



PCA CERTIFICATION TEST

Agency Name:

Employee Name:

Date:

ALL ANSWERS ARE EITHER TRUE OR FALSE

TRUE OR FALSE

1. Universal Precautions

Gloves

When you are caring for the individual, you should always wear gloves when:

1. _____ You touch urine or stool.
2. _____ An individual is toileting.
3. _____ Handling laundry.
4. _____ It's cold outside.
5. _____ Taking out the garbage.

Hand Washing

When should you wash your hands?

6. _____ After changing the individual's Depends. ®

7. _____ After toileting the individual.

8. _____ After using your cell phone.

9. _____ Before handling food.

10. _____ After cleaning and disinfecting surfaces.

TRUE OR FALSE

2. Communication

To communicate well, it is important to:

1. _____ Allow the individual to express what he/she needs or wants.
2. _____ Tell the individual your life story and your problems.
3. _____ Ask questions if you don't understand.
4. _____ Spend time on your cell phone.
5. _____ With individuals with dementia or Alzheimer's disease, don't use too many words or long explanations because this may be confusing.
6. _____ Some individuals may not be able to speak so you just smile and go about your business.
7. _____ Contact your supervisor if you notice a difference in the individual's ability to move, gestures, pained facial expressions.
8. _____ Interrupt the individual if they are talking too long to tell you what they need and tell him/her to get to the point.
9. _____ You should let the individual know how you feel about politics and religion.
10. _____ Sometimes movements, gestures, facial expressions and shifts in the client's body may tell you that something may be going on that they are not telling you.

TRUE OR FALSE

3. Change in Individual's Condition

When there are changes in an individual's condition:

1. _____ You should report changes in condition immediately to your supervisor. Do not leave a voice mail. Speak to a live individual.

2. _____ If you see red spots on the individual's skin, it is okay to wait to report it until it gets worse.

3. _____ A sudden change of appetite should be reported immediately to your supervisor.

4. _____ If the individual has difficulty urinating, constipation or frequent diarrhea, you can wait to see if it will get better.

5. _____ If the individual begins to yell a lot, say mean things and is angry all the time, you should report this to your supervisor.

6. _____ You notice that the individual is starting to sleep a lot more. You don't need to report this to your supervisor. Since the individual is tired, you put the individual in bed for naps more often.

7. _____ Individuals who cannot change position in bed or in a chair should be repositioned every two hours.

8. _____ Skin care after toileting is very important because urine and fecal matter may cause redness and rashes.

9. _____ It is important for an individual to drink enough fluids to prevent dehydration unless there is a fluid restriction in the individual's care plan.

10. _____ Older people's skin tears very easily and it is important to prevent bumps and scrapes.

TRUE OR FALSE

4. Positioning

Why is Proper Positioning Important?

1. _____ To relieve the pressure on various body parts.
2. _____ To help the individual see the television.
3. _____ To help the individual be comfortable.
4. _____ To prevent health problems from being in bed a long time.
5. _____ To prevent bed sores.

What are the Procedures for Proper Positioning?

6. _____ Have all necessary assistive equipment ready.
7. _____ Make sure the individual is safe and comfortable.
8. _____ Stretch over the individual and use the client's arm to pull the individual across the bed.
9. _____ Reposition the individual every two hours.
10. _____ Take note of redness or irritation on the skin so you can report it if it gets worse.

TRUE OR FALSE

5. Lifting

What are the Proper Procedures for Lifting?

1. _____ Bend over, grab the individual under the arms and lift.
2. _____ Stand close to the individual.
3. _____ Use as many muscle groups as possible for moving the individual to reduce the stress on the back.
4. _____ Squat and stand to lift a heavy individual.
5. _____ Figure out on your own how to use a Hoyer lift to lift a heavy individual
6. _____ Coordinate your movements with the individual's movements.
7. _____ To change the direction of the individual's movement, twist your body, bend over and lower the individual.
8. _____ Keep your back straight, knees and hips flexed, with weight distributed on both feet.
9. _____ You should stoop and bend over to lift an individual from the toilet to a wheelchair.
10. _____ It is okay to use a Hoyer lift without training.

True or False

6. Transfers

How do you transfer an individual safely?

1. _____ The individual should be wearing secure fitting shoes or slippers.
2. _____ The position of the wheelchair is not important as long as the wheels are locked.
3. _____ The individual's commode should be next to the bed so the individual can be transferred easier.
4. _____ When toileting the individual, you should assist the individual to a standing position, help the individual pull down her/his pants, and safely place the individual on the toilet.
5. _____ If the individual has fallen a few times, you can allow the individual to transfer himself/herself.

