

CESBA

PERSONAL SUPPORT WORKER PROVINCIAL CERTIFICATION EXAMINATION

VERSION A September 2023

I. This examination is to be completed with pen only. No other aids (calculators, notes or texts) nor tutorial help are permitted.

II. The maximum time allotted for the examination is two and one half (2 ½) hours.

III. Answers are to be recorded on the answer sheet provided. **DO NOT WRITE ON THIS EXAMINATION BOOKLET OR MARKS WILL BE DEDUCTED.**

IV. Circle the letter that corresponds to the most correct answer for each question. To change your answer, fill in your first circle and circle your new answer.

V. Multiple or unclear answer markings will be marked as incorrect answers.

No mark will be given for unanswered questions.

I. **NO** water bottles, cell phones, paper, pencil cases will be allowed on the desktop during the exam.

DO NOT BEGIN THE EXAMINATION UNTIL TOLD TO DO SO

When you have finished the examination, make sure that your **name and Exam number** are on your answer sheet.

You may **not** leave the examination room until the examination **and** your answer sheet have been picked up by the examination supervisor.

GOOD LUCK!

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- 1. A major component of the role of a support worker is ADLs. These are:**
 - a. Autonomy, Dignity, Language
 - b. Activities of Daily Living
 - c. Assessment of Daily Labs
 - d. Approaches to a Dignified Life

- 2. Canada's health care system is:**
 - a. Publicly funded through provincial and territorial taxes
 - b. Funded through private insurance companies
 - c. Delivered through various government employees
 - d. Only delivered through the federal government

- 3. A support worker will mainly be supervised in their role by:**
 - a. The physician
 - b. The director of care of the LTC home
 - c. A registered nurse or registered/licensed practical nurse
 - d. Another support worker

- 4. What type of setting would the support worker be in when providing a temporary break to family caregivers?**
 - a. Acute care services
 - b. Palliative care
 - c. Respite services
 - d. Outpatient services

- 5. Care that is typically provided over a few days-weeks, and not lasting more than approximately 3 months is called:**
 - a. Complex care
 - b. Rehabilitation Care
 - c. Hospice care
 - d. Acute care

- 6. The principles of Canada's Medicare include all of the following EXCEPT:**
 - a. Portability
 - b. Universality
 - c. Comprehensiveness
 - d. Adaptability

- 7. Your client is receiving community care services. This means:**
 - a. They access care through their local hospital
 - b. Health care services will be accessed outside of a facility.
 - c. They will receive care after admission to a Long-Term Care home
 - d. They will only receive care in their home.

- 8. A Canadian support worker recognizes that First Nations/Indigenous communities have faced numerous challenges in receiving health care services due to:**
- Geography
 - Socioeconomic status
 - Language barriers
 - All of the above
- 9. A key focus for the support worker is client centered care. An acronym that supports this concept is DIPPS. This stands for:**
- Duty, Integrity Principles, Passion, Support
 - Dignity, Independence, Privacy, Preference, Safety
 - Dignity, Interdependence, Promotion, Passion, Support
 - Diligence, IPAC, Professionalism, Promotion, Support
- 10. The support worker is working with the physiotherapist, (PT), and knows that this member of the health care team is responsible for:**
- Diagnoses and treats clients with illness and injuries
 - Diagnoses and treats clients with illness and injuries
 - Focuses on rehabilitation and assists clients with musculoskeletal impairments
 - Focuses on improving the client's quality of life through leisure and activities
- 11. In Ontario, residents of Long-Term Care homes are protected by 27 resident rights. These are set out by:**
- The federal government
 - The director of care at each Long-Term care home
 - The Ministry of Health and Long-Term Care
 - An independent board of directors
- 12. You are a support worker in a group home setting with 4 clients. You are preparing a meal plan for the week. You know the best approach with this task would be:**
- Providing the same meal for each client as this will be a more efficient approach
 - Providing a meal plan that allows for variety and input from the client
 - Providing a meal plan that includes the same two options for each meal for the week to save money with grocery shopping.
 - Providing a meal plan that only includes input from the group home manager/supervisor.
- 13. The principals of health care ethics are:**
- Autonomy, Beneficence, Justice, Non-maleficence
 - Fairness, Compromise, Justice, Self-Determination
 - Autonomy, Dilemma Code, Equality, Harm Reduction
 - Non-Maleficence, Do No Harm, Righteousness, Fairness

14. There are many dimensions that affect a person's individual health status. These include all of the following EXCEPT:

- a. Emotional health
- b. Spiritual health
- c. Cognitive health
- d. Financial health

15. Which of the following statements is true:

- a. Reactions and responses to illness and disability are much the same person to person
- b. Most people that have a disability or illness will become depressed
- c. Many factors can affect one's reaction to an illness or disability
- d. Disability and illness mean the same thing

16. You are working with a new resident and looking to support with their dressing and grooming needs. You are unsure how to go about this. A supportive approach would be:

- a. To complete dressing and grooming for them as you would yourself
- b. Ask a family member to provide information on your client's routine
- c. Ask the client what their routine is for dressing and grooming
- d. Ask your supervisor for information from the Care Plan regarding dressing and grooming needs for the client

17. Your patient has suffered a severe burn to their LLQ. The patient states that they have placed a religious medal under the top layer of the bandage as they have strong spiritual beliefs regarding healing. You are concerned that the medal being so close to the wound might be a risk. To best support the patient you would:

- a. Tell the patient that they cannot have anything near the wound and remove it immediately
- b. Explain to the patient that religious items are not allowed at the facility and a family member will have to remove it.
- c. Change the wound drsg more often to prevent any risk of infection
- d. Explain to the nurse in charge the importance of the patient's spiritual beliefs so they can discuss the situation with the patient.

