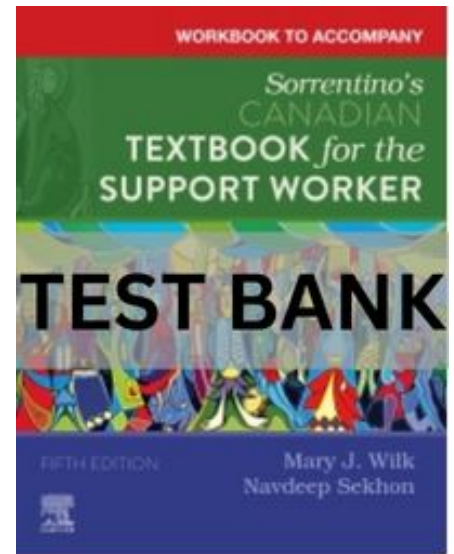


Sorrentino's Canadian Textbook for the Support Worker 5th Edition Test Bank

Chapter 1: The Role and Responsibilities of the Support Worker

Wilk: Sorrentino's Canadian Textbook for the Support Worker, Fifth Edition



MULTIPLE CHOICE

1. A support worker works in a live-in facility. Which of the following options describes the setting and the people who live there?
 - a. Hospital, patient
 - b. Home care, client
 - c. Long-term care, resident
 - d. Hospital, resident

ANS: C

	Feedback
A	Incorrect. <i>Patients</i> are persons receiving care in a hospital setting.
B	Incorrect. <i>Clients</i> 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. <i>Residents</i> are persons living in a long-term care facility (also known as a <i>live-in facility</i>).
D	Incorrect. <i>Residents</i> are persons living in a long-term care facility (also known as a <i>live-in facility</i>).

PTS: 1 DIF: Understanding
REF: People Who Receive Support Services
OBJ: 3: Describe the main responsibilities of the support worker.

2. A support worker works on a surgical unit in an acute care setting and is responsible for 10 clients. Which of the following options best describes this setting and the people it serves?
 - a. Hospital, patient
 - b. Home care, client
 - c. Long-term care, resident
 - d. Hospital, individual

ANS: A

	Feedback
A	Correct. <i>Patients</i> are persons receiving care in a hospital setting.

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B	Incorrect. <i>Clients</i> 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. <i>Residents</i> are persons living in a long-term care facility (also known as a <i>live-in facility</i>).
D	Incorrect. <i>Individuals</i> are single human beings, distinct from a family or group.

PTS: 1 DIF: Understanding
 REF: People Who Receive Support Services
 OBJ: 3: Describe the main responsibilities of the support worker.

3. A support worker travels to Mrs. Eaton’s home and must perform the following tasks with the client: bathing, feeding, laundry, and cleaning the kitchen. Which of the following tasks represent activities of daily living (ADLs) and which ones instrumental activity of daily living (IADLs)?
- a. ADLs: Laundry, feeding, bathing for client every day
 IADLs: Light housekeeping for client every day
 - b. ADLs: Feeding and bathing for client every day
 IADLs: Laundry and light housekeeping for client every day
 - c. ADLs: Laundry, feeding, bathing for client some days
 IADLs: Light housekeeping for client some days
 - d. ADLs: Feeding and bathing for client some days
 IADLs: Laundry and light housekeeping for client some days

ANS: B

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

PTS: 1 DIF: Analyzing REF: Personal Care
 OBJ: 4: Differentiate between activities of daily living (ADLs) and instrumental activities of daily living (IADLs).

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4. A 72-year-old woman is a new admission to a live-in facility. She and her family need an introduction to the facility and assistance with unpacking her belongings. The support worker should:
- Refer the woman and family to the physician for assistance.
 - Assist the woman and family with these activities.
 - Refer the woman and her family to the registered nurse for assistance.
 - Assist the nurse with these activities.

ANS: B

	Feedback
A	Incorrect. The physician diagnoses and treats clients with illnesses and injuries.
B	Correct. In many facilities, support workers assist with admissions and discharges by introducing the client and family to the facility and helping the client unpack and settle in. Support workers may help clients participate in social activities.
C	Incorrect. The nurse assesses; makes nursing diagnoses; plans, implements, and evaluates nursing care; tends to clients with unstable health conditions; provides direct client care; administers medications; and supervises support workers.
D	Incorrect. The nurse is not responsible for these activities. Support workers assist nurses or other health care team members by following the established care plan for each client.

PTS: 1 DIF: Analyzing REF: Personal Care
 OBJ: 6: Describe the importance of understanding the roles and responsibilities of support work.

5. Which statement best describes the aging process?
- Social and emotional changes always happen with older persons.
 - All older persons eventually move into live-in facilities.
 - Many older persons enjoy good health.
 - Aging is considered an illness.

ANS: C

	Feedback
A	Incorrect. Social and emotional changes may occur with aging, but not always.
B	Incorrect. Not all older persons move into live-in 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: Understanding
 REF: People Who Receive Support Services
 OBJ: 8: List the principles of client-centred care.

