

## **Sorrentino: Mosby's Essentials for Nursing Assistants, 4<sup>th</sup> Edition**

### **Chapter 3: Work Ethics**

#### **Test Bank**

#### **MULTIPLE CHOICE**

1. Work ethics means
  - a. Trusting others with personal information
  - b. Being polite and considerate
  - c. Behavior in the workplace
  - d. Right and wrong conduct

ANS: C                      REF: p. 33

2. You say things that offend, trouble, or worry another person. This is
  - a. Gossip
  - b. Defamation
  - c. Being rude
  - d. Harassment

ANS: D                      REF: p. 33, 41

3. Which will *not* promote physical and mental health?
  - a. Good nutrition
  - b. Having your eyes checked
  - c. Taking drugs as a doctor prescribes
  - d. Getting 5 hours of sleep daily

ANS: D                      REF: p. 33

4. Good personal hygiene involves
  - a. Daily bathing
  - b. Taking a shower
  - c. Taking a tub bath
  - d. Brushing teeth daily

ANS: A                      REF: p. 33

5. To look professional at work
  - a. Follow the agency's dress code
  - b. Wear your favorite clothes
  - c. Keep your nails polished
  - d. Wear shoes that are in style

ANS: A                      REF: p. 34

6. Uniforms, stockings and socks, and shoes must be
- Clean
  - In style
  - White
  - Provided by the agency

ANS: A REF: p. 34

7. Underclothes must
- Be simple and attractive
  - Be clean and fit properly
  - Give needed support
  - Be in style

ANS: B REF: p. 34

8. You have a tattoo. You should
- Have it removed
  - Wear uniforms that allow it to be seen
  - Cover it
  - Show it to patients and residents

ANS: C REF: p. 34

9. Large rings are dangerous because
- Patients and residents can pull them off
  - They can scratch patients and residents
  - They can fall off and become lost
  - They can damage care equipment

ANS: B REF: p. 34

10. You should wear a wristwatch that
- Is digital
  - Has a second hand
  - Has a stopwatch
  - Has an alarm

ANS: B REF: p. 34

11. Nail polish
- Must be a light shade
  - Must be in good repair
  - Must be a dark shade
  - Is not worn

ANS: D REF: p. 34

12. Which is *not* a source for finding a job?

- a. The state employment service
- b. Newspaper ads
- c. The state nursing assistant registry
- d. Phone book yellow pages

ANS: C                      REF: p. 33

13. Being dependable means the following *except*
- a. Reporting to work on time
  - b. Being eager to learn
  - c. Performing delegated tasks
  - d. Keeping promises

ANS: B                      REF: p. 35

14. Being honest means the following *except*
- a. Reporting accurately care given
  - b. Reporting errors
  - c. Reporting observations
  - d. Reporting gossip

ANS: D                      REF: p. 35

15. Having concern for a person is
- a. Caring
  - b. Empathy
  - c. Enthusiasm
  - d. Respect

ANS: A                      REF: p. 35

16. Treating the person with dignity at all times is
- a. Consideration
  - b. Empathy
  - c. Respectfulness
  - d. Cheerfulness

ANS: C                      REF: p. 35

17. Understanding your feelings, strengths, and weaknesses is
- a. Consideration
  - b. Trustworthiness
  - c. Conscientiousness
  - d. Self-awareness

ANS: D                      REF: p. 35

18. A question on a job application does not apply to you. What should you do?
- a. Write neatly.

- b. Leave the space blank.
- c. Write "N/A" in the space.
- d. Write a brief response about why the question does not apply.

