

EMPLOYEE NAME: \_\_\_\_\_ DATE: \_\_\_\_\_

## AEDD/CLS 2017-2018 INSERVICE TRAINING

Training Value: 12 Hours

**INSTRUCTIONS:** Please complete and submit the following quiz to the Human Resources Department by July 21, 2017. To receive credit for this training you must get (44 out of 55 correct). If you do not get at least 44 questions correct, HR will send you a blank quiz and you will be required to retake the quiz. If HR does not contact you or send you a quiz for retake, you have received credit for this year's in-service training.

### Customer Service

1. List the three barriers to providing quality customer service  
\_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_
2. Communication is a barrier that can contribute to \_\_\_\_\_
3. True \_\_\_\_\_ False \_\_\_\_\_ By using common sense, common courtesy and focusing on abilities rather than disabilities we can put differences in proper perspective and concentrate on providing total quality service to every customer.

### Professionalism

4. True \_\_\_\_\_ False \_\_\_\_\_ It's essential for you to be aware of or be reminded of what it means to be professional at your job and follow the expected standards for that job.
5. True \_\_\_\_\_ False \_\_\_\_\_ How you dress at work is not only seen by individuals you work with, but also by parents, guardians, members of the community.
6. True \_\_\_\_\_ False \_\_\_\_\_ By being aware of unprofessional behaviors, you should be able to avoid them yourself as well as be a model to help others do the same.

### Rights of Personnel

7. True \_\_\_\_\_ False \_\_\_\_\_ We are committed to treating employees with dignity and respect.
8. Which 2 are personnel rights?  
A. \_\_\_\_\_ right to adjust your work schedule      C. \_\_\_\_\_ right to a drug and alcohol free work environment  
B. \_\_\_\_\_ right to terminate your employment at any time      D. \_\_\_\_\_ right to smoke while at work

### Caregiver abuse and neglect & incident reporting

9. List one caregiver identifier from each section:  
Coercion and threats: \_\_\_\_\_  
Intimidation: \_\_\_\_\_  
Emotional Abuse: \_\_\_\_\_  
Isolation: \_\_\_\_\_  
Minimize justify and blame: \_\_\_\_\_  
Withhold, misuse or delay needed supports: \_\_\_\_\_  
\_\_\_\_\_

**EMPLOYEE NAME:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

Economic Abuse: \_\_\_\_\_

Caregiver privilege: \_\_\_\_\_

10. \_\_\_\_\_ reports of abuse, neglect or exploitation are received by Adult and Child Protective Services each year in Arkansas.

11. True \_\_\_\_ False \_\_\_\_ Failing to carry out a treatment plan is considered neglect.

12. What is sexual assault/sexual abuse?

\_\_\_\_\_  
\_\_\_\_\_

13. True \_\_\_\_ False \_\_\_\_ Research suggests that 97 to 99 percent of abusers are known and trusted by the victim who has intellectual disabilities.

14. Every sexual assault, regardless of who the victim is must be taken \_\_\_\_\_.

#### **Person Centered Planning**

15. True \_\_\_\_ False \_\_\_\_ Direct Support Professionals (DSPs) should be actively involved in the planning process when appropriate.

16. True \_\_\_\_ False \_\_\_\_ Family is the most knowledgeable source for assessing needed supports.

17. True \_\_\_\_ False \_\_\_\_ The support plan for the consumer must identify what the consumer needs are as well as the family's goals for quality of life.

#### **Unique Needs of Persons Served**

18. The term cerebral palsy is applied to a disorder of \_\_\_\_\_ and \_\_\_\_\_ due to a non-progressive lesion on the immature brain.

19. Spina Bifida is a \_\_\_\_\_ defect resulting from failure of the neural tube to completely close during prenatal development which leads to \_\_\_\_\_.

20. True \_\_\_\_ False \_\_\_\_ Spasticity is a disability that causes difficulty with balance and equilibrium.

21. What are the most common causes of Traumatic Brain injuries? \_\_\_\_\_,  
\_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_

#### **Diversity**

22. \_\_\_\_\_ is the variety of human societies or cultures in a specific region, or in the world as a whole.

23. True \_\_\_\_ False \_\_\_\_ Gender and sexual orientation diversity is a cultural expression of sex identity, often but not always based on stereotypes of masculinity and femininity.

