

CESBA
PERSONAL SUPPORT WORKER
PROVINCIAL CERTIFICATION EXAMINATION

VERSION B 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. Holistic care means:

- a. Care which prevents disability
- b. Care which recognizes physical, mental, social, and spiritual needs
- c. Support provided to a client to regain lost abilities
- d. Care provided which is aimed at increasing a client's comfort

2. Arriving on time for your shift is a very important aspect of your role. Which of the following reasons for being late would be the most acceptable to an employer?

- a. You were caught up in rush hour traffic
- b. Your childcare provider is ill
- c. You were involved in a verbal altercation at home
- d. All of these reasons are acceptable

3. A PSW works within the boundaries of their role. This includes:

- a. Carrying out the delegated duties given to them by the RN
- b. Awareness of the resident's condition or illness as specified in the Care Plan
- c. Following directions in the client's/resident's care plan
- d. All of the above

4. Frances works as a support worker in a long-term care facility. Jody, a nurse and her supervisor, has assigned Mr. Villa to her care. Frances is about to bathe him when Mr. Villa refuses and asks for a male support worker instead. Frances should:

- a. Look for a male support worker who can take over the task.
- b. Convince Mr. Villa to allow her to bathe him.
- c. Reschedule the task of bathing Mr. Villa.
- d. Refer the matter to Jody, her supervisor.

5. In 1936, Mr. Schott, who was a farmer, was unable to pay his hospital bills. He had to trade cows and eggs to pay the hospital for care they had provided. How could Medicare have helped him if it had been in existence at that time?

- a. His hospital bills would have been paid in full.
- b. A monthly payment plan could have been created to assist Mr. Schott.
- c. The majority of the bills would have been paid, leaving only a small portion for Mr. Schott to pay himself.
- d. He would have been able to borrow money from the plan to pay his bills.

6. In Ontario, residents of Long-Term Care homes are protected by 27 resident rights. These are set out by:

- a. The federal government
- b. The director of care at each Long-Term care home
- c. The Ministry of Health and Long-Term Care
- d. An independent board of directors

7. 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

8. A daughter is supporting her elderly mother with paying her bills and doing her grocery shopping. Her mom would like to access the money to be able to do some of this herself. Her daughter is controlling the access to the money and does dictates how much her mom can have. This is a form of:

- a. Physical abuse
- b. Emotional abuse
- c. Financial abuse
- d. Sexual abuse

9. Michael, a construction worker, was recently diagnosed with a chronic illness that requires him to undergo regular medical tests and make regular visits to the doctor. He is worried that his provincial medical insurance might stop coverage at a certain point in time. Which principle of Medicare assures him of full coverage?

- a. Comprehensiveness
- b. Universality
- c. Accessibility
- d. Portability

10. In Ontario, regulated health professionals are governed by the:

- a. Health Disciplines Act
- b. Ministry of Health
- c. Professional organization called a college
- d. Ontario Medical Association

11. Christina makes an appointment to see her family doctor. After assessing her symptoms over the phone, the doctor sends Christina an electronic referral form so that she can see a respiratory specialist (respirologist) to get an assessment of her asthma. Which stages of health care delivery did Christina go through?

- a. Primary and secondary health care
- b. Primary and tertiary health care
- c. Emergency and quaternary health care
- d. Primary and emergency health care

12. 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

13. 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

14. An Occupational Therapist is someone who:

- a. Develops menus and special diets
- b. Assists persons to learn or retain skills needed to perform activities of daily living
- c. Provides direct patient care under the direction of an RN
- d. Assists a person with musculoskeletal problems, focusing on restoring function and preventing disability

15. Which of the following support services do older persons receive at assisted-living facilities?

- a. Social and recreational programs, one or two daily meals, and housekeeping and laundry services
- b. Complex medical care, social and recreational programs, and housekeeping and laundry services
- c. 24-hour supervision, complex medical care, and one or two daily meals
- d. Housekeeping and laundry services, 24-hour supervision, and complex medical care

16. 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.

