

**Chapter 3: Workplace Settings****MULTIPLE CHOICE**

1. Which of the following is the correct definition of an acute illness?
  - a. A sudden illness from which a person is expected to recover.
  - b. An ongoing illness for which there is no known cure.
  - c. An illness that is slow or gradual in onset.
  - d. An illness for which there is no reasonable expectation of recovery.

ANS: A

	Feedback
<b>A</b>	<b>Correct. This is the correct definition of an acute illness.</b>
<b>B</b>	Incorrect. This is the definition of a chronic illness.
<b>C</b>	Incorrect. This is related to chronic illnesses.
<b>D</b>	Incorrect. This would be a palliative illness.

PTS: 1

DIF: Remembering

REF: p. 38

2. What is another term for an ongoing illness that is slow or gradual in onset and for which there is no known cure?
  - a. An acute illness.
  - b. A chronic illness.
  - c. A terminal illness.
  - d. A physical illness.

ANS: B

	Feedback
<b>A</b>	Incorrect. A sudden illness from which a person is expected to recover.
<b>B</b>	<b>Correct. This is the correct definition of a chronic illness.</b>
<b>C</b>	Incorrect. This is an illness where someone cannot recover—death is imminent.
<b>D</b>	Incorrect. Not an appropriate answer.

PTS: 1

DIF: Remembering

REF: p. 38

3. Which of the statements below is true of the different settings support workers will work in?
  - a. The facilities are basically the same.
  - b. No matter what setting, a support worker will have the same responsibilities.
  - c. Each setting has different goals and services
  - d. Each setting has the same goals and services.

ANS: C

	Feedback
<b>A</b>	Incorrect. This is not true. Facilities and agencies differ.
<b>B</b>	Incorrect. Support worker responsibilities vary depending on workplace setting.
<b>C</b>	<b>Correct. Each setting has different goals and services .</b>
<b>D</b>	Incorrect. Goals and services vary by the workplace setting.

PTS: 1

DIF: Remembering

REF: p. 35

4. Which of the following is the correct term for a person who goes to the hospital for day surgery?
- a. Outpatient
  - b. Client.
  - c. Resident.
  - d. Individual.

ANS: A

	Feedback
A	<b>Correct. A person who does not stay overnight in a facility.</b>
B	Incorrect. A formalized, more business-like name for a person being looked after by a support worker.
C	Incorrect. People using residential facilities are called <i>residents</i> because they reside, or live, in the facility.
D	Incorrect. This is not correct.

PTS: 1

DIF: Remembering

REF: p. 38

5. Which of the following correctly describes an assisted-living residence?
- a. Provides services to young and middle-aged adults.
  - b. Is for persons with terminal illnesses.
  - c. Provides complex, ongoing rehabilitation.
  - d. Is for persons with chronic mental illness.

ANS: A

	Feedback
A	<b>Correct. This is the correct definition.</b>
B	Incorrect. Persons with terminal illness would require hospice or palliative care.
C	Incorrect. This describes a rehabilitation facility.
D	Incorrect. Although persons with chronic mental illness <i>may</i> live in assisted living, this is not the best answer.

PTS: 1

DIF: Remembering

REF: pp. 34, 39-40

6. Assisted-living residences provide all *except* which of the following?
- a. Housing.
  - b. Help with personal care.
  - c. Complex medical care.
  - d. Social activities.

ANS: C

	Feedback
A	Incorrect. Assisted-living residences do provide housing.
B	Incorrect. One of the services available in assisted-living facilities is assistance with personal care.
C	<b>Correct. People with complex medical care require more assistance. Since they are not independent, they would not be suitable for an assisted-living facility.</b>
D	Incorrect. This would be one of the activities offered in an assisted-living

	residence.
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PTS: 1

DIF: Remembering

REF: p. 40

7. Mr Shah is being transferred to a hospice. Which of the following correctly describes a hospice?
- A skilled nursing facility.
  - A home health care agency.
  - A health care program for persons who present dangers to themselves or others.
  - A health care agency or program for persons who have a terminal illness.

ANS: D

	Feedback
<b>A</b>	Incorrect. Although there are skilled nurses working in a hospice, this is not the definition of a hospice.
<b>B</b>	Incorrect. Hospice services may be offered in the home, but this is not the best answer.
<b>C</b>	Incorrect. This is not the correct answer.
<b>D</b>	<b>Correct. An area of palliative care that provides home, residential, or inpatient care to a client who has a terminal diagnosis and is no longer seeking life-prolonging care</b>

PTS: 1

DIF: Remembering

REF: p. 39

8. Jeanette's father has early-stage Alzheimer's. He lives with her and says he is lonely when she goes to work. Which program should Jeanette consider registering her father for?
- An adult day program.
  - A palliative care program.
  - A mental health program.
  - A convalescent program.