24. True \_\_\_\_ False \_\_\_\_ Language diversity can also mean the usage of sign language.

**EMPLOYEE NAME:** \_\_\_\_\_

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**Advocacy**

25. Throughout history and continuing today, human rights of individuals with developmental disabilities have been \_\_\_\_\_ or \_\_\_\_\_.

26. List two examples of rights that are guaranteed regardless of any disability:

A. \_\_\_\_\_

B. \_\_\_\_\_

27. List the five potential barriers that could affect a person:

\_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_,  
\_\_\_\_\_, \_\_\_\_\_

**Personal Privacy of persons served**

28. Ensure consumers the opportunity to communicate, associate, and meet privately with \_\_\_\_\_ of their \_\_\_\_\_, and to send and receive unopened mail.

29. In order to protect the records of our consumers, in accordance with DDS regulations, \_\_\_\_\_ limits who can access a \_\_\_\_\_.

30. True \_\_\_\_\_ False \_\_\_\_\_ Information that is used for reporting or billing shall be shared according to confidentiality guidelines that recognize applicable regulatory requirements such as the Health Insurance Portability and Accountability Act (HIPAA).

**Safety and Wellness of persons served**

31. 85% of accidents are caused by \_\_\_\_\_; 12% caused by \_\_\_\_\_ and 3% are caused by \_\_\_\_\_.

32. Unsafe acts are the cause of most accidents and include \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_.

33. Conducting periodic \_\_\_\_\_ will increase the chances of getting everyone out alive in the event of a real fire.

34. True \_\_\_\_\_ False \_\_\_\_\_ If you are unsure of your department's policies regarding reporting accidents and incidents, you can ask your supervisor.

35. List 2 examples of why physical activities are good:

A. \_\_\_\_\_ B. \_\_\_\_\_

**Rights of persons served**

36. True \_\_\_\_\_ False \_\_\_\_\_ Each consumer is important to AEDD.

37. We are \_\_\_\_\_ committed to treating all of our \_\_\_\_\_ and their families with dignity and respect.

38. True \_\_\_\_\_ False \_\_\_\_\_ Consumers, parents and guardians has freedom from abuse, financial or other exploitation, retaliation, humiliation and neglect.

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**Medication Management**

39. As a \_\_\_\_\_ you may assist the person you work with in taking their medications.
40. True \_\_\_\_\_ False \_\_\_\_\_ Medications are substances taken into the body for the purpose of prevention, treatment, relief or symptoms.
41. True \_\_\_\_\_ False \_\_\_\_\_ You should ask the prescribing physician what the medication is for and how much you should take.

**OSHA Universal Precautions**

42. True \_\_\_\_\_ False \_\_\_\_\_ Bloodborne pathogens are carried in the blood.
43. True \_\_\_\_\_ False \_\_\_\_\_ Hepatitis B (HBV) injections are offered to all employees free of charge only upon hire.
44. What does Hepatitis mean? \_\_\_\_\_
45. Human Immunodeficiency Virus, is also known as \_\_\_\_\_.
46. List the two most common methods to transmit HIV.
- A. \_\_\_\_\_
- B. \_\_\_\_\_
47. Where should you dispose used needles? \_\_\_\_\_
48. When performing CPR, how many chest compressions and rescue breaths should you administer?
- # of compressions \_\_\_\_\_ # of rescue breaths \_\_\_\_\_

**Mobility**

49. \_\_\_\_\_ is important when providing care, always explain what you are planning to do before you attempt to move someone.
50. True \_\_\_\_\_ False \_\_\_\_\_ Caring for someone in a wheelchair requires body movements such as lifting, reaching, and bending.

**Health & Safety Program**

51. Our goal is to have \_\_\_\_\_ work related injuries.
52. Fire and tornado drills are conducted \_\_\_\_\_ by all locations.
53. Adult bed bugs can hide in cracks and crevices as thin as a \_\_\_\_\_ of paper.
54. It is every driver's responsibility to drive \_\_\_\_\_ to avoid accidents.
55. Three example of stored energy where lockout/tagout applies includes: \_\_\_\_\_,  
\_\_\_\_\_ and \_\_\_\_\_.