17. A Canadian support worker recognizes that First Nations/Indigenous communities have faced numerous challenges in receiving health care services due to:

- a. Geography
- b. Socioeconomic status
- c. Language barriers
- d. All of the above

18. The following statements relate to Abraham Maslow's Hierarchy of needs. Which is incorrect?

- a. People normally meet their own needs
- b. Higher level needs must be met before lower level needs
- c. The need for self-actualization is rarely totally met
- d. The need for self-esteem is affected by illness

19. You are caring for your patient that has been admitted to the hospital for some diagnostic testing. You are on the night shift, and you have had to assist them several times to use the toilet to urinate. They are experiencing:

- a. Polyuria
- b. Nocturia
- c. Dysuria
- d. Urgency

20. You are working at a LTC home and are assisting at lunch time with meals. When getting residents coffee and tea, you accidentally spill some on the floor. You forget to wipe it up and one of the residents slips on the spill and is injured. You are guilty of:

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

21. Jeanette's father has early-stage Alzheimer's disease. Jeanette needs to do grocery shopping and have a break from providing care for her father. Her father does not like going to busy places and does not want to be left alone. Jeanette should consider registering her father in which type of program?

- a. An adult day program
- b. A palliative care program
- c. A mental health program
- d. A convalescent program

22. Enrico is addicted to opioids. Which one of the following services would best support him?

- a. Mental health care services
- b. Palliative care services
- c. Acute care services
- d. Long-term care services

23. A key focus for the support worker is client centered care. An acronym that supports this concept is DIPPS. This stands for:

- a. Duty, Integrity Principles, Passion, Support
- b. Dignity, Independence, Privacy, Preference, Safety
- c. Dignity, Interdependence, Promotion, Passion, Support
- d. Diligence, IPAC, Professionalism, Promotion, Support

24. In Ontario, residents of Long-Term Care homes are protected by 27 resident rights. These are set out by:

- a. The federal government
- b. The director of care at each Long-Term care home
- c. The Ministry of Health and Long-Term Care
- d. An independent board of directors

25. All clients have the right to make decisions and choices concerning their care and lifestyle. This is called:

- a. Autonomy
- b. Dependence
- c. Interdependence
- d. Independence

26. You are collecting subjective data to pass on to the nurse for report. As you listen to your client, you are not sure of some of the information they have provided. You restate their message back to them in your own words. This refers to the act of:

- a. Focusing
- b. Distraction
- c. Paraphrasing
- d. Denial

27. By removing safety hazards from a client's home, a support worker is respecting the client's right to which of the following principles of health care ethics?

- a. Nonmaleficence
- b. Justice
- c. Beneficence
- d. Autonomy

28. 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:

- a. Providing the same meal for each client as this will be a more efficient approach
- b. Providing a meal plan that allows for variety and input from the client
- c. Providing a meal plan that includes the same two options for each meal for the week to save money with grocery shopping.
- d. Providing a meal plan that only includes input from the group home manager/supervisor

29. 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

30. Which of the following statements about the substitute decision maker for property is correct?

- a. The federal government can assign one.
- b. This is not a legally binding position.
- c. This person makes decisions based on their own interests, not the client's interests.
- d. This person cannot make personal care decisions for a client.

31. You are working with Mr. Kournious. He is 92 yrs old and is hard of hearing in his left ear.

A way that you could improve communication with him is:

- a. Have his family provide any communication to him
- b. Yell loudly whenever speaking to him
- c. Face Mr. Kournious and speak towards his right side
- d. Say as little as possible so there is less chance of misunderstanding

32. Many long-term care acts, regulations, standards, and facility policies recognize that residents have rights. Which of the following statements describes these rights?

- a. Residents do not have the right to be properly sheltered, fed, clothed, and groomed.
- b. Residents do not have the right to have their families present 24 hours per day if they are dying.
- c. Residents have the right to keep and display personal possessions, pictures, and furnishings in their rooms.
- d. Residents have the right to be emotionally, physically, sexually, and financially mishandled.

33. 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

34. 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 drape 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.

35. Megan, a teenager, is rushed to the hospital because of a drug overdose. Aside from her weight problem, Megan has also been experiencing respiratory issues because her mother, who is unemployed, can only afford to live in public housing that is close to an industrial area. Choose the statement that best describes how one of the 12 determinants of health is influencing Megan's situation.

- a. Although each of the 12 determinants of health is important on their own, it is how they connect to one another that is the key component.
- b. Megan's mother's personal choices have influenced her health.
- c. The main factor influencing Megan's health is the physical environment.
- d. Megan's mother's unemployment is what drove Megan to drugs.