TRUE OR FALSE

7. Medication Policies

What are the proper procedures for helping an individual to take medication?

1. _____ The PCA may administer medication directly to the individual.
2. _____ A PCA never gives the individual injections.
3. _____ The PCA may assist the individual with opening the pill bottle and remind the individual to take the medication as prescribed.
4. _____ The PCA may take some of the individual's pills.
5. _____ The PCA may give the individual medications even though the pills have fallen on the floor.
6. _____ If you drop the med box, do not give the individual the pills and contact your supervisor.
7. _____ It is okay for the PCA to crush medicine and put it in applesauce or pudding if the individual doesn't want to take their pills.
8. _____ If the medications look different or messed up, you should notify your supervisor after you give the medication to the individual.
9. _____ Do not give any pills or medicine, like cold medicine, you get from the store.
10. _____ If the family tells you it's okay to give the client insulin injections, you should do it.

TRUE OR FALSE

8. Emergency Procedures

When there is an emergency you should:

1. _____ Take the individual to the hospital in your own car.
2. _____ Lift an individual up to a chair after a fall.
3. _____ Immediately report the incident to your supervisor.
4. _____ Never let an individual smoke near oxygen.
5. _____ Look for all accessible exits in case there is a fire.
6. _____ Wait in the emergency room with individuals who have dementia or Alzheimer's disease until the individual is taken to a room. Clear this with your agency.
7. _____ Encourage the individual to use his/her walker or cane to prevent falls.
8. _____ Let the individual navigate around furniture and clutter to get to the bathroom.
9. _____ Let the individual turn the lights off at night when she/he is walking to the bedroom to go to sleep.
10. _____ Let the individual try to get up on her/his own after falling. You do not need to report falls when the individual seems to be okay.

TRUE OR FALSE

9. Reporting Abuse, Neglect, Exploitation and Abandonment

1. _____ For individuals who are aged 60 and older, you and your agency are legally required to report abuse, neglect, exploitation and abandonment to Protective Services for the Elderly.

2. _____ You should contact your supervisor immediately if you see or suspect abuse.

3. _____ You arrive for your shift in the morning and discover that no one has been with the individual since the day before. Since the individual is fine, there is no need to report this.

4. _____ The individual tells you that his/her grandson has been taking money out of his/her bank account, using the EBT card to buy their own groceries and using the individual's credit card to shop. Since the client can't do his/her own banking and shopping, there is no need to report this.

5. _____ When you arrive for your shift, you see the individual's neighbor yelling, threatening to hit the individual and shove him/her. This is an example of abuse.

TRUE OR FALSE

10. Caregiver Boundaries

Which of these are considered good boundaries?

1. _____ You and the individual give each other gifts for holidays, birthdays and other occasions.

2. _____ The individual needs some items at the store so you take the debit card to shop during the individual's nap. You can also buy some items at the grocery store for yourself if the individual says it's okay.

3. _____ You should always get a receipt when using the individual's money to buy things.

4. _____ It's okay for your friend to deliver food for you at the individual's home.

5. _____ You are an employee in the individual's home.

6. _____ If the individual goes to a nursing home, you should visit the individual while you are off duty.

7. _____ If you can't find a babysitter and there is no one to replace you, it is okay to bring your children to the individual's home while you are working.

8. _____ The individual may be able to help you and give you advice after you discuss your money problems, arguments with your partner or spouse, or your children's troubling issues.

9. _____ If you don't have a car and don't want to take the bus, you can have your boyfriend/girlfriend take you to work at the individual's home.

10. _____ You should never friend the individual on Facebook and never post anything about her/him like pictures or comments, good or bad.

TRUE OR FALSE

11. Individuals with Acquired Brain Injury (skip ahead if you do not work with clients with acquired brain injury)

An individual with an acquired brain injury might:

1. _____ Might not understand what you say.
2. _____ Remember everything he/she hears you and others say.
3. _____ Not be able to say what they want to say.
4. _____ Have mood swings, become anxious, depressed or irritable.
5. _____ Individuals with acquired brain injury often have very good decision making and problem solving skills, very sound judgment and learning capabilities.

If an individual becomes angry, you should:

1. _____ Tell the individual he/she needs to calm down and stop talking.
2. _____ Turn the TV on really loud to distract the individual.
3. _____ Remain calm and speak softly.
4. _____ Threaten the individual with negative consequences if he/she doesn't calm down.