18. As a support worker, when you unintentionally fail to complete a task that causes injury or harm to a resident this is called:

- a. Battery
- b. Assault
- c. Negligence
- d. Tort

- 19. In 2015 an important document called the: *Truth and Reconciliation Commission of Canada's Seven Health Care Calls to Action*. This document set out to:**
- Address the individual needs of residents living in LTC homes
 - Address the individual needs and the effects of residential schools on Indigenous peoples
 - Address the individual needs and critical shortage of health care workers
 - Address the individual needs of patients in acute care settings
- 20. The acronym LBGTQ2+ refers to a community of people who identify themselves as:**
- Gay
 - Transgender
 - Two-Spirited
 - All of the above
- 21. Non-verbal communication includes all of the following EXCEPT:**
- Facial expressions
 - Touch
 - Tone of Voice
 - Gestures
- 22. You want to gain more information from a resident to support them with mobility. You ask the question: "Do you have a walker to assist you?" This is an example of:**
- A closed-ended question
 - An open-ended question
 - A therapeutic-ended question
 - A paraphrasing-ended question.
- 23. When communicating with a client, a therapeutic approach would be:**
- Giving advice when they express a concern or fear
 - Using medical terminology and phrases when explaining things
 - Asking 'yes' or 'no' questions when you need to gather more information
 - Listening to their concerns and reporting them to your supervisor, who can provide further information.
- 24. You are helping your client with some information regarding an important appointment they have. They have stated to you that they have a 'horrible headache'. An therapeutic approach would be:**
- Make sure to tell them the information about the appointment first as it is very important, and then provide support regarding the headache
 - Write down the information regarding the appointment instead of verbally telling them so they can read it later when the headache is gone.
 - Ask them to provide more details regarding their headache so you can support with that first, and then provide the information regarding the appointment.
 - None of the above

25. What is one technique that can be helpful when communicating with a client that has a dementia:

- a. Speak loudly to make sure they can hear you
- b. Make sure to minimize distractions to ensure you have their attention
- c. Ensuring that you don't look them in the eye as this can cause anxiety for them.
- d. Make sure to provide as many details as possible so they don't forget anything

26. When you are communicating in an assertive manner, you will be:

- a. Confident and calm
- b. Angry or upset
- c. Hesitant and withdrawn
- d. Apologetic and sad

27. A client will generally feel safer and more secure during a procedure if you:

- a. Complete the procedure quickly with minimal communication
- b. Explain who will be completing the procedure and explain expected outcomes
- c. Do not use verbal communication during the procedure and only use facial expressions
- d. Only give yes or no answers to their questions until after the procedure is finished.

28. Restating someone's message back to them in your own words is an example of:

- a. Active listening
- b. Paraphrasing
- c. Focused listening
- d. Empathetic listening

29. Which of the following can create a barrier to communication:

- a. Sitting and facing the client directly
- b. Asking for clarification of the client's message
- c. Using open-ended questions to gather further information
- d. Interjecting the conversation with information they need while they are speaking

30. Your client has shared some personal information with you. You should:

- a. Communicate the information to registered staff immediately.
- b. Let the other support workers know about the information shared as they may be caring for the client as well.
- c. Call the family to let them know about the information that was shared with you
- d. Ensure confidentiality unless it involves a safety risk

31. A patient has been admitted to the med/surg floor with a Dx of viral pneumonia. You will be providing some personal care. As a support worker you know that you will need to practice which of the following isolation precautions:

- a. Droplet
- b. Airbourne
- c. Contact
- d. None of the above

32. Provide the correct donning procedure for use of PPE:

- a. Gown, gloves, mask, eye protection
- b. Gloves, mask, eye protection, gown
- c. Gown, mask, eye protection, gloves
- d. Eye protection, mask, gown, gloves

33. In Canada, there are some common drug resistant infections, (also called multi-drug resistant organisms-MROs). These include:

- a. Covid 19
- b. VRE/MRSA
- c. Croup
- d. Otitis Media

34. Choose the correct order of the Chain of Infection:

- a. Pathogen, Reservoir, Portal of Exit, Mode of Transmission, Portal of Entry, Susceptible Host
- b. Pathogen, Portal of Entry, Reservoir, Portal of Exit, Susceptible host, Mode of Transmission
- c. Reservoir, Pathogen, Portal of Exit, Mode of Transmission, Portal of Entry, Susceptible Host
- d. Portal of Exit, Pathogen, Reservoir, Mode of Transmission, Portal of Entry, Susceptible Host

35. Risk factors that increase the risk for infection include all of the following EXCEPT:

- a. Compromised skin integrity
- b. Stress
- c. Poor nutrition
- d. Living alone

36. You are support a client who is living in their own home and on oxygen therapy. When you arrive to provide care, you observe that the client is sitting outside on the patio and smoking while using their O2. Your best action is:

- a. Call the police as this is an illegal action
- b. Proceed with the care as the client is smoking while outside on the patio and not inside the house.
- c. Refuse to enter the home and report this to your supervisor as it is a safety risk.
- d. Let the client know about the dangers of smoking while using O2 and proceed with their care.

