. F

49. When you change the pillow case for your client, you should:

- a. Place the pillow under your chin to allow you to more easily put the pillowcase over the pillow
- b. Place the pillow under your armpit to stabilize while you put on the case
- c. Turn the pillowcase inside out and place your arm in the pillowcase and grab the middle of the pillow and pull the case around the pillow
- d. It doesn't matter how you change it

50. What is the best approach to cleaning the bathroom?

- a. Start by mopping the floor
- b. Start by cleaning the toilet
- c. Clean from the cleanest to the dirtiest
- d. Clean from the back to the front

51. When cleaning a kitchen, it is best to:

- a. Clean as you go, working from the cleanest to dirtiest
- b. Start by mopping the floor
- c. Clean as you go, working from the dirtiest to the cleanest areas
- d. Follow the tasks exactly in the order listed on the service plan, regardless of what the client wishes

52. You are to see Mr. Perkins for an hour to assist with some light housekeeping and to make his lunch for him. All the items below are on his service plan, but which item would be BEST to do FIRST?

- a. Make him a salad, soup, and sandwich
- b. Take out the garbage
- c. Wash the dishes
- d. Mop the floor

Section 7: Safety and Emergency

53. If a person with dementia becomes aggressive and begins throwing dishes, you should FIRST:

- a. Stop what you are doing, stay calm and back out of the room
- b. Call 911
- c. Notify your supervisor
- d. Restrain the client to maintain their safety

54. Client abuse is to be reported:

- a. Only if you observe it
- b. Only if the client admits it
- c. Only if you have actual proof
- d. Anytime you suspect it

55. All of the following are examples of abuse or neglect for a client EXCEPT:

- a. Hitting, slapping, or kicking
- b. Failure to take them to get their hair done, as requested
- c. Statements that criticize or condemn the client
- d. Threats of depriving the client of necessary items, such as food, clothing, or medications

56. You notice a few new bruises on your client's upper arm that she cannot explain, you think she may be abused. You should:

- a. Call your supervisor
- b. Call 911
- c. Call the doctor
- d. Call your supervisor, but only if the client has asked you to

57. You are caring for a disabled client in her bedroom when you hear the smoke detector alarm. You notice smoke rolling out of the kitchen and down the bedroom hallway. You would FIRST:

- a. Get the client to safety
- b. Investigate the source of the fire, and then determine your plan
- c. Call 911
- d. Ask the client where they keep their fire extinguisher

58. You arrive at your client's home and she states she had a bad weekend and fell 3 times. Which of the following actions should you take FIRST?

- a. Check the client for injury and ask what happened
- b. Call your supervisor
- c. Call the client's doctor
- d. Call the family to make them aware of the falls

59. If you arrive at a client's home and he/she does not come to the door, what should be your FIRST step?

- a. Call 911
- b. Call the client's family
- c. Call your agency supervisor
- d. Leave and come back in an hour

60. While helping a client with bathing, they suddenly slip getting out of the tub and fall back in the bath and hit their head. The client is unconscious but is breathing. Your BEST response would be:

- a. Call for family assistance telling them to call 911 and stay with the client, turn off the water, and cover the client to keep them warm
- b. Leave the patient in the tub water and call 911
- c. Call the family for assistance and have them stay with the client while you call 911
- d. Call the family and ask them to help you move the client out of the bathroom, then call 911

61. Your client is choking while eating lunch. Before giving any first aid, you should find out:

- a. If your agency allows you to administer first aid
- b. If your client can speak or cough
- c. If their pulse is over 80
- d. If they have a DNR order

62. If you observe an unsafe home condition, such as roach infestation in the home of a client with

severe wounds, you should report these conditions when?