ANS: A

	Feedback
<b>A</b>	<b>Correct. This is a daytime program for people with physical or mental health issues or for older adults who need assistance.</b>
<b>B</b>	Incorrect. Palliative care relates to the care of people with a terminal illness. Jeanette's father is not dying.
<b>C</b>	Incorrect. Being lonely is not a mental illness. An adult day program is the best answer.
<b>D</b>	Incorrect. This would not be appropriate for Jeanette's father.

PTS: 1

DIF: Applying

REF: p. 36

9. Which statement about convalescent care is correct?
- It is care provided in a group home.
  - It is also known as *hospice care*.
  - It is also known as *transitional care*.
  - It is also known as *palliative care*.

ANS: C

	Feedback
A	Incorrect. Care is provided in a hospital setting.
B	Incorrect. This is not correct.
C	<b>Correct. Convalescent care is also known as <i>transitional care</i>—inpatient care provided to people who are recovering from surgery, injury, an acute illness, or an exacerbation of a disease process.</b>
D	Incorrect. Palliative care is the care of persons who are terminally ill.

PTS: 1

DIF: Remembering

REF: p. 34

10. Supportive housing is sometimes referred to as which of the following?
- Convalescent care.
  - Long-term care.
  - Assisted living.
  - Adult day care.

ANS: C

	Feedback
A	Incorrect. Convalescent care is also known as <i>transitional care</i> .
B	Incorrect.
C	<b>Correct. These two terms are interchangeable for a residential facility where residents live in their own apartments and are provided support services</b>
D	Incorrect. This is a daytime program for people with physical or mental health issues or for older adults who need assistance.

PTS: 1

DIF: Remembering

REF: pp. 39, 40

11. Which of the following is a challenge that the support worker may face working in home care?
- Working indirectly for the client.
  - It is a structured environment.
  - Must be dependent on others for direction.
  - Maintaining professional boundaries is sometimes difficult.

ANS: D

	Feedback
A	Incorrect. In home care, the support worker works directly with and sometimes for the client as well. This is not necessarily a challenge.
B	Incorrect. Unlike a facility-based environment which is more structured, the home care environment is less so.
C	Incorrect. Support workers work very independently in the home care environment.
D	<b>Correct. When you work closely with clients, you tend to form strong attachments to them.</b>

PTS: 1

DIF: Applying

REF: p. 36

12. What is the philosophy of hospice care?
- To provide financial support.
  - To provide respite care.

- b. To provide emotional support.                      d. To prolong the resident's life.

ANS: B

	Feedback
A	Incorrect.
B	<b>Correct. The philosophy of hospice is to provide support for the patient's emotional, social, and spiritual needs as well as medical symptoms as part of treating the whole person.</b>
C	Incorrect.
D	Incorrect. This is not a philosophy of hospice care.

PTS: 1

DIF: Remembering

REF: p. 39

13. Enrico is addicted to illegal drugs. Which one of the following services would he require?
- a. Mental health services.                      c. Acute care services.  
b. Palliative care services.                      d. Long-term care services.

ANS: A

	Feedback
A	<b>Correct. Also known as <i>psychiatric services</i>—services for people with mental disorders (such as schizophrenia, bipolar disorder, and addictions).</b>
B	Incorrect. Palliative care is the care of persons who are terminally ill.
C	Incorrect. Acute care is a service where a person is treated for a sudden illness from which a person is expected to recover.
D	Incorrect. This type of facility is for persons who have long-term, chronic conditions.

PTS: 1

DIF: Remembering

REF: p. 39

14. Bella, 14 years old, is on parole for public misconduct. She may require care from which of the following?
- a. Long-term care.                                      c. Assisted-living services.  
b. Mental health services.                              d. Care in a group home.

ANS: D

	Feedback
A	Incorrect. This would not be an appropriate type of facility for Bella, as she does not have a long-term condition.
B	Incorrect. This would not be an appropriate type of facility for Bella, as she does not have a mental illness.
C	Incorrect. This would not be an appropriate type of facility for Bella, as she does not require assistance with her ADLs.
D	<b>Correct. Some group homes provide services to children and adolescents with behavioural and conduct disorders.</b>

PTS: 1

DIF: Remembering

REF: p. 40

15. Thelma is quite independent but still needs some assistance with housekeeping. She would be a good candidate for which of the following facilities?
- A long-term care facility.
  - A group home.
  - A retirement residence.
  - A hospice.