37. The acronym WHMIS stands for:

- a. Workplace Hazardous Materials Information System
- b. Workplace Hazardous Management Information System
- c. Wellness Healthcare Management Information System
- d. Working Healthcare Management Information System

38. All of the following are Airborne transmission infections EXCEPT:

- a. Measles
- b. SARS
- c. Meningitis
- d. Covid-19

- 39. How often must a person be checked if they have a restraint in place:**
- Every 15 minutes
 - Every hour
 - Every two hours
 - Once per shift
- 40. In Canada, what percentage of injury-related hospitalizations of older persons are due to falls:**
- 25%
 - 45%
 - 60%
 - 85%
- 41. Your client is getting dressed in the morning and insists on wearing a shirt with a lot of buttons. It takes your client 5 minutes to do up the first button. You need to be in the dining hall in 10 minutes and do not have the time for your client to do up all 5 buttons on their own. You:**
- Say there is no time, take off their shirt they are wearing and give them a t-shirt
 - Tell them you have to do the buttons for them because you will miss breakfast otherwise
 - Explain the challenge of being on a time limited schedule and together find a solution that works
 - Explain time is limited and tell them if they want to wear a shirt with buttons, you will need to do the buttons for them
- 42. You are caring for a new client with home support and upon your first visit you observe the following: a missing handrail for the stairs, multiple cords that run across the floor, and multiple boxes piled up. These pose what type of risk:**
- Risk for falls
 - Risk for early admission to a LTC home
 - Risk for hoarding
 - None of the above
- 43. Signs and symptoms of pain will be:**
- Different for each client
 - The same if the issue/complaint is the same
 - Only persistent if it is phantom limb pain
 - Only persistent if it is radiating
- 44. You are working in a hospital where you are caring for a patient who often has their best friend visit. The patient states that they are still having pain even after the friend gave them some medication when they visited earlier. You should:**
- Give them something else to relieve the pain and make note of it.
 - Ask the patient if they know what medication they were given and report to the charge nurse as this could result in harm to the patient
 - Review the care plan, see what non-medicinal pain relief measures you can provide
 - Check back in 30 min to see if they are still in pain and plan from there

- 45. You are supporting a client who recently had a CVA. Their spouse states that they keep asking for "book book book" but when they give it to them, they become very frustrated and shut down emotionally. You recognize that the client is living with:**
- Dysarthria
 - Expressive Aphasia
 - Receptive Aphasia
 - Global Aphasia
- 46. A family has called you seeking additional support with their child whom has severe Down Syndrome. They express they are feeling isolated, overwhelmed, and burnt out. As a Support Worker what is one way you can support the family:**
- Share with them all the knowledge you have on DS so they have that information as well
 - Tell them that caring for a child with DS is challenging, but it will get better with time
 - Listen to their concerns and offer to bring this back to your supervisor who can discuss things with them and offer extra support
 - Advise them that they need to reach out to other family members to get extra help
- 47. You're working in a home care setting supporting a new mom and are caring for a new born baby. You're about to change the baby's diaper and remember Health Canada advises you that:**
- Gloves are necessary for all routine diaper changes, even if you can avoid touching stool and/or urine.
 - Gloves are not necessary for routine diaper changes, if you can avoid touching stool and/or urine.
 - Gloves are necessary for routine diaper changes if you can avoid touching stool/urine, but you must check your employer's policy.
 - None of the above
- 48. Most regional or municipal communities have local support organizations that can assist seniors with:**
- Foot care services
 - Transportation to medical appointments
 - Meal services
 - All of the above
- 49. You're caring for a child in their home who has gastroenteritis. You know that gastroenteritis can cause excessive thirst, little to no urine output and severe lethargy. You review the care plan where there is no rehydration solution noted. To avoid the risk of dehydration, you decide to:**
- Call the child's parents and explain you suspect dehydration.
 - Increase fluids and monitor for any changes in child's behaviour/mood
 - Give them Electrolyte freezer pops
 - Give Pedialyte to ensure hydration.

50. You are working with a client who has opened up to you about feeling guilty and like a burden on their family. A family member opens up to you as well stating that they are run down and tired of having to care for their loved one. You suspect that this is a family in conflict. A supportive action would be:

- a. Getting the family members together to have a discussion about how they feel
- b. Ignoring the comments made by each person as it is none of your business
- c. Telling each person that they must work out their own problems and not speak to you about it
- d. Respectfully listening and offer to speak with your supervisor who may be able to assist them with some further resources for support

51. You are supporting a client living in their home with some light housekeeping needs. Which order makes the most sense regarding the following tasks:

- a. Dust, Mop, Laundry.
- b. Laundry, Dust, Mop.
- c. Laundry, Mop, Dust.
- d. Mop, Dust, Laundry.

52. Your client needs to withdraw money at the bank before an appointment. You take your client to the bank, and your client asks for assistance entering their banking PIN as they are having some confusion. You:

- a. Assist by entering their PIN
- b. Come back later to try again, you will be late to the appointment.
- c. Ask a banking associate to assist.
- d. Call a family member to meet your client at the bank

53. What would be one reason that you would not use hot water on fecal stains?

- a. It can make the protein in the fecal material shrink
- b. It can make the stain worse
- c. It can stick to the sink you're using to rinse it in
- d. It can make the protein in the fecal material thicken

54. You have finished all your tasks at your client's house today. A family member comes over and asks you to assist with organizing the client's belongings. This is not in their care plan. What should you do?