- a. When you first notice them
- b. When the client complains that it is bothering them
- c. When it looks like the wound is becoming infected
- d. When the client refuses to exterminate the roaches

Section 8: Nutrition, Menu Planning, and Grocery Shopping

63. All of the following may be reasons for a client's poor appetite EXCEPT:

- a. Inactivity
- b. Poor fitting dentures
- c. Constipation
- d. Increased exercise and activity

64. When shopping for a client, you should do all of the following EXCEPT:

- a. Use the store flyer to see if the client's items are on sale
- b. Shop for cold/frozen items last
- c. When you purchase meat, place on the bottom of the cart so any juices from the meat will not have contact with the other food purchased
- d. Purchase bulging canned goods from the discount bin with expired dates, to save money

65. What statement is true about nutrition in the older adult?

- a. Older adults require more calories than a younger person
- b. Older adults require the same nutrients, but need less calories
- c. Fluids should be restricted in older adults
- d. Older adults should eat their major meal at noon

66. To help avoid dehydration in your clients, you should:

- a. Encourage the family to wake the client during the night to give fluids
- b. Use extra salt when cooking for the clients, as older adults lose taste buds with age
- c. Offer fluids frequently throughout the day
- d. Restrict fluids for clients

67. You are to see Ms. Wagner three times a week to help her with meal planning and grocery shopping. The best thing for you to do FIRST is:

- a. Go to the grocery

- b. Look through the refrigerator and pantry to see what the client already has
- c. Ask the client what she likes to eat and ask her if she is on a special diet
- d. Ask her if she has a store flyer or uses coupons

68. All the following are principles of safe food preparation EXCEPT:

- a. Do not taste with and stir with the same utensil
- b. Thaw frozen meats in the sink
- c. Cook meats and fish to appropriate temperatures
- d. Do not serve cracked eggs or serve raw eggs

69. A client's culture influences:

- a. The type of food he enjoys
- b. The way he prefers that his food is prepared
- c. The type of spices he likes
- d. All of the above

Section 9: Personal Care

70. To help protect a client's skin, you should:

- a. Encourage the client to get out of bed, if they are allowed to do so
- b. Encourage the client to wear incontinence products, if they occasionally have accidents
- c. Teach them to use lots of scented soaps to improve their skin health
- d. Use vigorous rubbing motions to dry their skin after bathing to promote circulation

71. Which of the following should be reported promptly regarding skin breakdown?

- a. The client's skin is cold
- b. The client's skin is warm and dry
- c. The client's skin is reddened over a pressure area and the redness does not disappear when you apply light pressure
- d. The client's skin has many freckles

72. When assisting a client with a bath:

- a. Use cool water to promote better skin care
- b. Help them as much as you can to help them conserve their energy
- c. Allow them to do as much of the bathing process themselves to promote a sense of independence
- d. Keep the water very hot, as older people are frequently cold

73. Before helping a client to shave, you should FIRST:

- a. Make sure the task is on the service plan

- b. Make sure the client has an electric razor you are familiar with
- c. Make sure the client has shaving cream
- d. Make sure the client doesn't have asthma

74. Which client may be at a higher risk to develop skin breakdown?

- a. A woman who has poor balance who uses a cane to walk frequently throughout the day
- b. A man who is restless and paces and wanders
- c. A man who sits in his recliner all day except to use the portable commode
- d. A woman with the flu

75. Skin breakdown occurs most frequently on:

- a. Any bony area
- b. Any fatty area
- c. On the wrists
- d. Nowhere in particular

76. Which of the following can best promote good skin care in your older client?

- a. Encourage them to take a bath rather than a shower
- b. Encourage them to bathe in the hottest water they can tolerate
- c. Keep the client's skin clean and well-moisturized
- d. Avoid moisturizers, since these can promote skin breakdown

77. Why is good oral care important for clients?

- a. The saliva in the mouth can cause cold sores
- b. Poor hygiene can cause a client to lose their sense of smell
- c. Poor hygiene can cause increased saliva production
- d. Bacteria in the mouth can cause tooth decay and gum infections

78. What is the best method to ensure the water temperature is not too hot or cold for your client's shower?

- a. Ask the client to check the water as it is running with their hand
- b. Test the water temperature on your inner wrist
- c. Allow the shower to run for 15 minutes with 1/2 hot and 1/2 cold water
- d. Use a thermometer to test that the water is 150 degrees

79. When assisting your client to the portable commode, you should FIRST:

- a. Clean the portable commode
- b. Put on gloves
- c. Wash your hands
- d. Put on a gown

80. Some clients have circulatory issues that require that they wear thigh high elastic compression stockings. When assisting your client in putting on their compression stockings, it is best to ask that they:

