

EMPLOYEE NAME: _____ DATE: _____

SGSCLC 2017-2018 INSERVICE TRAINING

Training Value: 20 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 (96 out of 106 correct). If you do not get at least 96 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: _____

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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.

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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 _____.

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Continuing Education for Early Childhood – an additional 8 hours of training

Safety

38. Safety is freedom from _____, harm and _____.
39. Infant and toddlers in your care _____ to keep them safe as they gain new skills.
40. You _____ also work as a _____ with colleagues to provide constant supervision in all _____ of the room and outdoors.

Health

41. _____ play a key role in keeping infants and toddlers healthy.
42. Hand washing reduces germs for _____ and _____.
43. Frequent, thorough hand washing can reduce the spread of disease in child care by _____%.

Learning Environment

44. An early childhood environment includes the _____ and _____ spaces where you care for children.
45. A supportive environment encourages _____ and _____ and assures children that what they do is important to you.
46. Infants and toddlers need a variety of play materials to support all _____ of development.

Physical

47. Physical development includes the gradual gaining of _____.
48. Physical development typically starts with the _____ of the body and moves _____.
49. An example of infant development is _____.

Cognitive

50. Cognitive development is the process of learning to _____ and to _____.
51. Researchers have concluded that very young children are capable of _____ thinking and _____.
52. Environments must be _____ so children can use their senses and motor skills to learn.

Communication

53. Communication is the sharing of _____ and _____ with others.
54. You use _____ skills all day, every day, on and off the job.
55. _____ learning continues to take place throughout life.

Creative

56. Infants are eager, imaginative, and _____.
57. Environments that support _____ include toys and material that are safe and interesting.
58. It is a teacher's job to support children's creativity by _____ and encouraging such explorations.

Self

59. From birth, children begin to learn about _____.

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60. Your _____ help infants learn about themselves.

61. By demonstrating _____ for individuals, you convey the message that each person is valued.

Social

62. An important goal is to help children begin to care about and _____ other people.

63. Your secure relationships with individual children help them learn _____ social behavior.

64. If, by 6 months a child does not _____, it may be time to suggest the family consult their health care provider.

Guidance

65. Modeling _____ is a good way to teach children what behavior is expected.

66. Everything that happens to children during their first _____ years of life lays foundation for developing these abilities.

67. _____ guides your behavior at work and at home.

Families

68. Families are the _____ people in children's lives.

69. Infant/toddler programs can help families _____ and _____ their children's development.

70. High quality early childhood programs depend on _____ partnerships between teachers and families.

Program Management

71. With your colleagues, you use _____ skills to ensure the smooth operation of you program.

72. Program management involves _____ an environment, routines, and _____ that are appropriate for individual children as well as groups.

73. _____ provide some of the information you need to build positive relationships with individual children and to support their development and learning.

Professionalism

74. Teachers are _____ who use specialized knowledge and skills.

75. Professionals are _____ to act _____ and ethically at all times.

76. A _____ conduct guides early childhood professionals in behaving responsibly.

Proper Supervision of Children

77. The Staff/Child ratio for birth 0 18 months is _____ to _____

78. During lunch or outdoor play activities, if children of different age groups are together, the staff ration for the _____ age groups shall be _____.

79. The use of cell phones by staff while supervision children shall be _____ except in emergency situations.

Discipline/Behavior Guidance

80. _____ or verbal abuse is not allowed in our program.

81. Our method of discipline shall not _____, frighten or _____ harm children.

82. List one method of acceptable behavior guidance technique: _____.

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Rest Time

83. Rest time is an important part of a preschooler's day and _____ for our infants and toddlers.

84. Pillows, bumpers/bumper pads and stuffed animals shall _____ be placed in cribs.

85. Crib bedding shall be changed _____ or more frequently when wet or soiled.

Shaken Baby Syndrome

86. Shaken baby syndrome means signs and symptoms resulting from the _____ or the shaking and impacting of the head of an infant or child.

87. List two ways to calm yourself: _____ or _____.

88. List two warning signs of shaken baby syndrome: _____ and _____.

Appropriately Responding to a Crying/Fussy Infant/Child

89. During the infant years, child care providers can help babies build a sense of _____ and security by being responsive to each individual infant.

90. List one way to respond to a fussy/crying infant or child _____.

91. If the crying continues and the child is inconsolable, then the child may need to be seen by a _____ in case an underlying medical condition is the cause of the behavior.

Inclement Weather and Emergencies

92. SGSCLC will notify _____ School Alert system daily when winter weather conditions force the school to open late, closer early or be closed the entire day.

93. _____ and _____ drills are held monthly at our school.

94. In case of emergency evacuations or natural disasters, all staff and children will be transported to : _____.

Mandated Reporters

95. All personnel of AEDD are trained upon hire and at least annually on the laws and regulations of the state regarding the prevention and timely reporting of _____ and _____.

96. List two people who may be responsible for potential abuse/neglect: _____ or _____.

97. True _____ False _____ all SGSCLC employees are mandated reporters.

Medication Management

98. If the child requires over the counter medication, SGSCLC must receive consent form the child's parent/guardian, _____ to medication begin administered.

99. The _____ will oversee the overall medication program to ensure all applicable laws and regulations and AEDD policy is followed.

100. Children with special health care needs who require scheduled daily medication(s) to be given on an emergent basis shall have a _____.

Caring for Children with Special Needs/Care Plans

101. All children requesting entrance into our preschool or therapy programs are provided a developmental screening by a trained

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professional, in order that we may _____ your child's strengths and needs.

Transportation and Car Seat Safety

102. Staff transporting children shall meet the following requirements: must be _____ years of age or the minimum age required by the Licensee's commercial auto insurance, hold a current valid _____ or commercial _____ as required by state law, and successfully completed the training course in _____ that is offered or approved by the Division prior to transporting children, and be certified in _____ and _____.

103. A ratio of one adult for each _____ infants/toddlers shall be maintained.

104. Any vehicle designed or used to transport more than seven passengers and one driver must have approved _____ devices installed.

105. The correct and consistent use of car seats can reduce the risk of death by _____ percent for infants and _____ percent for toddlers.

Policies Regarding Release of Children to Authorized Individuals

106. Children will not be released to anyone who is not immediately recognized as the child's parent or as someone on the authorized pick-up list unless: the individual can provide a _____ and the person in charge can match the _____ to the individual named on the child's authorization list.