- a. Help with a few things but mention that this isn't a task assigned to you.
- b. Respectfully decline to assist with the organization
- c. Respectfully decline, but asses why the request was made and report to your supervisor
- d. Help with the task but let your supervisor know after

55. When working with clients in their home you will often support with IADLs. This stands for:

- a. Instrumental Activities of Daily Living
- b. Interaction Activities of Daily Living
- c. Instrumental Activities of Desired Living
- d. Interdependent Activities of Daily Living

56. You are providing support to a client in a retirement home and will assist them with doing their laundry. The client has many articles of clothing that are a mix of various fabrics. When doing their laundry it is important to:

- a. Always use the cold water wash option to ensure the clothes don't shrink
- b. Follow the manufacturer's instructions for care of the clothes
- c. Put all the clothes together in one load to cut down on wasting water
- d. Wash the clothes on the delicate cycle to prevent any damage to them.

57. In the retirement home where you work, your resident has a small fridge in their room where they keep some items such as soda pop, milk, fruit and cookies. You notice an odor coming from the fridge one day and investigate to find that there is mold on the fruit and the milk has gone bad. A supportive approach would be:

- a. Throw out all the spoiled items and clean the fridge
- b. Tell the client they must remove all the spoiled items and clean out the fridge
- c. Tell management right away so they can remove the fridge from the client's room as it is illegal to have a fridge in your room in a retirement home.
- d. Explain to the client the risk of having the spoiled items in the fridge and report to the nurse so they can discuss things with the resident further.

58. When making a bed, the bottom sheet must be wrinkle free. A crucial reason for this is:

- a. To ensure client is more comfortable
- b. Prevent it from getting tangled in other bedding
- c. To prevent it from coming loose
- d. To prevent bed sores

59. You are working with a client who is taking Cytotoxic drugs. You go to clean their bedding and notice the linen is soiled. You:

- a. Use PPE to handle soiled linen and wash with additional laundry
- b. Use PPE to handle soiled linen. Wash separately from additional laundry.
- c. Use gloves to handle soiled linen and wash with additional laundry
- d. Use gloves to handle soiled linen and wash separately

60. Old Age Security, (OAS), is a monthly payment available too:

- a. Most people 65 and older
- b. Most families caring for a dependent with disabilities
- c. Most low-income families/individuals
- d. OAS is a monthly allowance only available to individuals in retirement

61. Vascular dementia is:

- a. The least common form of dementia
- b. Is the result of a series of strokes
- c. Is caused by a lack of Vitamin D
- d. Is also known as Creutzfeldt-Jakob disease

62. Treatable forms of dementia include all of the following EXCEPT:

- a. Metabolic issues
- b. UTI
- c. Deficiencies in vitamin B1 or B12
- d. Frontotemporal degeneration.

63. You are supporting your client who experiences an increase in anxiety and behaviours in the late afternoon/early evening. This is often called:

- a. Sundowning
- b. Dementia augmentation
- c. Long ranging
- d. Hyper-behavioral syndrome

64. One of the assessment tools used to flag disorientation is called:

- a. Mini Mental Status Exam
- b. Cognitive Time Test
- c. Impairment Flag Assessment
- d. Disorientation Exam

65. True or False: Dementia is considered a normal part of aging.

- a. True
- b. False

66. Dementia that occurs as a result of Parkinson's Disease is called what type of dementia:

- a. Primary dementia
- b. Reversible dementia
- c. Secondary dementia
- d. Dementia with Lewy Bodies

67. Your client who has Alzheimer's Disease will often exit the LTC home and then become disoriented and frightened once outside. One way to support them is to:

- a. Speak with them assertively to warn them about the dangers of getting outside
- b. Provide a calm and meaningful environment to keep them engaged while in the home.
- c. Ask management to put extra locks and bolts on the doors so they can't get out.
- d. Speak with the family members about how challenging it is when their loved one exits the home and ask them to come in more often.

68. A common behaviour associated with dementia is hoarding. This refers to:

- a. Intentionally withholding information
- b. Refusable of all prompts for personal care
- c. Collecting items and putting them away in a guarded manner
- d. A type of behavior associated with food consumption

69. Validation therapy refers to:

- a. Supporting the person with dementia by accepting their sense and perception of reality
- b. A health care team approach to the Dx of the type of dementia
- c. Redirection of the client's sense of reality to the 'here and now'
- d. None of the above

70. Your client who was Dx with Alzheimer's Disease for three years shows some progressive signs of memory loss and impaired thinking. Today when you are assisting them with personal care, they seem to not know who you are or where they are, which is a huge change from when you saw them yesterday. As a support worker, you know this could be a sign of:

- a. A mis-diagnosis in the type of dementia they have
- b. The development of an additional type of dementia
- c. A rapid progression of their Alzheimer's disease
- d. Delirium

71. Which is a common risk factor for suicidal ideation in older adults:

- a. Loss of independence
- b. Connection to community supports
- c. Ability to provide for one's own nutritional needs
- d. A recent injury that requires weekly wound care

72. How does culture influence Mental Health? Select the best answer.

- a. It can affect the way the brain reacts to trauma.
- b. It has no impact or effect on mental health disorders.
- c. It can impact and influence the way a person's behaviours are interpreted.
- d. It can give you insight on other people's mental health disorders.

73. You are supporting your client who has a Dx of depression. They have expressed to you they are having a very challenging day. A supportive, therapeutic response would be:

- a. "Let me tell you a funny story I heard this morning"
- b. "Don't worry, everything will be alright soon"
- c. "Would you like to talk with me about how you are feeling?"
- d. "That is tough, but you will feel better after I complete your care"

74. Which of the following statements about Post-Traumatic Stress Disorder, (PTSD), is true.

- a. People with PTSD are always open to sharing their experience.
- b. PTSD is something that occurs in childhood but goes away in adulthood
- c. Survivors of PTSD do not need to seek counselling for support
- d. PTSD is a trauma/stress related disorder that can take a lifetime to work through.

