Mosby's Canadian Textbook for the Support Worker (Canadian) 4th edition Sorrentino Test Bank

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MULTIPLE CHOICE

1. Which of the following terms refers to a person living in a long-term care facility?
   a. Patient
   b. Client
   c. Resident
   d. Individual

   ANS: C

	Feedback
A	Incorrect. *Patients* are persons receiving care in a hospital setting.
B	Incorrect. *Clients* are persons receiving care or support services in a community setting; it is also a general term for all people receiving health care or support services: hospital patients, facility residents, and clients in the community.
C	Correct. *Residents* are persons living in a long-term care facility (also known as a *residential facility*).
D	Incorrect. *Individuals* are single human beings, distinct from a family or group.

   PTS: 1 DIF: Remembering REF: p. 9

2. Which of the following terms refers to people who receive care in a hospital?
   a. Patients
   b. Clients
   c. Residents
   d. Individuals

   ANS: A

	Feedback
A	Correct. *Patients* are persons receiving care in a hospital setting.
B	Incorrect. *Clients* are persons receiving care or support services in a community setting; it is also a general term for all people receiving health care or support services: hospital patients, facility residents, and clients in the community.
C	Incorrect. *Residents* are persons living in a long-term care facility (also known as a *residential facility*).
D	Incorrect. *Individuals* are single human beings, distinct from a family or group.

   PTS: 1 DIF: Remembering REF: p. 9

3. Which of the following regulated professionals provides supervision and leadership for support workers?
   a. Social worker
   b. Licensed practical nurse
   c. Physician
   d. Registered nurse

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ANS: D

	Feedback
A	Incorrect. Social workers are regulated depending on province/territory.
B	Incorrect. Licensed practical nurses (also known as registered practical nurses) are regulated and sometimes supervise support workers.
C	Incorrect. Physicians are regulated; however, they do not supervise or lead support workers.
D	Correct. A registered nurse is usually team leader of the health care team.

PTS: 1 DIF: Remembering REF: p. 11 | p. 13

4. Which of the following is an example of activities of daily living (ADLs)?
   a. Laundry you do for the client every day
   b. Self-care activities the client performs every day
   c. Activities you do for the client some days
   d. Self-care activities the client performs some days

ANS: B

	Feedback
A	Incorrect. Laundry is not a self-care activity; it is an instrumental activity of daily living (IADL).
B	Correct. ADLs are daily self-care activities that people perform to remain independent and to function effectively in society.
C	Incorrect. Cooking is not a self-care activity; it is an IADL.
D	Incorrect. ADLs are performed daily, not some days.

PTS: 1 DIF: Understanding REF: p. 4

5. Support workers sometimes help their clients with activities such as doing laundry. In which of the following settings does this commonly occur?
   a. Complex care
   b. Chronic care
   c. Long-term care
   d. Community

ANS: D

	Feedback
A	Incorrect. Complex care is a facility-based setting and laundry is done by housekeeping.
B	Incorrect. Chronic care is a facility-based setting and laundry is done by housekeeping.
C	Incorrect. Long-term care is a facility-based setting and laundry is done by housekeeping.
D	Correct. Home management duties, including instrumental activities of daily living (IADLs) such as laundry, are done in a community-based setting.

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PTS: 1 DIF: Understanding REF: pp. 4–5

6. Which of the following statements is TRUE of older adults?
   a. Social and emotional changes always happen with older adults.
   b. All older adults move into residential facilities.
   c. Many older adults enjoy good health.
   d. Aging is considered an illness.

   ANS: C

	Feedback
A	Incorrect. These changes may occur, but not always.
B	Incorrect. Not all older adults move into residential facilities; some stay in their own homes.
C	Correct. Aging is a normal process and is not an illness or disease.
D	Incorrect. Aging is a normal process and is not considered an illness or disease.

PTS: 1 DIF: Remembering REF: p. 9

7. Which of the following statements is TRUE about adults with disabilities?
   a. Many adults with disabilities live in their own homes.
   b. All adult disabilities are a result of an illness.
   c. All adult disabilities are a result of an accident.
   d. Disabilities do not affect mental functions.

   ANS: A

	Feedback
A	Correct. Many adults with disabilities live in their own homes.
B	Incorrect. Disabilities may result from an illness, but not always.
C	Incorrect. Disabilities may result from an accident, but not always.
D	Incorrect. Disabilities may affect physical or mental functions or both.

PTS: 1 DIF: Remembering REF: pp. 9–10

8. Which of the following statements is true about being a regulated profession?
   a. Support workers belong to this group.
   b. It is governed by the Canadian government.
   c. It has a professional organization called a *college*.
   d. There are no official requirements for education.