- a. Sit up in a chair
- b. Put them on immediately following the shower
- c. Lay on the bed to put them on
- d. Remain standing to put them on

81. While assisting clients with personal care, you should observe the client for:

- a. Skin breakdown
- b. Their general appearance
- c. Anything new or different in their ability to perform their personal care tasks
- d. All of the above

82. You are caring for a client for four hours and the client has asked to be taken to the bathroom every 15 minutes. You should:

- a. Take the client as requested
- b. Remove all fluids from the client
- c. Tell the client to use incontinent briefs
- d. Take the client to the bathroom as requested and notify your supervisor

83. Which of the following is CORRECT when assisting Mrs. Smith with her bath/shower?

- a. Allow the water to run for about 15 minutes so the room gets warm
- b. Make Mrs. Smith do her own bath so she doesn't get too dependent on you
- c. Assemble all the needed supplies you will need first
- d. Make sure she washes her bottom from back to front

84. You are helping Mrs. Green to dress. She has had a stroke and her left arm is weak and slightly

contracted. In helping Mrs. Green put on a buttoned shirt, you would:

- a. Put her left arm in the shirt first
- b. Put her right arm in the shirt first
- c. Button the shirt most all the way and slip over her head
- d. Put the client's right arm in a sleeve, but leave the left one out

85. Which is NOT a principle to use when helping a client dress?

- a. Encourage individuality for the client
- b. Avoid over-exposing the client unnecessarily
- c. If the client has poor balance, encourage them to sit to dress
- d. Leave an injured or inflexible extremity undressed

86. Mr. Smith wants to shave himself, you should:

- a. Let him do as much as he can
- b. Insist that you do it
- c. Only let him put the shaving cream on and you shave
- d. Only allow him to do it if it is an electric razor

87. You are assisting your client in bathing. You should encourage them to wash the following body part last:

- a. Eyes
- b. Face
- c. Bottom
- d. Feet

88. Considerations for assisting a client with a bath include all EXCEPT:

- a. Safety
- b. Privacy
- c. Completing the bath as quickly as possible
- d. Proper body mechanics when assisting the client into the tub/shower

Section 10: Transfers, Ambulation and Positioning

89. You are assisting a client who has had a stroke and now has left-sided weakness of their upper

and lower extremities. The client can stand and walk with a cane, but needs help getting out of a low, deep couch. To help this client stand up from a chair, you should:

- a. Have the client place their arms around your neck, while you grab under their arms
- b. Have the client use the cane to pull themselves up
- c. Use a gait belt around their waist and help guide the client to stand, then once steady, hand them their cane
- d. Pull the client up using their right or strong arm

90. Mrs. Little has had a stroke and is weak and has poor balance. She wants to move from her chair to her wheelchair so that she can visit with her family. When helping Mrs. Little, which of these actions is essential?

- a. Place the foot supports of the wheelchair down so the client can step on them to get into the wheelchair
- b. Place the foot supports of the wheelchair up so the client does not hit her feet/shins on them
- c. Remove the foot supports from the wheelchair
- d. Place the foot supports of the wheelchair down and you use the support to provide leverage to get the client into the wheelchair

91. When using a gait belt, you should:

- a. Place it around their hips
- b. Place it around their chest
- c. Place it around their waist
- d. Place it under their clothing

92. When assisting a client to transfer from the bed to a chair, it is necessary to do all of the following

EXCEPT:

- a. Know beforehand how much assistance the client requires
- b. Place the chair on the client's strong side
- c. Make sure the client sits at the side of the bed first and is not dizzy
- d. Have the client wrap their arms around your neck and use the client's arms to pull them to a stand

93. You are assisting a client to get up to a chair from their bed. When they are sitting on the side of the bed, the client says, "I'm dizzy". Your BEST response is:

- a. Call your supervisor
- b. Have them sit for a minute or so to see if the dizziness passes and if it does, proceed to helping them transfer
- c. Take the client's blood pressure
- d. Tell them that it is normal to get dizzy when changing positions and proceed with the transfer

94. What is the correct position for a client sitting up in a chair?

- a. Sitting upright with their feet dangling
- b. Sitting upright with their legs straight
- c. Sitting with his back straight and feet on the floor
- d. Leaning to the side, propped with pillows