75. People with substance and addictive disorders are:

- a. Seeking attention
- b. Only experience withdrawals if it is a prescription medication
- c. Are often able overcome their addiction and get better
- d. All of the above

76. True or False: Anorexia Nervosa and Bulimia are psychological feeding and eating disorders.

- a. True
- b. False

77. A common theory for the cause(s) of Schizophrenia is:

- a. Lack of Vitamin D
- b. An excess of dopamine
- c. A lack of TSH
- d. An excess of potassium

78. Which of the following is FALSE about Self-Harm disorders:

- a. Self-harm can be impulsive or premeditated.
- b. Self-harm can be used as a coping mechanism.
- c. All individuals who self-harm also live with mental illness.
- d. Self-harm can trigger the release of dopamine and endorphins.

79. You are caring for a client that you suspect has suicidal intent. A supportive approach would be:

- a. Collect all items in the household that could potentially cause them harm
- b. Stay with the client and inform your supervisor about your concerns.
- c. Recommend them to take an additional anti-anxiety medication at lunch to assist with calming them down.
- d. Do nothing, as this is not your business.

80. What are some of the most common signs and symptoms of Personality Disorders?

- a. Behaviors that can be manipulative
- b. Loss of memory
- c. Weight loss over a short period of time
- d. Prolonged wound healing

81. All of the following are considered the "Rights of Medication" EXCEPT:

- a. The right time
- b. The right dose
- c. The right reason
- d. The right season

82. Sublingual medications are:

- a. Digested in the small intestine
- b. Dissolved under the tongue
- c. Dissolved in the rectum
- d. Absorbed through the skin

83. Your client is day 4 without a BM and will require the administration of a fleet enema. What position do you put them in to administer the enema?

- a. Prone
- b. Sims
- c. Trendelenburg
- d. Semi-Fowlers

84. What is an important aspect of administration of a steroid through an inhaler:

- a. The mouth must be rinsed thoroughly after each administration
- b. The client must be in a 90-degree upright position
- c. The client must not be exposed to sunlight for at least 24 hrs after administration
- d. The client should not operate machinery as the medication may make them dizzy.

85. Your client was given a new medication. They now have the following symptoms: sweating, increased anxiety, shortness of breath and low blood pressure. You client is experiencing:

- a. A mild side effect, which will pass on its own after 20 minutes.
- b. Nervousness about taking a new drug
- c. Anaphylaxis
- d. A delusion

86. You are caring for your client an 89 yr old female living alone in her home. When you visited her this morning, you noticed that she has multiple medications. Many of them are the same but from different physicians. This is an example of:

- a. Polypharmacy
- b. Medicationality
- c. Hypermedication
- d. Hypomedication

87. True or False: A support worker is able to administer sc and IM medications in a Long-Term Care home:

- a. True
- b. False

- 88. You are working as a Support Worker on the MedSurg floor in a hospital. The floor is short staffed today, and the charge nurse has asked you, the support worker, to initiate a patient's IV. You:**
- Do what the nurse has asked, it is within your scope of practice.
 - Refuse to do the task as initiation of IV therapy cannot be delegated to a support worker
 - Ask the nurse to help guide you as you need to be supervised for this delegated task
 - Do what the nurse asked, but get another support worker as this delegated task requires two people.
- 89. You are working at a retirement home and are supporting your client with HS care. You notice their transdermal patch has fallen off and is on the floor. Your best action is:**
- Ensuring that the patch is disposed of in garbage.
 - Donning a glove and putting the patch back on the client's skin
 - Donning a glove and putting the patch back on the client's skin
 - Donning a glove and taking the patch to the charge nurse
- 90. One setting a support worker maybe employed in is a Long-Term Care home to support adults with dementia. Which of the following tasks may be delegated to the support worker in this setting?**
- Catheterization
 - Administration of medication through a feeding tube.
 - Administration of rectal suppositories.
 - None of the above
- 91. A common breathing pattern at end of life that is characterized by deeper breaths followed by more shallow breaths with periods of apnea is called:**
- Cheyne-Stokes
 - Kussmaul's
 - Hyperventilation
 - Hypoventilation
- 92. At end of life, many people will have a DNR order in place. DNR stands for:**
- Doctor Needed Rapidly
 - Do Not Resuscitate
 - Deliver Narcotics Regularly
 - Delirium Noted Response
- 93. At end of life, which of the following senses is the last to go:**
- Taste
 - Smell
 - Hearing
 - Touch

94. The role of the support worker regarding care of the body after death includes all of the following EXCEPT:

- a. Removal of all jewelry
- b. Replacing dentures back into the mouth, if they were removed
- c. Providing perineal care and placement of a brief
- d. Placement of body in body bag for coroner

95. At end of life when someone is no longer cognitively able to make decisions involving their care, who will be responsible for any further medical decisions?

- a. The primary attending physician of their care
- b. A healthcare lawyer appointed by the province
- c. Decisions automatically fall on the spouse or oldest adult child of the family
- d. The power of attorney is responsible for making any further decisions.

96. In 2016 the Canadian Government passed legislation for M.A.I.D. What does this stand for?

- a. Minimum. Assistance. Involving. Dying.
- b. Medical. Assessment. Inquiry. Delivery.
- c. Medical. Assistance. In. Dying.
- d. Mandatory. Accountability. Involving. Doctors.

