



Name: _____

Date: _____

Pre-Employment Skills and Aptitude Test

Promoting Client's Rights:

1. When a caregiver arrives to the client's home to provide service, the caregiver should
 - A. Approach the client and begin providing service according to the care plan
 - B. Walk around the client's home to obtain more information about the Client
 - C. Introduce self or knock before entering the client's room
 - D. Call the agency to speak with scheduler
2. A caregiver should address the client:
 - A. Using the client's name which was provided by scheduler
 - B. Mr. or Mrs. _____
 - C. The caregiver should ask the client the proper name when addressing client
 - D. Caregiver should find a pet name for client, such as honey, sweetheart, etc.

Client's safety:

3. When a caregiver witnesses a client fall and hit his/her head, how should the caregiver respond
 - A. The caregiver should immediately call 911
 - B. The caregiver should call the agency and speak to a manager
 - C. Call the family and follow their protocol
 - D. The caregiver should pick the client up and lay the client on the bed
 - E. Caregiver should monitor the client for 2 hours to see if condition worsens
4. While providing care for a client, the client tells the caregiver that he/she is short of breath, the caregiver should (*choices continued on next page*):
 - A. Get the client into the car and immediately bring them to the emergency room
 - B. The caregiver should start performing CPR on the client
 - C. The care giver should call the agency and report what the client has informed them

- D. The caregiver should immediately call 911
- E. All the above

Caregiver's safety & infection control

- 5. Caregivers should wash their hands:
 - A. After the use of gloves
 - B. Before and after preparing client's meals
 - C. After any contact if the client has a cold or flu like symptoms
 - D. All the above
- 6. Your client reports to you he/she fell during hours when you were not working, you observe a bruise that indicates the client has fallen. Should you report the incident? If so to who?
 - A. No, the incident did not happen on your shift, it is not your responsibility.
 - B. No, the client has no serious injury, but if he/she gets worse I will report it to the office
 - C. Yes, I will report the incident to the scheduler out of concern for the client's safety
 - D. Yes, I will only report to the client's family member because it did not happen while I was working so would do the family a favor and inform them of the client's fall

Reports and Documentation:

- 7. Perhaps you are providing service to your client who is extremely independent, the client tells you his/her family member will pick them up soon and you could leave once the family arrives. The caregiver should:
 - A. Wait to see if the family member is really picking up the client
 - B. Call the office and report to the scheduler
 - C. Write a note including the information given by the client
 - D. Clock out and leave. After all, the client is independent
- 8. You arrive to your client's house to discover his/her pill box has been completely emptied after being filled the day before. You should handle this scenario by,
 - A. Calling the agency to report the missing pills
 - B. Speak with the client's doctor about the missing pills
 - C. Nothing at all. It is not your responsibility because you do not administer the medication
 - D. All the above

Scheduling and office Protocols:

9. Perhaps you have accepted a case to work Thursday – Sunday 9:00am-3:00pm, its Friday afternoon and you are having car trouble and will have difficulties working the case you've accepted. You would:
- A. Call out because you cannot make the case
 - B. speak with the scheduler, find another means of transportation, and continue the case for the weekend
 - C. No call No show
 - D. Call the client and ask them for a ride or an Uber
10. Scheduler has assigned you a case for 3 hours 5 days per week, Scheduler 2 calls an hour after you have accepted the other case with the schedule you have wanted but, it conflicts with the first case. You would handle this scenario by:
- A. Taking them both and find a way to handle them
 - B. Call scheduler 1 to drop the case
 - C. Tell scheduler 2 that you have already accepted a case with the other scheduler
 - D. Call out for the first case and show up for the scheduled that works best for you