Section 11: Body Mechanics

95. When lifting a heavy laundry basket, you should keep your _____ straight:

- a. Knees
- b. Hips
- c. Back
- d. Arms

96. Which of these best describes proper body mechanics?

- a. Carry heavy objects as far away from your body as is comfortable
- b. Lift rather than push or pull a heavy object
- c. Use the heavy muscles of your back to pick up a heavy object
- d. Bend at the knees and hold the heavy object close to your body when lifting

97. The following is true:

- a. When your client is too weak to transfer, you can have the family show you how to use their mechanical lift
- b. It is not safe for you to lift a client by yourself if the client is not able to provide assistance
- c. When lifting, you should have a narrow base of support
- d. When helping a client stand, you should bend your back

98. You should use proper body mechanics:

- a. Whenever you are lifting a client or object
- b. Whenever you are walking with a client
- c. When working
- d. At all times

99. When helping move a client, you should do all EXCEPT:

- a. Allow the client to help as much as possible
- b. Understand the client's capabilities before you begin
- c. Cue them when to move by saying, "1...2...3 go"
- d. Lift with your back and not your legs

Section 12: Working with Specific Populations

100. What is the best approach to help a family with grief when a client is dying?

- a. Maintain a sense of humor to lighten the mood
- b. Actively listen to the family who may need to talk about their feelings

- c. Ignore them and give them space to let them grieve in peace
- d. Try to give the family hope about the client's condition

101. What type of client may receive hospice care?

- a. A client who has mobility problems
- b. A client with diabetes
- c. A client who is terminally ill
- d. A child

102. You are seeing a client who is receiving continuous oxygen. Which of the following should the client NOT do?

- a. Eat his breakfast
- b. Perform chair exercises
- c. Use cotton bedsheets
- d Use petroleum jelly on his lips and around his nose

103. What is the BEST method for you to promote bathing independence in your client who has had a stroke?

- a. Encourage her to wash her own face
- b. Encourage her to do as much as she is able, but help when needed
- c. Push the client to do the bath herself so she can become independent, but remain with her
- d. Leave her alone to complete the bath, but help with areas she could not do herself

104. You are caring for Ms. Evans who you know has been depressed. Today when you arrive, she says she is no good to anybody after her stroke and she wishes she would die. She says she should "just go out to the street and throw herself in traffic". Your BEST response is:

- a. Report the situation to the doctor immediately
- b. Ask her to tell you more about her feelings and stay and listen to her until she is calm. Do not leave her alone and call your supervisor as quickly as is possible
- c. Try to reassure her and tell her that she is getting stronger every day
- d. Call her daughter in another state to inform her of her mother's statement

105. You should contact your supervisor if you notice:

- a. The client is eating more than normal
- b. The client is socializing more than normal
- c. The client refuses to do activities that they used to enjoy and they seem sad
- d. The client slept an hour later today

106. The last sense a dying client usually loses is:

- a. Smell
- b. Hearing
- c. Touch
- d. Sight

107. Why is sticking to a routine important for a person with dementia?

- a. Because for those with memory problems or confusion, a routine means that they can develop an expectation of what happens next in the day, which tends to decrease anxiety
- b. Because consistency makes it easier for you to know what to do
- c. Because people with dementia do not like surprises
- d. Because routines make things easier for the family members

Section 13: Other Recommended Assessments:

108. As a PCA, you can:

- a. Administer medications, as long as the client directs you to do so
- b. Open pre-dosed medication containers and pour in the client's hand
- c. Put the medication in the client's mouth, as long as the medication is from the actual prescription bottle
- d. Fill the client's medication containers from their labelled prescription bottles

109. A client asks for assistance with his medications. You can:

- a. Administer eye drops in his eyes post cataract surgery
- b. Draw up insulin for a client, as long as they direct you in the process
- c. Remind the client to take their medicine
- d. Determine the medication dose or time the medication is given

110. Your client is recovering from a stroke and was recently discharged from a rehabilitation unit with active range of motion (AROM) exercises for his arm and shoulder: You would:

- a. Move the client's shoulder and arm for him, as that will increase his flexibility
- b. Report any sudden new pain to your supervisor
- c. Explain to him that moving past the point of pain is normal
- d. Move his shoulder for him, but let him move his own arm