97. Your client is at end stage liver disease. They are being administered Morphine q4hours prn. As the support worker, you will need to observe for S/S of:

- a. Skin irritation
- b. Sleeplessness
- c. Constipation
- d. Anxiety

98. Fundamental goals of hospice palliative care include all of the following EXCEPT:

- a. Providing care only in a hospital setting.
- b. Providing cultural/spiritual support
- c. Pain and symptom management support
- d. Emotional care and resource support

99. Rigor mortis occurs approximately how many hours after death?

- a. Within 1 hour
- b. 2-3 hours
- c. 6 hours
- d. 12-18 hours

- 100. Your client is a 42-year-old male who is dying of lung CA. He states to you that he is very angry with God, and he feels cheated out of having a long life. A therapeutic response would be:**
- a. "You shouldn't be angry. You are lucky to have lived for 42 years."
 - b. "God didn't do this, death is part of life."
 - c. "I am sorry you feel that way, would you like to go to the sunroom?"
 - d. "I empathize with your anger. Would you like to share more about how you are feeling?"
- 101. The phases of abuse include which of the following:**
- a. Tension-building phase, Abusive phase, Honeymoon phase
 - b. Tension-building phase, Attack phase, Forgiveness phase
 - c. On-set phase, Implementation phase, After effect phase
 - d. On-set phase, abuse phase, Honeymoon phase
- 102. The most common type of elder abuse is:**
- a. Neglect
 - b. Financial
 - c. Physical
 - d. Sexual
- 103. You are caring for a client who appears sad when they are on their phone. You ask them what is wrong and they show you a humiliating photo of themselves. The person who sent it has threatened to distribute the photo to social media sites. What is this an example of?**
- a. Harassment
 - b. Emotional Abuse
 - c. Cyber Bullying
 - d. Cognitive abuse
- 104. You are the support worker for a client living in their adult child's home. You visit 3 x per week and suspect that there might be some financial abuse and neglect happening. Your best action is:**
- a. Confront the adult child about the concerns you have.
 - b. Do nothing as it is not your responsibility to get involved
 - c. Immediately call the police.
 - d. Speak to the client privately about the concerns you have and report to your supervisor.

- 105. You are doing home care for a new client. This client is being looked after by a relative. Upon arriving, you notice the client is in dirty bedding, and mentions how hungry they are. The client states they cannot recall the last time had a bath or their laundry was done. The client states that the relative complains they are too busy to do all these things. This an example of:**
- a. Bullying
 - b. Neglect
 - c. Emotional Abuse
 - d. Physical Abuse
- 106. Which of the following groups are at high risk for abuse:**
- a. Children
 - b. Dependent older persons and those with disabilities
 - c. Socially or geographically isolated older persons
 - d. All of the above
- 107. You are confronted by an abusive client. What should you do:**
- a. Leave the environment if you feel you are in danger
 - b. Tell them to stop and see what happens
 - c. Threaten them with reporting them to the authorities
 - d. Try to calm the situation by using therapeutic communication
- 108. The Canadian Charter of Rights and Freedoms states that:**
- a. Canada values equality and diversity
 - b. People in prison have lost their rights
 - c. No one has the right to treat others unfairly
 - d. 1 and 3
- 109. When reporting abuse you should do all of the following EXCEPT:**
- a. Record the facts you were told by the victim
 - b. Record the date, time and place of the abuse
 - c. Record your thoughts and opinions of what you feel happened
 - d. Record both the victim and alleged abusers information
- 110. You notice a coworker putting a client in a lap belt restraint that seems unneeded. You review the care plan and notice there is no note of restraints. You ask your coworker why and they say the client is prone to falling and using the lap belt is a good idea. This is an example of:**
- a. Being mindful of the client's needs
 - b. False imprisonment
 - c. Using the wrong type of restraints
 - d. Emotional abuse

- 111. You are providing care to a client in a homecare setting who is on blood thinners and they have asked you to shave their face. As a support worker an important consideration would be:**
- To only use a manual, blade razor.
 - To only use an electric razor.
 - Use an electric razor on the cheek area and use a blade razor for the chin and under the nose areas.
 - Support workers do not perform the task of shaving in a homecare setting.
- 112. What is the recommendation for providing oral hygiene care to residents in Long Term Care homes?**
- Oral care is completed once per 8-hour shift.
 - Oral care is generally performed during AM and HS care.
 - Oral care is not performed by the support worker.
 - Oral care is completed every 2 hours.
- 113. When providing a commercial tub bath to an individual in a facility setting, what would be a recommendation?**
- Helping the individual into the tub first, and then filling it with water.
 - Getting a co-worker to double check the temperature of the bath water.
 - Helping the individual out of the tub after draining some of the water.
 - In a facility setting, only showers are done.
- 114. When providing a commercial tub bath to an individual in a facility setting, what would be a recommendation?**
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 - In a facility setting, only showers are done.
- 115. When dressing an individual that has an affected side, the proper procedure would be:**
- Dress the affected side first.
 - Dress the unaffected side first.
 - Dress the upper part of the body first.
 - Dress the lower part of the body first.
- 116. What is the maximum amount of time an incontinence product can be left on a resident in a LTC home, even if there is no incontinence noted?**
- 12 hrs
 - 14 hrs
 - 18 hrs
 - 24 hrs