6. Which statement accurately describes people living with disabilities due to illness, injury, or conditions present at birth?
- Many adults with disabilities live in their own homes.
 - All adult disabilities are the result of an illness.
 - All adult disabilities are the result of an accident.
 - Disabilities do not affect mental functions.

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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 functions, mental functions, or both.

PTS: 1 DIF: Understanding

REF: People Who Receive Support Services

OBJ: 3: Describe the main responsibilities of the support worker.

7. Which of the following statements is true about regulated professions?
- Support workers belong to a regulated profession.
 - A regulated profession is governed by the Canadian government.
 - A regulated profession has a professional organization called a *college*.
 - There are no official requirements for education in regulated professions.

ANS: C

	Feedback
A	Incorrect. Support workers are unregulated health 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 <i>college</i> .
D	Incorrect. There are requirements for education and licensing.

PTS: 1 DIF: Applying REF: Regulated and Unregulated Workers

OBJ: 5: Distinguish between regulated and unregulated health care providers.

8. 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?
- College of Nurses of Ontario
 - Written policies from her current employer
 - Her co-worker who has been on the job for 25 years
 - 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, they are not an official source.
D	Incorrect. Her school classmate is not a reliable source.

PTS: 1 DIF: Understanding

REF: Scope of Practice

OBJ: 6: Describe the importance of understanding the roles and responsibilities of support work.

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9. Jenny is a support worker who has been hired directly by Mrs. Shaver to help take care of Mr. Shaver, her husband. Who does Jenny report to?
- Dr. Tam, Mr. Shaver’s physician
 - Irene, the registered nurse who works with Dr. Tam
 - Mrs. Shaver, her employer
 - Steve, Mr. Shaver’s respiratory therapist

ANS: C

	Feedback
A	Incorrect. Mrs. Shaver hired Jenny and is her employer, so Jenny must report to her.
B	Incorrect. Although nurses supervise and lead support workers in most cases, the nurse is not who Jenny reports to in this case, because Jenny was hired and is being supervised directly by the client.
C	Correct. Some support workers are hired and supervised by clients.
D	Incorrect. The respiratory therapist focuses on rehabilitation; assists in treatment of lung and heart disorders; and gives respiratory treatments and therapies. However, Jenny does not report to him because he is not her employer.

PTS: 1 DIF: Understanding
 REF: The Supervision of Support Workers
 OBJ: 2: Identify the role support workers play within the health care team.

10. Which of the following actions demonstrates that Pradeep, a support worker, is able to maintain his professionalism when faced with a heavier-than-usual workload?
- He does the work and keeps his feelings to himself until break time, when he talks about his anger with a close friend.
 - He refuses to do the extra work assigned to him and walks off the unit.
 - He speaks with his supervisor to share his concern about being able to safely carry out his assignment.
 - He writes a letter of complaint to his employer, describing the unfair working conditions.

ANS: C

	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: Understanding REF: Being a Professional
 OBJ: 7: Describe the significance of having a professional approach to support work.

11. Which one of the following teams is most likely to include support workers?
- The health care team

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- 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 must be a nurse to be a part of the nursing team, so this is not the best answer.

PTS: 1 DIF: Understanding REF: The Health Care Team
OBJ: 2: Identify the role support workers play within the health care team.

12. Which professional health care team member is responsible for assessing and planning 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 the 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 give a referral to a dietitian.

PTS: 1 DIF: Understanding
REF: Support and Health Care Team Members
OBJ: 2: Identify the role support workers play within the health care team.

13. Mr. Mora's massage therapist called in sick, so he asked Julie, a support worker, to do the job. Julie politely declined, knowing never to perform a function that she has not been trained to do and that is outside of her scope of practice. She understands the possible consequences of performing tasks outside of her scope of practice. Which of the following best describes the direct consequence to a support worker of performing tasks outside of their scope of practice?
- a. The support worker could lose their license.
 - b. The support worker could harm a client and create serious legal problems for themselves and their employer.
 - c. The support worker could get their colleague in trouble.
 - d. The support worker could lose a good job reference.

ANS: B

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	Feedback
A	Incorrect. Support work is not a regulated profession and support workers are not licensed.
B	Correct. If a support worker performs a task that is outside of their scope of practice, they could harm a client and create serious legal problems for themselves and their employer.
C	Incorrect. Support workers must understand what to do, what not to do, and the limit and extent of a health care provider's role as determined by their province's educational standards and employer's policies in order to protect clients from harm. It is not their colleague's responsibility.
D	Incorrect. Although it will definitely affect the support worker's job history, this is not the rationale behind the establishment of a scope of practice. It is intended to protect clients from harm.

PTS: 1 DIF: Understanding REF: Scope of Practice
 OBJ: 6: Describe the importance of understanding the roles and responsibilities of support work.

14. Which of the following statements is an example of a positive attitude?
- “Don’t blame me.”
 - “I work harder than anyone else.”
 - “It’s not my turn—I did it yesterday.”
 - “I’m not sure, but I will find out for you.”