ANS: C                      REF: p. 35

19. You are completing a job application. How many references should you be prepared to give?
- a. Only 1
  - b. At least 2
  - c. At least 3
  - d. At least 4

ANS: D                      REF: p. 35

20. You are completing a job application. You must be
- a. Honest
  - b. Enthusiastic
  - c. Courteous
  - d. Cheerful

ANS: A                      REF: p. 35

21. A nursing assistant has had four jobs in one year. The person does not list all four jobs when completing a job application. This is
- a. Fraud
  - b. Invasion of privacy
  - c. The person's right to personal choice
  - d. Poor work ethics

ANS: A                      REF: p. 35

22. You are getting ready for an interview. You should do the following *except*
- a. Polish your shoes
  - b. Take a bath and brush your teeth
  - c. Style your hair as you would for work
  - d. Wear a strong fragrance

ANS: D                      REF: p. 37

23. You are in the waiting area before your interview. What should you do?
- a. Sit quietly.
  - b. Eat your lunch.
  - c. Talk to the receptionist.
  - d. Look at things on the receptionist's desk.

ANS: A                      REF: p. 36

24. During an interview, it is correct to do the following *except*

- a. Accept a beverage
- b. Shake the interviewer's hand
- c. Take things off the interviewer's desk
- d. Look at the interviewer

ANS: C                      REF: pp. 36-37

25. Which answers are best during an interview?

- a. "Yes" and "No" answers
- b. Brief explanations
- c. Long explanations
- d. Written responses

ANS: B                      REF: p. 37

26. Which should you review with the interviewer?

- a. The nursing assistant registry
- b. Your competency evaluation
- c. Your job description
- d. Agency policies and procedures

ANS: C                      REF: p. 37

27. Following an interview, when should you write a thank-you note?

- a. Within 24 hours of the interview
- b. Within 3 days of the interview
- c. Within 1 week of the interview
- d. When you have the time

ANS: A                      REF: p. 37

28. You accept a job at Fair Haven Nursing Center. You should get the following information in writing *except*

- a. Pay rate
- b. Starting date
- c. Work hours
- d. What your references said about you

ANS: D                      REF: p. 37

29. You accept a job at Fair Haven Nursing Center. Which does *not* occur during new employee orientation?

- a. You learn to be a preceptor.
- b. You learn about the center's policies and procedures.
- c. Your skills are checked for safety and correctness.
- d. You learn how to use the center's supplies and equipment.

ANS: A                      REF: p. 37

30. Childcare emergencies are
- Your responsibility
  - The agency's responsibility
  - Your co-workers' responsibility
  - Part of your benefits package

ANS: A REF: p. 38

31. You are the carpool driver today. You need to get gas. What should you do?
- Leave earlier than usual.
  - Get gas after you pick everyone up.
  - Get gas after work.
  - Ask everyone to help pay for the gas.

ANS: A REF: p. 38

32. You are ill and cannot work as scheduled. What should you do?
- Find someone to work for you.
  - Follow the agency's attendance policy.
  - Call your supervisor after your shift starts.
  - Go to bed.

ANS: B REF: p. 38

33. You need to arrive for work
- Before your shift starts
  - When your shift starts
  - Within 5 minutes of your shift's starting time
  - Within 10 minutes of your shift's starting time

ANS: A REF: p. 38

34. You are scheduled to work from 3:00 PM to 11:30 PM. Which is *correct*?
- You must stay the entire time.
  - You can leave at 11:25 PM.
  - You can leave when your work is done.
  - You do not have to work overtime.

ANS: A REF: p. 38

35. A patient did not get her meal served on time. How should you respond to the nurse?
- "It's not my fault. I was helping Jody with a patient."
  - "I'm sorry. Can you help me plan better?"
  - "I do the best I can."
  - "There just isn't enough time to do everything. We need more help."

ANS: B REF: p. 38

36. You see two health team members talking quietly to each other. You move close and listen to what they are saying. This is
- Gossip
  - Eavesdropping
  - Harassment
  - Defamation

ANS: B REF: p. 39

37. During lunch, your co-workers are talking about other staff members. What should you do?
- Excuse yourself and leave the table.
  - Sit there without saying anything.
  - Tell the nurse what happened.
  - Share the comments with staff members who were not there.