- 117. What is the first step in providing perineal care on female genitalia?**
- Using a clean section of a cloth, wash the labia on the side closest to you.
 - Using a clean section of cloth, wipe the centre of the perineum.
 - Using a clean section of cloth, wash the labia on the side farthest from you.
 - Using a clean section of cloth, wipe the rectal area.
- 118. What is the first step in providing perineal care on a client with male genitalia who is uncircumcised?**
- Clean the shaft of the penis with firm, downward strokes.
 - Retract foreskin, clean and return foreskin to original position.
 - Clean rectum.
 - Cleaning the penis without retracting the foreskin.
- 119. As a support worker providing catheter care, you will be responsible for insertion of a foley catheter in a hospital setting.**
- True
 - False
- 120. Your client in a retirement home requires assistance with ostomy care. As a . a.**
- Measurement of the stoma for proper flange placement.
 - Emptying and cleaning of the ostomy bag.
 - Replacement of the any damaged flange only on a one-piece appliance system.
 - Support workers do not assist with ostomy care.
- 121. To support with normal bowel and urinary elimination, a regular toileting routine is implemented:**
- With AM and HS care.
 - Only when the individual requests toileting.
 - Approximately every 3-4 hours.
 - Approximately every 2 hours.
- 122. Older adults with Congestive Heart Failure, (CHF) on left side are at risk for:**
- Pneumonia
 - Dehydration
 - Pressure sores
 - Vomiting
- 123. Integumentary conditions include all of the following except:**
- Furuncle
 - Eczema
 - Diverticulosis
 - Psoriasis

- 124. A sore that does not heal could be a warning sign of what condition?**
- a. Cancer
 - b. Venous stasis
 - c. Covid-19
 - d. Dysphagia
- 125. In Canada, the flu season generally will last from:**
- a. October until April.
 - b. September until February.
 - c. November until May.
 - d. December until March.
- 126. What is one specific way to support a client who is living with a digestive disorder?**
- a. Recognizing that some of the symptoms may cause embarrassment.
 - b. Recognizing that they will require some sort of mobility aid.
 - c. Making sure to inform any family members or visitors of their condition.
 - d. Making sure to support them with making all their meals.
- 127. A client has a visual impairment. Which of the following would cause a safety hazard for your client?**
- a. Giving them space to complete tasks on their own.
 - b. Supporting them by keeping inside doors open.
 - c. Assisting them by turning all the lights off.
 - d. Supporting them by rearranging furniture.
- 128. A client you are caring for has Meniere's disease. What is something you need to be aware of:**
- a. Those with Meniere's disease can experience a sudden drop in blood pressure.
 - b. Those with Meniere's disease can often experience dizziness and are at a risk for falls.
 - c. Those with Meniere's disease will experience episodes of frequent loose bowel movements.
 - d. Those with Meniere's disease will often experience hallucinations.
- 129. Chronic Obstructive Pulmonary disease includes which of the following:**
- a. A risk for a TIA or stroke.
 - b. Bronchitis and emphysema
 - c. A risk for falls.
 - d. Arrhythmias and angina pectoris.
- 130. Which aspect of a hearing impairment is often not considered?**
- a. Individuals will speak loudly when engaged in conversation.
 - b. Individuals will make frequent requests to repeat questions or information.
 - c. Individuals may experience frustration.
 - d. Individuals are at risk of becoming isolated and lonely.

- 131. What would be an important consideration to remember when providing support to a client with a service dog?**
- a. Remembering to speak to the owner rather than the dog.
 - b. Remembering to always speak to the dog first before the owner.
 - c. Remembering to offer treats to the dog when you are visiting the client.
 - d. Remembering to take the dog for a walk at each of your visits.
- 132. As a support worker, it is important to prevent skin injury. How can this be achieved?**
- a. By providing frequent care and good observation of the skin.
 - b. By using unscented skin care products.
 - c. By ensuring you wear gloves with all personal hygiene care.
 - d. By ensuring you only dress individuals in natural fiber clothing.
- 133. You have been asked to perform a tympanic temperature on your patient admitted to the medical-surgical unit of a hospital. You know that:**
- a. You will take this temperature in the rectum.
 - b. You will take this temperature in the oral cavity.
 - c. You will take this temperature in the ear canal.
 - d. You will take this temperature under the arm.
- 134. As a support worker, you will frequently be lifting, moving and transferring individuals. This will cause you to be at a greater risk for:**
- a. Arm injuries
 - b. Back injuries
 - c. Head injuries
 - d. Chest injuries
- 135. When supporting with the nursing Care Plan, support workers play an integral role in which phase?**
- a. Implementation phase
 - b. Assessment phase
 - c. Nursing diagnosis phase
 - d. Planning phase
- 136. What is true about Canada's Dietary Guidelines?**
- a. It encourages a low-fibre diet.
 - b. It encourages a low-carbohydrate diet.
 - c. It encourages a low-dairy diet.
 - d. It encourages a low-fat diet
- 137. Your client who is on a feeding tube requires starting of the pump. You are required to:**
- a. Test the position of the tube prior to starting the feed.
 - b. Ensure the tube is inserted properly prior to starting the feed.

- c. You cannot start the pump as this task needs to be delegated by a nurse.
- d. Ensure the client is in the proper feeding position for a tube feed and then start the pump.

138. Aboriginal traditional healing is a broad term for many healing traditions in Canada's Indigenous cultures. Which of the following is an example of a traditional healing ritual?

- a. Elimination of fruits from their dietary intake.
- b. Participating in sweat lodges.
- c. Changing of their sleep cycle.
- d. Isolating themselves from family members.

139. Your client has been ordered to start oxygen therapy. Your role as a support worker is to:

- a. A support worker does not play a role in oxygen therapy.
- b. Administer oxygen therapy prescribed by the physician or nurse practitioner.
- c. Assess an individual's need for oxygen therapy and make recommendations to register staff.
- d. Assist with oxygen therapy by following the Care Plan and observing for and reporting on any altered respiratory function.