36. Cory, a support worker, is getting ready for work and remembers that he needs to get gas. This is also his day to drive the carpool to work. What is one thing Cory could do to avoid getting stressed?

- a. Leave earlier than usual to get the gas.
- b. Hope he has enough gas to make it to work and worry about it later.
- c. Call everyone to tell them he can't pick them up.
- d. Ask everyone to help pay for the gas.

37. When charting on the AM care you have provided, what is one thing you should you not do?

- a. Record in the order you completed the care
- b. Use a black or blue ink pen
- c. Chart a procedure before it is done to save time
- d. If you make an error, cross out the error and correct it while charting

38. You are working a double shift at the LTC home and your resident, Mrs. Petakis needs to be ready as her daughter is picking her up for an appointment at 1530. You know that she will need to be ready by:

- a. 3:30am
- b. 3:30pm
- c. 5:30am
- d. 5:30pm

39. Data that is verbally given by the client and recorded by a PSW is called:

- a. Objective data
- b. A nursing diagnosis
- c. Subjective data
- d. An assessment

40. Marvin lost his right leg in an accident and was fitted with a prosthesis. He is now undergoing rehabilitation. Which of the following is the primary goal of rehabilitation for Marvin?

- a. To restore function to former levels
- b. To regain all functional abilities
- c. To prevent further disability and illness
- d. To learn new skills

41. Mr. Pilar has been in the hospital for a few weeks in order to recover from his injuries from a car accident. He is now moving home again to rehabilitate there. He and his partner had not realized the importance of rehabilitation and restorative care until this accident happened. Aside from the promise of improving and restoring Mr. Pilar to his previous functional level, what overall benefit of rehabilitation and restorative care are they likely experiencing?

- a. Independence for Mr. Pilar and less disruption for his family
- b. Cost savings
- c. Slowing in Mr. Pilar's decline
- d. Additional help with household duties

42. 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:

- a. Address the individual needs of residents living in LTC homes
- b. Address the individual needs and the effects of residential schools on Indigenous peoples
- c. Address the individual needs and critical shortage of health care workers
- d. Address the individual needs of patients in acute care settings

43. Karma, a support worker, assists Miye, a resident at the facility where she works, with her personal hygiene needs with both AM and HS care. Which statement about HS care is correct?

- a. It occurs at bedtime.
- b. It occurs before the evening meal.
- c. It occurs at 1500 hours.
- d. It is provided twice a day

44. How should an unconscious client be positioned for oral hygiene?

- a. In Fowler's position
- b. In the supine position
- c. In the side-lying position
- d. In the prone position

45. The acronym LBGTQ2+ refers to a community of people who identify themselves as:

- a. Gay
- b. Transgender
- c. Two-Spirited
- d. All of the above

46. Standard precautions:

- a. Are used for all clients and residents
- b. Are used to prevent the spread of pathogens through the air
- c. Require gowns, gloves, and masks
- d. All of the above

47. You are working for a community home organization supporting your clients with IADLs.

These refer to:

- a. Independent Activities of Daily Living
- b. Instrumental Activities of Daily Living
- c. Important Activities of Daily Living
- d. Individual Activities of Daily Living

48. You have been assigned to perform personal care and mobility support for a resident at the LTC home where you work. How will you ensure that the right care is provided for the resident?

- a. Follow the client's care plan.
- b. Identify the client before giving care.
- c. Check the label on the client's clothing.
- d. Check the MSDS.

49. Which of the following is not considered a sign of infection?

- a. Fever, nausea, vomiting, rash, and/or sores
- b. Pain or tenderness, redness, and/or swelling
- c. Fatigue, loss of appetite, and/or a change in behaviour
- d. Bleeding

50. You want to gain more information from a resident to support them with their mobility.

You ask the question: "Do you have a walker to assist you?" This is an example of:

- a. A closed-ended question
- b. An open-ended question
- c. A therapeutic-ended question
- d. A paraphrasing-ended question.

51. 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.

52. A client you support through the home care agency you are employed with has stated complaints of chronic pain. As the support worker, you understand that chronic pain is pain that lasts longer than:

- a. 7 days
- b. 30 days
- c. 3 months
- d. 6 months

53. A client in a long-term care facility has dementia and is not able to explain when or where their pain occurs. What is one thing that can help tell you when they are experiencing pain?

