

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
A	Correct. This is the correct definition of an acute illness.
B	Incorrect. This is the definition of a chronic illness.
C	Incorrect. This is related to chronic illnesses.
D	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
A	Incorrect. A sudden illness from which a person is expected to recover.
B	Correct. This is the correct definition of a chronic illness.
C	Incorrect. This is an illness where someone cannot recover—death is imminent.
D	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
A	Incorrect. This is not true. Facilities and agencies differ.
B	Incorrect. Support worker responsibilities vary depending on workplace setting.
C	Correct. Each setting has different goals and services .
D	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	Correct. A person who does not stay overnight in a facility.
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	Correct. This is the correct definition.
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	Correct. People with complex medical care require more assistance. Since they are not independent, they would not be suitable for an assisted-living facility.
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	
A	Incorrect. Although there are skilled nurses working in a hospice, this is not the definition of a hospice.
B	Incorrect. Hospice services may be offered in the home, but this is not the best answer.
C	Incorrect. This is not the correct answer.
D	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

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	
A	Correct. This is a daytime program for people with physical or mental health issues or for older adults who need assistance.
B	Incorrect. Palliative care relates to the care of people with a terminal illness. Jeanette's father is not dying.
C	Incorrect. Being lonely is not a mental illness. An adult day program is the best answer.
D	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	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.
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	Correct. These two terms are interchangeable for a residential facility where residents live in their own apartments and are provided support services
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	Correct. When you work closely with clients, you tend to form strong attachments to them.

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	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.
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	Correct. Also known as <i>psychiatric services</i>—services for people with mental disorders (such as schizophrenia, bipolar disorder, and addictions).
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	Correct. Some group homes provide services to children and adolescents with behavioural and conduct disorders.

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. A long-term care facility.
 - b. A group home.
 - c. A retirement residence.
 - d. 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	Correct. A retirement residence would allow Thelma to continue living independently with easy access to supportive services if she needed it.
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?
- a. They are funded by provinces.
 - b. Medicare pays for some costs.
 - c. They are not licensed.
 - d. They are not regulated.

ANS: B

	Feedback
A	Incorrect. Provincial governments do not fund long-term care facilities.
B	Correct. Medicare does pay for some costs.
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?
- a. Rearrange her furniture and personal belongings while she is out of the room.
 - b. Stay with her as long as possible.
 - c. Remove from the boxes only things you think she needs.
 - d. 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	Correct. This shows the support worker has respect for the new resident and her preferences.

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?
- a. Hospice care.
 - b. Long-term care.
 - c. Respite care.
 - d. 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	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.
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?
- a. More people are having heart attacks.
 - b. Provincial and territorial governments want to keep people out of hospitals.
 - c. There is not enough room in the hospitals to facilitate these programs.
 - d. Federal government involvement.

ANS: B

	Feedback
A	Incorrect. This may be true, however not the best answer.
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.
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?
- a. Getting clarifications regarding the terms of his employment in writing.
 - b. Accepting a verbal agreement.
 - c. Assuming that his client knows his (Ben's) scope of practice.
 - d. That most clients request the same kind of work from a support worker.

ANS: A

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

	business.
C	Incorrect. It is never safe to assume these things.
D	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

	Feedback
A	Incorrect. This is not the priority. Caring for an upset client should be the first thing Melissa does.
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.
C	Incorrect. Bed baths indicate the clients are not able to do self-care and therefore are important.
D	Correct. Support workers should prioritize care depending on the most urgent of personal needs.

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

	Feedback
A	Correct. Sometimes, you can provide emotional support just by holding the client's hand or listening.
B	Incorrect. This is not an appropriate thing for anyone to say to someone in palliative care.
C	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.
D	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.

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	Correct. This is not an effective way to ensure the client’s privacy.
D	Incorrect. This is an appropriate way of providing privacy.

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?
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ANS: C

	Feedback
A	Incorrect. This is an appropriate way of providing privacy.
B	Incorrect. This is an appropriate way of providing privacy.
C	Correct. This is not an effective way to ensure the client’s privacy.
D	Incorrect. This is an appropriate way of providing privacy.

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	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.
C	Incorrect. This is a common unit within the hospital setting.

D	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.
 - b. Community day program.
 - c. Facility-based program.
 - d. Assisted-living service.

ANS: A

Feedback	
A	Correct. This is an example of services being provided in people’s homes, in the community.
B	Incorrect. This is not an example of a community day program.
C	Incorrect. The services that the question outlines do not take place within the facility.
D	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	
A	Incorrect. It is everyone’s responsibility to maintain privacy and dignity.
B	Correct. You must respect your client’s privacy and dignity.
C	Incorrect.
D	Incorrect. You would not discuss this in front of the resident.

PTS: 1 DIF: Analyzing REF: p. 43