ANS: C

	Feedback
A	Incorrect. This would prematurely take her independence away. If she is still able to care for herself at any level, this is not the best answer.
B	Incorrect. This would not be an appropriate setting for Thelma.
C	<b>Correct. A retirement residence would allow Thelma to continue living independently with easy access to supportive services if she needed it.</b>
D	Incorrect. Since Thelma does not have a terminal illness, this would not be an appropriate answer.

PTS: 1

DIF: Remembering

REF: pp. 40, 41

16. Which following statement about long-term care facilities is correct?
- They are funded by provinces.
  - Medicare pays for some costs.
  - They are not licensed.
  - They are not regulated.

ANS: B

	Feedback
A	Incorrect. Provincial governments do not fund long-term care facilities.
B	<b>Correct. Medicare does pay for some costs.</b>
C	Incorrect. They are licensed.
D	Incorrect. They are regulated.

PTS: 1

DIF: Remembering

REF: p. 41

17. A new resident, Mrs. Curran, has just been admitted to the long-term care facility. What could the support worker do to assist her to feel comfortable?
- Rearrange her furniture and personal belongings while she is out of the room.
  - Stay with her as long as possible.
  - Remove from the boxes only things you think she needs.
  - Respect the resident by asking her where she wants her things placed.

ANS: D

	Feedback
A	Incorrect. This would not be respectful as the new resident was not asked for her input.
B	Incorrect. This would not allow the new resident her privacy.
C	Incorrect. This is not taking into consideration what the resident thinks she needs from the box.
D	<b>Correct. This shows the support worker has respect for the new resident and her preferences.</b>

PTS: 1

DIF: Applying

REF: p. 43

18. Lori and Elinor have been looking after their sick grandmother for several years. They are getting very tired and need a break. Which type of service should they look into?
- Hospice care.
  - Long-term care.
  - Respite care.
  - Group home care.

ANS: C

	Feedback
A	Incorrect. This care is for people who are terminally ill.
B	Incorrect. They are only looking for a break, not a long-term option.
C	<b>Correct. Temporary care of a person who requires a high level of support, care, and supervision that gives the person's caregivers a break from their duties.</b>
D	Incorrect. This would not be an appropriate temporary setting for the grandmother.

PTS: 1

DIF: Understanding

REF: p. 38

19. Canada is seeing an increase in cardiac health community programs to assist those who have had a heart attack. What is a best explanation for this?
- More people are having heart attacks.
  - Provincial and territorial governments want to keep people out of hospitals.
  - There is not enough room in the hospitals to facilitate these programs.
  - Federal government involvement.

ANS: B

	Feedback
A	Incorrect. This may be true, however not the best answer.
B	<b>Correct. Health ministries of all the provinces and territories have initiated more community-based programs to support clients in living longer and avoiding being hospitalized.</b>
C	Incorrect. This may be true; however it is not the best answer.
D	Incorrect. It is due to the initiative of provincial and territorial governments.

PTS: 1

DIF: Remembering

REF: p. 35

20. Ben will be working directly for a client. Which of the following should he consider first?
- Getting clarifications regarding the terms of his employment in writing.
  - Accepting a verbal agreement.
  - Assuming that his client knows his (Ben's) scope of practice.
  - That most clients request the same kind of work from a support worker.

ANS: A

	Feedback
A	<b>Correct. This is a smart move that will help prevent misunderstandings.</b>
B	Incorrect. Written agreements are a more professional and clear way of doing

	business.
<b>C</b>	Incorrect. It is never safe to assume these things.
<b>D</b>	Incorrect. Clients' requests and needs vary dependent on client.

PTS: 1 DIF: Applying REF: p. 37

21. Melissa has eight patients. She must provide three bed baths this morning; one client is upset, having slept badly; she has to shave one client; and another client is going out on a pass with his family in 15 minutes. How should she handle this situation?
- Get the client who is going out ready first since their family will be waiting.
  - Ask for help from other support workers.
  - Leave the bed baths because they are not urgent.
  - Prioritize the care needs of each client and ask for help if necessary.