- a. The client's family will tell you.
- b. Behavioural changes may signal pain.
- c. The client will be stoic.
- d. Pain is not a concern for those that have a dementia

54. 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

55. A resident at the LTC home your work has just received 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

56. You have been assigned the task of administering heparin by injection to Mr. Chan. Before accepting this delegated act, which of the following should you, as the support worker, consider?

- a. Your regulatory college's policies on delegation
- b. The employer's policies regarding delegation
- c. That it is all right to accept the task, as long as it is only once
- d. Do not accept the task as this act cannot be delegated

57. Which of the following statements is TRUE about how vancomycin-resistant *Enterococcus* (VRE) is spread?

- a. It can be contracted by sitting next to a client who has VRE.
- b. It can be contracted by touching a call bell that is contaminated with VRE.
- c. It can be contracted by coming into contact with a person with VRE who is sneezing.
- d. It can be contracted by not wearing a mask to block airborne pathogens.

58. 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

59. Gloves are worn when in contact with all of the following EXCEPT:

- a. Blood
- b. Drainage from wounds
- c. Urine or Feces
- d. Perspiration

60. How often must a person be checked if they have a restraint in place:

- a. Every 15 minutes
- b. Every hour
- c. Every two hours
- d. Once per shift

61. 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:

- a. Say there is no time, take off their shirt they are wearing and give them a t-shirt
- b. Tell them you have to do the buttons for them because you will miss breakfast otherwise
- c. Explain the challenge of being on a time limited schedule and together find a solution that works
- d. 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

62. Which one of the following best describes the use of a stethoscope?

- a. An instrument used to measure a client's temperature.
- b. An instrument used to measure blood pressure
- c. An instrument used to listen to sounds produced by the body
- d. An instrument used to examine the ears

63. Cuts, bruises, lacerations, or burns can possibly be indicators of:

- a. Physical abuse
- b. Emotional abuse
- c. Financial abuse
- d. Sexual abuse

64. 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:

- a. Dysarthria
- b. Expressive Aphasia
- c. Receptive Aphasia
- d. Global Aphasia

65. A 55-year-old client needs rehabilitation after hip replacement surgery. The support worker takes the client's oral temperature. Which of the following measurements is abnormal?

- a. 36.6°C (97.9°F)
- b. 37.7°C (99.9°F)
- c. 36.8°C (98.2°F)
- d. 36.7°C (98.1°F)

66. Dys- is part of a medical term. What is the correct meaning of this word element?

- a. Without, not, lack of
- b. Slow
- c. Difficult, abnormal
- d. Inner, inside

67. 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

68. 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

69. Cyrus just finished giving Mr. Thomas a bed bath. He should record this using which documentation form?

- a. The graphic sheet
- b. The progress notes
- c. The ADL checklist or flow sheet
- d. The I&O form

70. 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

71. 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

72. Adult fluid requirements for normal fluid balance are approximately:

- a. 1000 to 1500 mL daily
- b. 1500 to 2000 mL daily
- c. 2000 to 2500 mL daily
- d. 2500 to 3000 mL daily

73. Mrs. B has an order for NPO. This means:

- a. Fluids are restricted
- b. Records are kept of oral intake
- c. She cannot eat or drink anything
- d. She is encouraged to drink a variety of fluids

74. Mr. Coelho is a 78-year-old male who has prostate cancer. Tests have shown that the cancer has metastasized to his bones and liver. Which of the following best describes metastasis?

- a. It is a rapid cell growth and division that develops a lump or mass of tissue.
- b. It is the development of a cancerous tumour.
- c. It is a noncancerous process.
- d. It is cancer that has spread to other body parts.

75. Internal rotation is moving the joint in which direction?

- a. Turning the joint outward
- b. Turning the joint inward
- c. Turning downward
- d. Turning upward

76. You are supporting your resident with their feeding needs at mealtimes in a LTC home. Which of the following is NOT recommended?

- a. Ensure that food is served at an appropriate and safe temperature
- b. Feed an adult with a fork
- c. Allow the person time to pray before beginning feeding if they desire
- d. Provide fluids throughout the meal and at the end of the meal

77. Which of the following will prevent decubitus ulcers?

- a. Repositioning a client twice a day
- b. Applying alcohol to dry skin
- c. Reposition q2h and prn
- d. Massaging skin to increase circulation

78. 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

79. 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.