   ANS: C

	Feedback
A	Incorrect. Support workers are unregulated care providers.
B	Incorrect. A regulated profession is self-regulated by its members.
C	Correct. The professional organization that regulates a profession is called a *college*.
D	Incorrect. There are requirements for education and licence requirements.

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PTS: 1 DIF: Applying REF: pp. 10–11

9. Joanne is a support worker graduate and is not sure of her scope of practice. Which of the following sources would provide Joanne with information regarding her scope of practice?
   a. College of Nurses of Ontario
   b. Written policies from her current employer
   c. Her co-worker who has been on the job for 25 years
   d. Her school classmate who always has the answers

   ANS: B

	Feedback
A	Incorrect. This is the regulatory body for nurses only.
B	Correct. Three sources include educational programs, employer policies, and supervisors.
C	Incorrect. Although her co-worker is potentially a good source of information, it is not an official source.
D	Incorrect. Her school classmate is not a reliable source.

PTS: 1 DIF: Remembering REF: p. 11

10. Who assesses clients, makes nursing diagnoses, develops care plans, and implements and evaluates nursing care?
    a. Nurse
    b. Social worker
    c. Physician
    d. Spiritual advisor

    ANS: A

	Feedback
A	Correct. A nurse assesses clients, makes nursing diagnoses, develops care plans, and implements and evaluates nursing care.
B	Incorrect. A social worker helps clients and families deal with social and emotional issues related to illness and recovery.
C	Incorrect. A physician diagnoses and treats clients with illnesses and injuries.
D	Incorrect. A spiritual advisor assists clients and families with spiritual needs.

PTS: 1 DIF: Remembering REF: p. 12

11. Which of the following actions demonstrates that Pradeep is able to maintain his professionalism when faced with a heavier-than-usual workload?
    a. Doing the work, keeping his feelings to himself until break time, when he talks about his anger with a close friend
    b. Refusing to do the extra work assigned to him and walking off the unit
    c. Speaking with his supervisor to share his concern about being able to safely carry out his assignment
    d. Writing a letter of complaint to his employer, describing the unfair working conditions

    ANS: C

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	Feedback
A	Incorrect. This action does not show a positive attitude, may not maintain discretion or confidentiality, and is not professional.
B	Incorrect. This action could be considered abandoning or neglecting clients and is not considered professional.
C	Correct. If done in a polite way, this approach is professional.
D	Incorrect. Complaining has a negative effect, and writing a letter would indicate that the reaction is too late, leaving the employer unable to respond in a timely manner.

PTS: 1 DIF: Applying REF: p. 14

12. A support worker is part of which of the following?
    a. The health care team
    b. The board of trustees
    c. The case management team
    d. The nursing team

ANS: A

	Feedback
A	Correct. This is the most appropriate answer. Support workers are valuable members of the health care team.
B	Incorrect. Although a support worker may sit on the board of trustees, this is not the best answer.
C	Incorrect. Management teams do not usually include support workers.
D	Incorrect. In most settings, you have to be a nurse to be a part of the nursing team, so this is not the best answer.

PTS: 1 DIF: Remembering REF: p. 10

13. Who assesses and plans for the nutritional needs of patients and residents?
    a. The nurse
    b. The dietitian
    c. The pharmacist
    d. The physician

ANS: B

	Feedback
A	Incorrect. The nurse may do this as part of the plan of care, but this is not best answer.
B	Correct. The dietitian assesses and plans for nutritional needs.
C	Incorrect. The pharmacist fills medication orders.
D	Incorrect. The physician diagnoses and treats clients and may refer to a dietitian.

PTS: 1 DIF: Remembering REF: p. 12

14. Which of the following is an example of a physician's diagnosis?

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a. Mr. Lamb has high blood pressure.
b. Mr. Lamb's diet should consist of low-sodium food products.
c. Mr. Lamb needs education regarding his blood pressure.
d. Mr. Lamb needs emotional support.

ANS: A

	Feedback
A	Correct. Physicians diagnose illnesses by identifying what the causes of symptoms are.
B	Incorrect. Although a physician may suggest this, it is not a diagnosis.
C	Incorrect. Although a physician may suggest this, it is not a diagnosis.
D	Incorrect. Although a physician may suggest this, it is not a diagnosis.

PTS: 1 DIF: Applying REF: p. 12

15. Which of the following statements is an example of a positive attitude?
a. "Don't blame me."
b. "I work harder than anyone else."
c. "It's not my turn—I did it yesterday."
d. "I'm not sure, but I will find out for you."

ANS: D

	Feedback
A	Incorrect. This is defensive and not positive.
B	Incorrect. This is defensive and negative.
C	Incorrect. This is negative.
D	Correct. Despite not knowing the answer, the willingness to find out shows a positive attitude.