ANS: A REF: pp. 38-39

38. You can share information about a patient or resident with
- The family
  - Housekeeping staff
  - The nurse supervising your work
  - Visitors

ANS: C REF: p. 39

39. You need to talk to the nurse about a patient or resident. Where should you do this?
- In the person's room
  - In the hallway
  - In private
  - Over the intercom system

ANS: C REF: p. 39

40. The best way to look professional at work is to
- Ask your friends to help you shop for uniforms
  - Wear your favorite clothes to work
  - Check yourself in the mirror before leaving for work
  - Follow the agency's dress code

ANS: D REF: p. 34

41. Professional speech and language include the following *except*
- Using slang
  - Speaking softly and gently
  - Speaking clearly
  - Controlling the loudness of your voice

ANS: A REF: p. 39

42. Which is *not* a courtesy?
- a. Saying “please” and “thank you”
  - b. Holding doors open for others
  - c. Helping others when asked to do so
  - d. Calling a resident “Grandpa”

ANS: D REF: p. 39

43. You need to call your children. When should you make the call?
- a. After finishing assigned tasks
  - b. When patients or residents are napping
  - c. During meal or break times
  - d. When the nurse is talking to the doctor

ANS: C REF: p. 39

44. Which of the following is good work ethics?
- a. Using phones on the nursing unit to make personal calls
  - b. Selling your handmade crafts at work
  - c. Having your son meet you for lunch
  - d. Bringing your child to work with you

ANS: C REF: p. 39

45. Your break time is 15 minutes long. How long can you take?
- a. 10 minutes
  - b. 15 minutes
  - c. 20 minutes
  - d. As long as you need

ANS: B REF: p. 40

46. Before leaving the unit for a break, you need to
- a. Use the restroom
  - b. Tell the nurse
  - c. Turn off the computer
  - d. Turn off your pager

ANS: B REF: p. 40

47. You have planned your work. Which is *not* a good part of your plan?
- a. Discussing priorities with the nurse
  - b. Listing care that needs to be done on a schedule
  - c. Assisting a person with a shower whenever the shower room is available
  - d. Staying busy and asking others if they need help

ANS: C REF: p. 40



48. Stress is
- Anything that is not pleasant
  - The response or change in the body caused by any emotional, physical, social, or economic factor
  - Anxiety, fear, anger, dread, and depression
  - The factor that causes illness
- ANS: B REF: p. 33, 40
49. Which statement about stress is *incorrect*?
- Stress is normal.
  - Stress occurs with everything you do.
  - Stress affects the whole person.
  - Stress only occurs from unpleasant events.
- ANS: D REF: p. 40
50. Stress in your personal life affects your work and the care you give.
- True
  - False
- ANS: A REF: p. 40
51. Which will *not* help reduce or cope with stress?
- Getting regular exercise
  - Setting priorities
  - Skipping meals
  - Getting enough rest
- ANS: C REF: pp. 40-41
52. Your work is causing you stress. What should you do?
- Stay home from work.
  - Talk to your co-workers.
  - Tell your patients about the problem.
  - Talk to the nurse.
- ANS: D REF: p. 41
53. Spending time with those who make you laugh can help you reduce and cope with stress.
- True
  - False
- ANS: A REF: p. 41
54. Which statement about harassment is *incorrect*?
- Harassment is always sexual.
  - Harassment can involve words, gestures, or touch.
  - Harassment can involve jokes and pictures.

d. Victims of sexual harassment can be men or women.

ANS: A REF: p. 41

55. You decide to resign from your job. Which is *correct*?

- a. Do not show up for work.
- b. Give a 2-week notice.
- c. Hire someone to take your place.
- d. Give a 1-day notice.

ANS: B REF: p. 41

56. You could lose your job for the following reasons *except*

- a. Poor attendance
- b. Leaving the job during your shift
- c. Using alcohol at work
- d. Being harassed

ANS: D REF: p. 41

57. You could lose your job for the following reasons *except*

- a. Refusing to accept a delegated task that is not in your job description
- b. Neglecting a patient or resident
- c. Violating any agency policy
- d. Giving false information on your job application

ANS: A REF: p. 41

58. You could lose your job for the following reasons *except*

- a. Using offensive speech and language
- b. Destroying a patient's or resident's property
- c. Having a weapon in the workplace
- d. Working when scheduled

ANS: D REF: p. 41