80. A support worker is removing dirty linens from a client's bed. Which of the following is correct?

- a. Remove all dirty linens at once.
- b. Roll each piece away from you.
- c. Keep the side that touched the client outside the roll.
- d. Place dirty linens on the floor.

81. 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

82. 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

83. A person with persistent blood pressure measurement above 140/90 has:

- a) Tachycardia
- b) Hypertension
- c) Hypotension
- d. Bradycardia

84. You are supporting the nurse on staff to give Mr. Zakowski a rectal suppository for Tx of constipation. You are preparing Mr. Zakowski and will put him in what position?

- a. Fowlers
- b. Supine
- c. Sims/Left Lateral
- d. Semi-fowlers

85. Namina a support worker, is providing care to a resident. The resident has a history of COPD and Namina wants to support them to breathe easier. What is something Namina could do?

- a. Elevate the resident's legs
- b. Provide extra protein with each of the resident's meals
- c. Give the resident insulin
- d. When the resident is in bed, have it in a semi-high fowler's position

86. 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.

87. 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

88. 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.

89. A patient informs the ER physician that he felt difficult and painful breathing while exercising. Which of the following is the correct term for what the patient was feeling?

- a. Apnea
- b. Bradypnea
- c. Dyspnea
- d. Orthopnea

90. Flexion involves:

- a. Straightening a body part
- b. Bending a body part
- c. Abducting a body part
- d. Adducting a body part

91. Which is not part of the cycle of abuse?

- a. Tension-building phase
- b. Honeymoon phase
- c. Harassment phase
- d. Abusive phase

92. An artificial replacement for a missing body part is called an/a:

- a. Prosthesis
- b. Orthosis
- c. Splint
- d. Bandage

93. 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

94. 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:

- a. Ensuring that the patch is disposed of in garbage.
- b. Donning a glove and putting the patch back on the client's skin
- c. Donning a glove and putting the patch back on the client's skin
- d. Donning a glove and taking the patch to the charge nurse

95. Why are older adults at risk for complications from heat and cold application?

- a. They have thin, delicate, fragile skin
- b. They have increased sensation to pain
- c. They have thickened, hard skin
- d. The amount of metal implants they may have

96. Respiratory complications in the postsurgical period must be prevented. Deep breathing and coughing exercises help prevent which of the following complications?

- a. Infection and skin breakdown
- b. Muscle and joint pain
- c. Incision pain
- d. Pneumonia and atelectasis

97. At the hospital where Jana, the PSW works, the primary physician has written a “Do Not Resuscitate” order for a dying patient. Jana does not agree with the order. Which of the following statements is correct?

- a. As Jana does not agree with the order, she can start cardiopulmonary resuscitation (CPR) on the patient, if necessary
- b. Jana can ask not to care for the patient
- c. Even though Jana does not agree with the order, she must follow it
- d. As this is a hospital setting, it is outside of the role for a PSW and therefore the situation does not apply

98. You are caring for a client that has a wound on their left lower leg that shows the following: inflammation, heat to the area, yellowish drainage. What is this type of wound called:

- a. A contaminated wound
- b. An infected wound
- c. An open wound
- d. A closed wound

99. 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?

- a. Catheterization
- b. Administration of medication through a feeding tube.
- c. Administration of fleet enemas
- d. None of the above

100. 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:

- a. Cheyne-Stokes
- b. Kussmaul's
- c. Hyperventilation
- d. Hypoventilation

101. Physical changes that are measured and that occur in a steady and orderly manner are called:

- a. Principles
- b. Development
- c. Growth
- d. Stages

102. One of the developmental tasks in life is finding a partner or acceptance from peers. This is part of which need in Maslow's Hierarchy of Needs?

- a. Safety and security
- b. Love and belonging
- c. Self-esteem
- d. Self-actualization

103. Which of the following describes how the support worker can promote the maintenance of normal urinary elimination for clients during bladder training?

- a. Ensure that the client is given time to initiate voiding when using the toilet or commode.
- b. Ensure the client uses the toilet or commode only when the client states they have the urge to urinate.
- c. Do not worry about providing privacy when promoting urination for the client.
- d. If the client has a catheter, make sure it is clamped to prevent drainage.

104. The role of the support worker regarding care of the body after death may include 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

105. This reflex is stimulated when the infant's cheek or near it is touched:

- a. Moro
- b. Rooting
- c. Sucking
- d. Grasping

106. 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

107. 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.