PTS: 1 DIF: Applying REF: p. 14

16. Drew interviews his client and asks about religious beliefs. By asking this question, Drew is promoting which of the following?
a. The client's independence
b. The client's dignity
c. The client's preference
d. The client's safety

ANS: B

	Feedback
A	Incorrect. Independence relates to the client's ability to do activities for herself.
B	Correct. By asking about the client's religion, Drew is preserving the client's dignity and helping the client to feel worthy, valued, and respected.
C	Incorrect. Preference relates to the client's choices, but this is not the best answer.
D	Incorrect. Safety relates to keeping an environment hazard free.

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PTS: 1 DIF: Analyzing REF: p. 16

17. As a student, you are assigned to work with Susana, who is a social worker. Which of the following describes the role of the social worker?
    a. Helping clients with their social speech.
    b. Planning social activities to keep the client busy.
    c. Assisting the client in deciding what to eat at social events.
    d. Helping clients deal with social and emotional issues related to illness and recovery.

    ANS: D

	Feedback
A	Incorrect. This is the role of the speech–language pathologist.
B	Incorrect. This is the role of the activities director.
C	Incorrect. This is the dietitian's role.
D	Correct. This is the role of a social worker.

PTS: 1 DIF: Understanding REF: p. 13

18. What is the main goal of the health care team?
    a. To provide quality care
    b. To carry out the physician's orders
    c. To develop care plans for patients and residents
    d. To follow agency policies and procedures

    ANS: A

	Feedback
A	Correct. Providing quality care is client focused.
B	Incorrect. Not all members of the health care team carry out physicians' orders.
C	Incorrect. Not all members of the health care team develop care plans—this is the role of the registered nurse (RN).
D	Incorrect. Although this is important to do while providing quality care, it is not a goal.

PTS: 1 DIF: Remembering REF: p. 10

19. Noah is a support worker who works in Mrs. Hamilton's private home. Today, Mrs. Hamilton's personal care took longer than usual due to additional dressing and grooming preparations for a special event she is attending. As a result, a problem has arisen because Noah has time to perform only one of the two home management tasks he is assigned to do during each visit. Noah has to make a decision. What should Noah consider before he makes his decision?
    a. Mrs. Hamilton's viewpoint
    b. Noah's supervisor's viewpoint
    c. A fellow support worker's viewpoint
    d. The physician's viewpoint

    ANS: A

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	Feedback
A	Correct. This problem concerns the client and she should be consulted.
B	Incorrect. Although the supervisor should be informed that one of the home management tasks did not get completed, the supervisor's viewpoint is not the most important one.
C	Incorrect. A fellow support worker is not an appropriate resource when making this decision.
D	Incorrect. This is not the best way for Noah to get immediate support in his decision making.

PTS: 1 DIF: Analyzing REF: p. 17

20. Practices for a professional appearance include which of the following?
    a. Wearing only a light perfume
    b. Wearing only one pair of dangling earrings
    c. Wearing a wristwatch
    d. Wearing a well-fitted, modest uniform

ANS: D

	Feedback
A	Incorrect. Wearing even a light perfume may cause nausea or breathing problems in some clients. Many workplaces are scent-free environments.
B	Incorrect. Support workers should not wear any jewellery. It may scratch or cause injury to the client or themselves.
C	Incorrect. A wristwatch is considered jewellery, and support workers should not wear any while providing care to prevent injury to the client and themselves.
D	Correct. A well-fitted (not tight fitting) and clean uniform allows for freedom of movement and promotes the appearance of being a professional.

PTS: 1 DIF: Applying REF: pp. 14–15

21. Dan is a support worker in a long-term care facility. He missed an in-service training session for the new mechanical lift. He is required to use the new mechanical lift to assist his resident out of bed. What should his first action be?
    a. Go ahead and use it, as it will operate the same as the old one.
    b. Ask another support worker how to use it.
    c. Go read the manual.
    d. Ask the supervisor for clarification.

ANS: D

	Feedback
A	Incorrect. This would be a safety concern, and Dan is responsible for staying current with his knowledge and use of equipment.
B	Incorrect. Dan still has a responsibility to attend in-service training provided by employer.
C	Incorrect. This would be recommended along with the training. Dan still has to safely attend to the needs of the resident, so this is not the best answer.
D	Correct. The supervisor should be made aware of the fact that the support

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	worker still needs knowledge and training on how to use the piece of equipment. The supervisor will provide guidance.

PTS: 1 DIF: Analyzing REF: p. 15 | p. 17

22. What would be an example of activities of daily living (ADLs)?
    a. Reporting and recording care
    b. Giving catheter care
    c. Eating
    d. Changing a dressing

ANS: C

	Feedback
A	Incorrect. This is part of the role of the health care team.
B	Incorrect. This is part of the support worker or nurse's role.
C	Correct. Eating is an example of an ADL.
D	Incorrect. This is part of the nurse's role.

PTS: 1 DIF: Applying REF: p. 4

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