140. Canada uses an assessment tool to predict the risk of pressure ulcers for individuals in healthcare settings. This assessment tool is called:

- a. The Braden Scale.
- b. The Predictive Ulcer Scale.
- c. The Ulcer Indicator.
- d. None of the above.

141. A patient has just returned to their ward room from the post-anesthesia care unit, (PACU). What might some of your responsibilities be as their support worker?

- a. To check vital signs as per the Care Plan, and administer any medication.
- b. Observe the patient for any changes in cognitive behaviour and report to the charge nurse.
- c. Observe for any cognitive changes and provide wound care to the surgical site as needed.
- d. Observe the patient for any signs and symptoms of altered respiratory or circulatory function, record and report concerns to the charge nurse immediately.

142. Many workplaces encourage support workers to do what in order to prevent self injury?

- a. Practice proper body mechanics with alignment, bending, and lifting techniques.
- b. Take monthly courses on the most up to date nutritional requirements.
- c. Daily meditation.
- d. None of the above.

- 143. What is the maximum amount of time an individual can go without being repositioned if they cannot complete this task independently?**
- 30 minutes
 - 1 hour
 - 2 hours
 - 4 hours
- 144. You have a client who is on bed rest. What are some of the complications of immobility?**
- Thrombus and orthostatic hypotension.
 - Thrombus and contractures.
 - Contractures and muscle atrophy.
 - All of the above.
- 145. A resident you are supporting in a Long Term Care home uses a walking aid and is expressing to you that they are having difficulty as they feel it is positioned too low. What should you do?**
- Adjust the aid so the resident can use it properly and comfortably.
 - Adjust the aid and document your changes in the Care Plan.
 - Do not adjust the aid, but report to your supervisor the resident's concerns with it.
 - Adjust the walking aid, and update the other support worker staff so they are aware.
- 146. You are caring for a client in their home and have been asked to support with passive range of motion exercises. As a support worker you know:**
- You are able to complete passive range of motion exercises without being delegated.
 - You are able to complete passive range of motion exercises, but only with delegation of the task.
 - Support workers do not assist with range of motion exercises in the home care environment.
 - Support workers are only able to perform active or active-assisted range of motion exercises.
- 147. A client in your care has had a stroke and is needing rehabilitation due to hemiplegia on their left side. Who should be providing their personal care?**
- The support worker is to provide all the client's personal care.
 - The client can perform as much of their own personal care as they are able to.
 - The nurse is to provide the personal care to anyone who has had a stroke.
 - Personal care needs will be delayed until the client has a chance of regaining mobility on their left side.
- 148. What could be one reason that rehabilitation often takes longer in older adults?**
- Older adults are more likely to refuse the help provided.
 - Older adults will lack the ability to cognitively motivate themselves.
 - Older adults often have comorbidities which can make rehabilitation a challenge.
 - Older adults are harder to diagnose making it harder to come up with a rehabilitation plan.

- 149. You are working in a Long Term Care home and assisting a resident who has a transfer sign above their bed indicating they are a two person transfer. Your co-worker is busy elsewhere and the resident states that they want you to do the transfer alone. You should:**
- a. Complete the transfer as the resident requests to support their sense of individuality and independence.
 - b. Complete the transfer and document on the resident's ability to perform the task so the Care Plan can be updated.
 - c. Do not perform the transfer as the resident requests as this is safety risk.
 - d. Do not perform the task and report to your supervisor and the resident's family on their request.
- 150. Each kidney has approximately how many nephrons?**
- a. One thousand
 - b. Ten thousand
 - c. One hundred thousand
 - d. One million
- 151. What are the 5 types of bones?**
- a. Long, short, flat, joints, irregular
 - b. Short, long, sesamoid, thin, flat
 - c. Flat, long, wide, short, joints
 - d. Long, short, irregular, sesamoid, flat
- 152. Blood is carried away from the heart to the lungs by:**
- a. Superior Vena Cava
 - b. Pulmonary arteries
 - c. Pulmonary veins
 - d. Aorta
- 153. What is the function of Epithelial tissue?**
- a. Protection, absorption, secretion and filtration.
 - b. Anchor, connect and support.
 - c. Relay of information.
 - d. Perceiving and analyzing.
- 154. When a sperm cell and ovum cell unite, the fertilized cell has how many chromosomes?**
- a. 23
 - b. 46
 - c. 68
 - d. 92

- 155. Bile is produced by what organ?**
- a. Liver
 - b. Gall bladder
 - c. Duodenum
 - d. Pancreas
- 156. The adult human body has how many bones:**
- a. 186
 - b. 206
 - c. 288
 - d. 355
- 157. The endocrine glands secrete all of the following except:**
- a. Serous fluid
 - b. Insulin
 - c. Adrenaline
 - d. Progesterone
- 158. Which area of the brain is responsible for the highest level of functioning?**
- a. Medulla
 - b. Thalmus
 - c. Cerebral cortex
 - d. Corpus callosum
- 159. Which of the following is correct about the effects of aging on the lymphatic system?**
- a. White blood cells increase with age.
 - b. Antibodies maintain their ability to attach to antigens.
 - c. Bacterial fighting proteins are still produced.
 - d. Macrophages slow down.
- 160. Where in the body does the exchange of oxygen and carbon dioxide take place?**
- a. Between the alveoli and capillaries.
 - b. In the trachea.
 - c. Between the lungs and the pleura.
 - d. In the bronchi.