108. Older adults with Congestive Heart Failure, (CHF) on left side are at risk for:

- a. Pneumonia
- b. Dehydration
- c. Pressure sores
- d. Vomiting

109. 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.

110. In bathing your client on the second day after beginning her antibiotic medication, you notice a rash on her trunk and upper arms. You should:

- a. Put some moisturizing cream on the affected skin
- b. Report the rash immediately to your supervisor
- c. Tell your client to stop taking the medication
- d. Ignore the rash as this is a normal reaction with anti-biotics

111. When doing colostomy care, the PSW should:

- a. Wear sterile gloves
- b. Change the colostomy bag q.i.d.
- c. Rinse the colostomy bag with an antiseptic
- d. Empty the contents of the colostomy bag when feces is present

112. Each lung is covered by a two-layered sac. What is the correct term for this sac?

- a. Bronchus
- b. Bronchiole
- c. Alveoli
- d. Pleura

113. You are caring for a client that has a Dx of epilepsy. They will sometimes have seizures that can last 2-3 minutes. You are there one day when they are experiencing a seizure, what is one thing you should you do right away while the seizure is occurring?

- a. Ensure that there is nothing around the client that could potentially harm them
- b. Make sure to hold the client down to keep them from hurting themselves
- c. Do nothing and wait until the seizure has stopped
- d. Call 911 immediately

114. 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

115. You observe that your client has very dark yellow, strong-smelling urine. She asks to go to the bathroom more often than is usual for her. You should:

- a. Cut down on her intake of fluids as this is a sign of overhydration
- b. Not be concerned because this indicates normal aging changes in the bladder
- c. Report these symptoms to the supervisor as this is a sign of dehydration
- d. Recommend that she wear incontinence protection

116. When communicating with a confused client, what should the support worker do?

- a. Avoid touching the client
- b. Give detailed information to ensure the client understands
- c. Face the client and speak quickly
- d. Give clear, simple directions and answers

117. A client has a urinary catheter. Which of the following is correct about catheter care?

- a. Keep the resident in bed in order to ensure continuous drainage
- b. Ensure that the drainage tube is clamped to prevent leakage
- c. Ensure that the drainage bag below the level of the bladder
- d. Flush the tubing with sterile water each day

118. 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

119. 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.

120. You are working at your local LTC home and you enter the room of a husband and wife that are engaged in an intimate activity. What should you do in this situation?

- a. Stop the couple; sexual activity is not permitted in most long-term care facilities
- b. Politely excuse yourself and provide privacy
- c. Ask the couple if they are both consenting to the activity
- d. In a joking manner, ask the client about the sexual activity later

121. 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

122. 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:

- a. To only use a manual, blade razor
- b. To only use an electric razor
- c. Use an electric razor on the cheek area and use a blade razor for the chin and under the nose areas
- d. Support workers do not perform the task of shaving in a homecare setting

123. Which of the following factors, other than brain disease, can cause confusion in elderly clients?

- a. Fatigue, dehydration
- b. Drugs, nutritional deficiencies
- c. Sensory impairment
- d. All of the above

124. Your patient has tachypnea. What might you expect to see?

- a. Respiratory rate under 11
- b. Respiratory rate over 20
- c. Unlaboured breathing
- d. Cheyne-Stokes breathing

125. Mr. Yang has had a stroke. Before the stroke, he was able to complete challenging crossword puzzles. He now finds them very hard to do, and he can't remember words the way he used to. Which part of Mr. Yang's brain has most likely been affected?

- a. Cerebrum
- b. Cerebellum
- c. Midbrain
- d. Brainstem

126. When providing a commercial tub bath to an individual in a facility setting, what would be a recommendation?

- a. Helping the individual into the tub first, and then filling it with water.
- b. Getting a co-worker to double check the temperature of the bath water.
- c. Helping the individual out of the tub after draining some of the water.
- d. In a facility setting, only showers are done.

127. When dressing an individual that has an affected side, the proper procedure would be:

- a. Dress the affected side first.
- b. Dress the unaffected side first.
- c. Dress the upper part of the body first.
- d. Dress the lower part of the body first.