ANS: D

	<b>Feedback</b>
<b>A</b>	Incorrect. This is not the priority. Caring for an upset client should be the first thing Melissa does.
<b>B</b>	Incorrect. Asking for help is not wrong; however, prioritizing what needs to be done should happen first. Then Melissa can decide if she needs help and with what specifically.
<b>C</b>	Incorrect. Bed baths indicate the clients are not able to do self-care and therefore are important.
<b>D</b>	<b>Correct. Support workers should prioritize care depending on the most urgent of personal needs.</b>

PTS: 1 DIF: Applying REF: p. 42

22. Cheryl works in a Palliative Care unit in a busy hospital. She knows that one of the most important supportive measures includes which of the following?
- Providing emotional support, like listening to the client share feelings.
  - Telling the client everything will be all right.
  - Telling the client to not be so angry all the time.
  - Providing support by telling the client that she feels sorry for them.

ANS: A

	<b>Feedback</b>
<b>A</b>	<b>Correct. Sometimes, you can provide emotional support just by holding the client's hand or listening.</b>
<b>B</b>	Incorrect. This is not an appropriate thing for anyone to say to someone in palliative care.
<b>C</b>	Incorrect. Dealing with people who are in distress is not uncommon. A support worker should remain professional at all times; this is not an appropriate response.
<b>D</b>	Incorrect. Dealing with people who are in distress is not uncommon. A support worker should remain professional at all times; this is not an appropriate response.



PTS: 1

DIF: Applying

REF: p. 42

23. While providing home care, it is important for the support worker to promote and respect the privacy of the client. Gerald, a support worker, demonstrates this by doing all *except* which of the following?
- Carefully screen off the area and cover the client when providing personal care.
  - Knocking on the door and announcing his presence before entering a client's room.
  - Posting a "private" sign on the client's bedroom door.
  - Keeping discussions about the client with coworkers confidential and professional.

ANS: C

	Feedback
A	Incorrect. This is an appropriate way of providing privacy.
B	Incorrect. This is an appropriate way of providing privacy.
C	<b>Correct. This is not an effective way to ensure the client's privacy.</b>
D	Incorrect. This is an appropriate way of providing privacy.

PTS: 1

DIF: Understanding

REF: p. 36

24. While providing home care, it is important for the support worker to promote and respect the privacy of the client. Gerald, a support worker, demonstrates this by doing all *except* which of the following?
- Carefully screen off the area and cover the client when providing personal care.
  - Knocking on the door and announcing his presence before entering a client's room.
  - Posting a "private" sign on the client's bedroom door.
  - Keeping discussions about the client with coworkers confidential and professional.

ANS: C

	Feedback
A	Incorrect. This is an appropriate way of providing privacy.
B	Incorrect. This is an appropriate way of providing privacy.
C	<b>Correct. This is not an effective way to ensure the client's privacy.</b>
D	Incorrect. This is an appropriate way of providing privacy.

PTS: 1

DIF: Understanding

REF: p. 36

25. Hospitals have different types of units meeting the special needs of patients. Examples of common units include all *except* which of the following?
- Intensive Care units.
  - Long-term care unit
  - Emergency department
  - Surgical unit

ANS: B

	Feedback
A	Incorrect. This is a common unit within the hospital setting.
B	<b>Correct. Some hospitals provide long-term care, but more often long-term care is provided in long-term care facilities or through home care services.</b>
C	Incorrect. This is a common unit within the hospital setting.

<b>D</b>	Incorrect. This is a common unit within the hospital setting.
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PTS: 1

DIF: Remembering

REF: p. 38

26. The Victoria Order of Nurses is an agency that offers services by nurses and support workers where they provide care outside of facility-based settings. What type of agency is this an example of?

- a. A community based service.                      c. Facility-based program.  
b. Community day program.                      d. Assisted-living service.

ANS: A

	Feedback
<b>A</b>	<b>Correct. This is an example of services being provided in people's homes, in the community.</b>
<b>B</b>	Incorrect. This is not an example of a community day program.
<b>C</b>	Incorrect. The services that the question outlines do not take place within the facility.
<b>D</b>	Incorrect. This is not a defined service. There are assisted-living facilities.

PTS: 1

DIF: Understanding

REF: p. 35

27. Katherine, a support worker, is assisting another support worker to care for a resident. While providing personal care, Katherine recognizes that her coworker did not close the curtain. What is the first thing should Katherine do?

- a. Continue with the task, as Katherine is just there to help.  
b. Provide for privacy by closing the curtain.  
c. Tell the supervisor  
d. Tell the support worker that dignity must be maintained at all times.

ANS: B

	Feedback
<b>A</b>	Incorrect. It is everyone's responsibility to maintain privacy and dignity.
<b>B</b>	<b>Correct. You must respect your client's privacy and dignity.</b>
<b>C</b>	Incorrect.
<b>D</b>	Incorrect. You would not discuss this in front of the resident.

PTS: 1

DIF: Analyzing

REF: p. 43