ANS: D

	Feedback
A	Incorrect. This statement is defensive and not positive.
B	Incorrect. This statement is defensive and negative.
C	Incorrect. This statement is negative.
D	Correct. A person who does not know the answer but is willing to find out demonstrates a positive attitude.

PTS: 1 DIF: Understanding REF: Being a Professional
 OBJ: 7: Describe the significance of having a professional approach to support work.

15. Drew interviews his client and asks her about her religious beliefs. By asking this question, Drew is promoting which of the following?
- The client's independence
 - The client's dignity
 - The client's preference
 - 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 her 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: Understanding
REF: The Goal of Support Work: Improved Quality of Life Through Client-Centred Care
OBJ: 1: Describe the goal of support work.

16. Frances works as a support worker in a long-term care facility. Jody, a nurse and also 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:
- Look for a male support worker who can take over the task.
 - Convince Mr. Villa to allow her to bathe him.
 - Reschedule the task of bathing Mr. Villa.
 - Refer the matter to Jody, her supervisor.

ANS: D

	Feedback
A	Incorrect. Support workers must decide whether the problem is one that they can handle on their own or one that their supervisor should handle. Assigning work to another support worker is part of the supervisor's role, not the support worker's role.
B	Incorrect. Client-centred care means having concern for the client's preference, so convincing Mr. Villa would not be an appropriate response to his request.
C	Incorrect. It is the responsibility of professionals to avoid taking shortcuts in their client's care, because doing so may harm the client. Shortcuts include skipping or postponing tasks listed in the client's care plan.
D	Correct. Support workers often make important observations about the client or family, and these observations must be communicated to the health care team. In this case, the concern should be communicated to her supervisor.

PTS: 1 DIF: Understanding
REF: Critical Thinking, Decision Making, and Problem Solving
OBJ: 9: Identify the things to consider when thinking critically and solving problems.

17. Mr. Pereira was looking forward to dinner. He told Olga, the support worker assigned to take care of him, that vanilla ice cream, his favourite dessert, is on the menu. During the course of the day, Olga was informed that the kitchen had run out of vanilla ice cream and would serve vanilla-flavoured yogurt instead. Olga should:
- Inform Mr. Pereira about the change and ask whether he is okay with having vanilla-flavoured yogurt.
 - Not bother about it because at least the dessert is vanilla-flavoured.
 - Go to the store to buy vanilla ice cream for Mr. Pereira so he is not disappointed.
 - Refer the matter to her supervisor.

ANS: A

	Feedback
A	Correct. When solving problems, the support worker should consider the client's viewpoint and allow him to decide.
B	Incorrect. Solutions to the problem should not compromise any of the six principles of client-centred care (e.g., in this case, the client's preferences).

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C	Incorrect. When solving problems, the support worker must consider their scope of practice. Going to the store to buy vanilla ice cream for this client would be beyond her scope of practice.
D	Incorrect. Involving the supervisor to solve this problem is not necessary; however, the support worker may document the incident.

PTS: 1 DIF: Understanding

REF: Critical Thinking, Decision Making, and Problem Solving | Documenting and Reporting Any Basic Assessments or Observations and Care Provided

OBJ: 9: Identify the things to consider when thinking critically and solving problems.

18. Noah is a support worker who works in Mrs. Hamilton's private home. Today, Mrs. Hamilton's personal care took longer than usual because it required 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 needs to make a decision about which task to perform. What should Noah consider before he makes his decision?
- a. Mrs. Hamilton's viewpoint
 - b. His supervisor's viewpoint
 - c. A fellow support worker's viewpoint
 - d. The physician's viewpoint

ANS: A

Feedback	
A	Correct. This problem concerns the client and her care; therefore 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: Understanding

REF: Critical Thinking, Decision Making, and Problem Solving

OBJ: 9: Identify the things to consider when thinking critically and solving problems.

19. 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.

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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 a professional appearance.

PTS: 1 DIF: Understanding

REF: Practices for a Professional Appearance

OBJ: 7: Describe the significance of having a professional approach to support work.

20. Dan is a support worker at a long-term care facility. He has missed the 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 about how the new lift works.

ANS: D

Feedback	
A	Incorrect. This action presents 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 his 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 worker still needs knowledge and training on how to use the piece of equipment. The supervisor will provide guidance.

PTS: 1 DIF: Understanding

REF: Lifelong Learning

OBJ: 7: Describe the significance of having a professional approach to support work.

21. When performing your role and responsibilities as a support worker, what should you promote in advocating on behalf of the client's quality of life?
- a. Client-centred care
 - b. Dignity, Independence, Individualized care, Preferences, Privacy, Security
 - c. Dignity, Independence, Individualized care, Preferences, Privacy, Safety
 - d. Kindness, Honesty, Sensitivity, Comfort, Discretion, Respect, and Understanding

ANS: C

Feedback	
A	Incorrect. Client-centred care is the goal of support work. It includes six guiding principles that support workers should promote: Dignity, Independence, Individualized care, Preferences, Privacy, and Safety (DIPPS).
B	Incorrect. "Security" is not one of the six principles that make up the acronym DIPPS.