128. What is the first step in providing perineal care on female genitalia?

- a. Using a clean section of a cloth, wash the labia on the side closest to you.
- b. Using a clean section of cloth, wipe the centre of the perineum.
- c. Using a clean section of cloth, wash the labia on the side farthest from you.
- d. Using a clean section of cloth, wipe the rectal area.

129. Sublingual administration refers to:

- a. An injection just under the skin
- b. Medication placed under the tongue
- c. Medication placed on the skin
- d. An injection given in the abdomen

130. Your client in a retirement home requires assistance with ostomy care. As a support worker you are able to:

- a. Measurement of the stoma for proper flange placement.
- b. Emptying and cleaning of the ostomy bag.
- c. Replacement of the any damaged flange only on a one-piece appliance system.
- d. Support workers do not assist with ostomy care.

131. 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.

132. 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?

- a. Adjust the aid so the resident can use it properly and comfortably.
- b. Adjust the aid and document your changes in the Care Plan.
- c. Do not adjust the aid, but report to your supervisor the resident's concerns with it.
- d. Adjust the walking aid, and update the other support worker staff so they are aware.

133. Anaphylactic shock is a:

- a. Bleeding disorder
- b. Type of angina
- c. Severe allergic reaction
- d. Reaction to a cognitive impairment

134. Signs of death include all of the following except:

- a. Body temperature rises and circulation fails
- b. Movement and muscle tone are lost
- c. Peristalsis and other digestive functions increase
- d. Pain decreases and most people lose consciousness

135. You are supporting someone who has a fracture and you have placed a cold compress to the area. How long may a cold compress be left on an area?

- a. 5 minutes
- b. 15 minutes
- c. 20 minutes
- d. 30 minutes

136. When providing care for children, what should a support worker consider?

- a. Children can be at high risk for accidental injuries
- b. It is all right to be playful with them and tease them
- c. Children should never be consulted about their preferences
- d. Children will usually recognize a dangerous situation

137. Palliative care is:

- A. Massage therapy and relaxation techniques to relieve pain
- b. Physical therapy for people with severe back pain
- c. Services for people with progressive, life-threatening illnesses that relieve or reduce uncomfortable symptoms
- d. Treatment that prolongs life

138. 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:

- a. You are able to complete passive range of motion exercises without being delegated.
- b. You are able to complete passive range of motion exercises, but only with delegation of the task.
- c. Support workers do not assist with range of motion exercises in the home care environment.
- d. Support workers are only able to perform active or active-assisted range of motion exercises.

139. Blood is carried away from the heart to the lungs by:

- a. Superior Vena Cava
- b. Pulmonary arteries
- c. Pulmonary veins
- d. Aorta

140. Each kidney has approximately how many nephrons?

- a. One thousand
- b. Ten thousand
- c. One hundred thousand
- d. One million

141. A DNR order is only written by:

- a. The physician
- b. The PSW
- c. The director of care of a LTC home
- d. The power of attorney

142. You are assigned to prepare the room for examination and collect examination equipment for a client who complains of a ringing in his ear. What equipment will you make sure is included in your list of items to collect?

- a. Nasal speculum
- b. Otoscope
- c. Ophthalmoscope
- d. Laryngeal mirror

143. Your resident has hypertension. Treatment will probably include all of the following EXCEPT:

- a. A high-sodium diet
- b. No smoking and regular exercise
- c. Medications to lower blood pressure
- d. A low calorie diet, if resident is obese

144. Bile is produced by what organ?

- a. Liver
- b. Gall bladder
- c. Duodenum
- d. Pancreas

145. 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.

146. With the resident who has heart disease, the Fowler's position is used to relieve:

- a. Rapid heart rate
- b. Swelling of the legs
- c. Difficulty breathing
- d. Pressure on the buttocks

147. A client is a quadriplegic as a result of a spinal cord injury. The client has paralysis of:

- a. The legs, arms, and trunk
- b. One side of the body
- c. The legs
- d. The legs and trunk

148. Mr. Tan recently arrived in Canada to visit your client, who is his sister. He tells you that he is worried about his sister being alone at home and being cared for by a stranger rather than a family member. Which important Canadian legislation can you cite to help address Mr. Tan's concerns about his sister's well-being?