5. _____ Put the individual in a corner of the room and limit where he/she can move.

True or False

Causes of Agitation and Aggression in Individuals with Dementia or Alzheimer's Disease

1. _____ Individuals usually get angry for a reason so it is helpful if you can figure out the reason the individual is angry.
2. _____ If the individual starts getting stressed and frustrated, try to help before the individual gets upset.
3. _____ Individuals who need PCA services are usually lonely so you should encourage a lot of people to come over and have a lot of loud music in the home to cheer her/him up.
4. _____ If you are a new PCA just meeting the individual for the first time and they get upset and say mean things to you, it's just because the individual is unfriendly and grouchy.
5. _____ The individual may not be able to tell you that he/she is sitting on a wet Depends®, has to go to the bathroom and start getting angry and upset.

TRUE OR FALSE

12. Bathing

1. _____ Safety in the bathroom is very important.

2. _____ It is okay to leave the individual alone in the bathtub or shower if you have to answer the phone.

3. _____ Never have the individual step into the bathtub or shower until you check the water temperature.

4. _____ You should wash the genital area from back to front.

5. _____ Do not cut fingernails or toenails.

13. Bathing Individuals with Dementia, Alzheimer's Disease or Cognitive Deficits

1. _____ You should give the individual a bath or shower at a different time every day because they get bored with the same daily routine.

2. _____ Many older Individuals don't like bathing because they are afraid of being too hot. Make sure the room temperature is cool before you start.

3. _____ You should report any redness or other skin changes to your supervisor.

4. _____ If the individual does not want to bathe, talk about something the individual likes or something positive and rewarding and they may change their mind.

5. _____ Tell the individual what you are doing to keep her/him calm.

TRUE or FALSE

14. How to Give a Bed Bath

1. _____ You do not need to check water temperature since the water is in a basin and it will cool off.

2. _____ Make sure the individual cannot fall out of bed.

3. _____ Report any sores or redness to your supervisor.

4. _____ You should wash the soap off of the individual.

5. _____ Wash the genital area first.

15. Washing Hair

11. _____ The individual can wash their own hair if they are able to do it.
12. _____ If the individual doesn't ever want their hair washed they don't have to. This is easier than trying to convince the individual to wash their hair and stressing over it.
13. _____ You should report any redness, a lot of dandruff or concerns over lice to your supervisor.
14. _____ Many people don't like water in their face so you should face the individual away from direct water to the face.
5. _____ If the individual seems steady in the shower, it is okay to leave and put the dirty clothes in the laundry and fold the clothes from the dryer.

True or False

16. How to Wash Hair in Bed

1. _____ Make sure you have all of the supplies you need before you get started.

2. _____ You should start pouring water on the individual's head. Don't worry about the pillows getting wet.

3. _____ Try to keep the floor dry by putting a bucket or large bowl on the floor and put a sheet or towel underneath.

4. _____ If the individual has short hair, instead of pouring water to wet the hair; you can rub a wet washcloth over the hair.

5. _____ Make sure the room temperature is warm and check the water temperature before starting.

True or False

17. Mouth Care

1. _____ Good mouth care is important for an individual's general health, to prevent gum disease, cavities, toothaches, pain and other health problems.

2. _____ Wearing gloves isn't necessary because you won't be touching the individual's mouth.

3. _____ Brush the teeth really hard to make sure they get clean.

4. _____ Start brushing at the top and move downward because it moves plaque away from the gums.

5. _____ Report any redness, bleeding or sores to your supervisor.

True or False

18. Mouth Care for Individuals with Dementia, Alzheimer's Disease or Cognitive Impairment

1. _____ Smile and explain that you are going to brush their teeth if it's ok with them.
2. _____ Tell the individual their teeth are dirty so you have to brush their teeth.
3. _____ If the individual gets upset, ask what is upsetting her/him about having his/her teeth brushed.
4. _____ Tell your supervisor if you see redness, sores, bleeding or broken teeth.
5. _____ If the individual refuses, tell her/him all of the good things about brushing their teeth. If this doesn't work, try again at another time.

19. Dressing

1. _____ Wash your hands before you begin dressing the individual.

2. _____ You should set out a lot of different clothes with a variety of shirts, pants, skirts, dresses, suits and ties.

3. _____ If the clothes won't come off, you can push and pull them off.

4. _____ Make sure the individual does not get too tired or dizzy. Help her/him to sit down if they need to.

5. _____ It is easiest to use simple elastic clothing or clothes with Velcro fasteners.