- a. Legal rights
- b. Canadian Charter of Rights and Freedoms
- c. Democratic rights
- d. Fundamental freedoms

149. You care for a client in a home setting, Mrs. Nash. She seems to have behavior changes based on when her daughter is visiting. You notice that she seems happy after spending the whole weekend shopping and dining out with her daughter, but then she changes to anxiously looking at the clock as the time for her daughter's next visit draws near. She has even asked you whether you could work overtime this weekend to be around when the daughter is there. Which phase of the cycle of abuse do you feel this anxious behaviour represents?

- a. Abusive phase
- b. Controlling phase
- c. Honeymoon phase
- d. Tension-building phase

150. Based on Canada's Dietary Guidelines, which of the following best describes the recommended foods to serve on a plate at each meal?

- a. Vegetables and fruit with white bread
- b. Vegetables and protein with whole-grain foods
- c. Protein and whole-grain foods with dairy
- d. Vegetables and fruits with dairy

151. Sadein, a support worker is paired up with Mouana to do care on Mrs. Ling. The transfer sign above the bed states that a Hoyer lift is used to for mobility. The lift is being used by other workers on the unit, and Mouana says that they can just go ahead and move Mrs. Ling as two person transfer without the lift. Sadein's best response to this would be:

- a. Go ahead and complete the lift as this is acceptable
- b. Complete the lift as a two person, but make sure to document this on the flow sheet
- c. State to Mouana that the Hoyer lift must be used according to the transfer sheet sign
- d. Do not complete the lift and report Mouana immediately to the registered nurse in charge

152. You notice a male resident who is masturbating while in the dinning room area. An appropriate reaction by you the support worker would be:

- a. Quietly cover the resident up and take them back to their room for privacy
- b. Quickly go over to the resident and inform them that this is not acceptable behaviour and they have to stop immediately
- c. Report this behaviour to the nurse in charge so they can intervene
- d. Remove the resident from the dinning area and call the family to report the behaviour

153. Personal support workers are considered UCPs. This refers to:

- a. Unregistered Caring People
- b. Unsupervised Care Providers
- c. Unregistered Care Professionals
- d. Unregulated Care Providers

154. The term Validation refers to:

- a. Respecting the client's sense of reality
- b. Recognizing the emotional content of a message
- c. Applying supportive, redirection techniques to re-orient a person
- d. All of the above

155. Carla, is assisting Ms. Nesrallah with re-positioning up in her bed. Carla wants to ensure proper technique to avoid which of following common complications:

- a. Shearing
- b. Dehydration
- c. DVT
- d. Dislocation of a joint

156. You are assisting someone with feeding who has recently had a stroke and is suspected of having dysphagia. Which of the following would be part of a proper feeding technique:

- a. Making sure the person's head is tilted back when feeding
- b. Making sure that you are sitting at least 1-2 ft above the person when feeding them
- c. Making sure that the person maintains the chin-tuck position with feeding
- d. Making sure that they are in a low-fowler's position for feeding

157. You are working for a community agency in a group home setting that provides social and recreational support to its clients. You have been asked by the home supervisor to accompany 4 of the clients to a local park for a game of baseball. One client is in a w/c, one is non-verbal but is high functioning physically, and two are fairly independent, but require some supervision as they sometimes are challenged with safety boundaries. You feel this is something that you are uncomfortable with doing. Your best approach to this situation would be:

- a. You can refuse this task as the supervisor is not a nurse and therefore cannot request this of you
- b. You can present your concerns to the supervisor and look for a way to support the clients with this activity as well as keeping yourself safe
- c. You can refuse to complete this task as your role as a PSW in a group home setting would not include support with social and recreational activities
- d. You are required to complete the task as these are the clients you are responsible for and this is part of their Care Plan

158. Holistic health includes all of the following areas EXCEPT:

- a. Physical
- b. Emotional
- c. Financial
- d. Spiritual

159. You are assisting Mr. Dipps with his am oral hygiene routine. He has Alzheimer's disease and can sometimes be resistive to having his oral care completed. One technique that could help would be:

- a. Doing all of the care for him so it is completed quickly
- b. Setting up his toothbrush so he can participate and doing a hand over hand technique if needed
- c. Only using a toothette or swab to complete oral care for someone with dementia
- d. Having another support worker come and hold Mr. Dipps hands down while you complete the care

160. Vomiting can be dangerous for an individual due to the potential complication of:

- a. Stroke
- b. Aspiration
- c. Fluid retention
- d. Cardiac arrest

