



Anastasia Care Services LLC COMPETENCY TEST

Employee Name _____

Date _____

The individual must have a passing score of 85% to be determined competent by the agency.

The competency test examines all sixteen (16) subject areas and can be adjusted to exclude the six (6) personal care subject areas if an applicant is NOT going to provide personal care services. Testing competency for the six personal care competency areas can also be done by having the applicant demonstrate the skill.

1. The meaning of confidentiality is:
 - a. Share information with my friends
 - b. Private and secret
 - c. Open and public
 - d. Tell anyone who asks

2. Mrs. Jones tells the direct care worker that she would like her hot dog fried not put in the microwave. The direct care worker has never fried a hot dog. The direct care worker should:
 - a. Ignore the request and fry the hot dog
 - b. Ask Mrs. Jones to explain exactly how she used to do it and follow the directions
 - c. Prepare something else
 - d. Tell Mrs. Jones "no, I'll cook it my way"

3. The direct care worker is busy doing Mr. Clean's light housework. Mr. Clean asks the direct care worker to help him write a letter. What should the direct care worker say?
 - a. "I am too busy"
 - b. "Write it yourself"
 - c. It is not part of my job"
 - d. "Let's set a time when I can help you sometime today."

4. Mr. Smith tells the direct care worker that he has had pain for three days and no one cares. The direct care worker should:
 - a. Tell Mr. Smith that they care
 - b. Look in the communication log to see what's been written about his pain
 - c. Call their supervisor to report Mr. Smith's complaint
 - d. All of the above

5. How many times during a home visit should a direct care worker wash his or her hands?
 - a. Before and after each contact with a consumer
 - b. At the beginning and end of the visit
 - c. At least once before the visit

- d. At least once after the visit
6. Which one of the following would NOT spread communicable diseases?
 - a. Droplets from the nose and mouth
 - b. The use of universal precautions
 - c. Direct contact with feces (bowel movement)
 - d. Open wounds that are draining blood
 7. A direct care worker discovers a small fire in the wastebasket in a room where the consumer is sitting. The direct care worker should FIRST:
 - a. Call 911
 - b. Contain the fire
 - c. Remove the consumer from the room
 - d. Extinguish the fire
 8. Every consumer receiving homecare services will have a record that is kept at their home. All services, interventions, and uncommon observations are to be recorded. The direct care worker notices that “prepare lunch” hasn’t been recorded for several days while they were off. The direct care worker should:
 - a. Ignore it and only record what they do that day
 - b. Fill it in
 - c. Tell the supervisor
 - d. Call the person who worked those days
 9. A direct care worker slaps a consumer. This is an example of:
 - a. Neglect
 - b. Verbal abuse
 - c. Physical abuse
 - d. Restraint
 10. An angry consumer curses loudly at the direct care workers. It would be BEST for the direct care worker to:
 - a. Put the consumer to bed immediately
 - b. Curse back
 - c. Ask the consumer what is bothering him or her
 - d. Restrain the consumer in case he or she becomes violent
 11. The direct care worker is going to bathe the consumer. What should the direct care worker do FIRST:
 - a. Test the temperature of the water
 - b. Help the consumer to undress
 - c. Tell the consumer what the worker is going to do
 - d. Close the bathroom door and windows

12. Hair care consists of:
 - a. Brushing the hair and spraying it with lots of perfume
 - b. Brushing and/or combing from the scalp toward the hair ends
 - c. Wetting the hair
 - d. Wrapping a warm towel around the head

13. To transfer a consumer from the bed to a wheelchair safely, the direct care worker should:
 - a. Place a cushion in the back of the wheelchair
 - b. Use a foot stool
 - c. Lock the wheels on the wheelchair
 - d. Raise the bed to a high position

14. The direct care worker who assists with meal preparation for a consumer with no dietary restrictions should:
 - a. Know the consumer's likes and dislikes
 - b. Cook what the direct care worker likes
 - c. Prepare only finger food
 - d. Prepare only liquids

15. When assisting the consumer with using the bathroom in their home, the direct care worker should:
 - a. Provide privacy but remain nearby for safety or assistance if needed
 - b. Leave the consumer alone
 - c. Only check to see that there's enough toilet tissue
 - d. Make sure the consumer flushes before and after

16. The direct care worker finds a consumer's medication on the living room floor. The direct care worker should:
 - a. Throw the medication in the waste basket
 - b. Return the medication to the bottle that it might have been in
 - c. Flush the medication down the toilet
 - d. Call their supervisor

17. When a consumer offers the direct care worker a tip for the services. The direct care worker should:
 - a. Accept and then return it to consumer's family member
 - b. Refuse and act shocked
 - c. Refuse in a firm, courteous manner
 - d. Accept the tip and share it with other direct care workers

18. Mr. Smith confides to the direct care worker that he is not happy with one of his children's drug use behaviors and doesn't want anyone to know. The worker should:
 - a. Assure Mr. Smith that the conversation is private
 - b. Tell the worker's friends
 - c. Share the story with the worker's family

- d. Write the story down
19. Mr. Jim likes to go outside for walks. He is a little unsteady but he has a walker to assist him. The direct care worker should:
- Not allow Mr. Jim to go outside
 - Tell Mr. Jim “you’re not allowed out while I’m here”
 - Call his family
 - Accompany Mr. Jim for a short walk with the use of his walker
20. Mrs. Tune needs assistance doing the laundry. The direct care worker is not familiar with Mrs. Tune’s type of washing machine. The direct care worker should:
- Not do the laundry
 - Ask Mrs. Tune to explain how to use it or ask to see the “how to operate” instructions
 - Take the clothes to the closest Laundromat
 - Leave it for the next worker to do
21. While helping Mrs. Spratt prepare her meals, the direct care worker notices that Mrs. Spratt keeps dropping things with her right hand, can’t hold her fork without shaking, and seems to lean to her right side when sitting at the table. Mrs. Spratt didn’t do those things yesterday. The direct care worker should:
- Tell Mrs. Spratt to sit up straight and quit dropping things
 - Call the supervisor to explain Mrs. Spratt’s behavior
 - Ask Mrs. Spratt to go lay down until she feels better
 - Call the family
22. The basic measure for preventing spread of disease is:
- Washing hands frequently
 - Dragging soiled clothing on the floor on way to the washing machine
 - Keeping bed linens clean
 - Flushing the toilet frequently
23. The major recommendation of universal precautions is to minimize contact with which one of the following?
- Consumer’s linen
 - Consumer’s personal belongings
 - Blood and body fluids
 - Consumer’s skin
24. Abuse can be infliction of injury, unreasonable confinement, intimidation or punishment with resulting physical harm, pain or mental anguish and/or willful deprivation by a caretaker of goods or services which are necessary to maintain physical or mental health.
- True
 - False



4 Tower Bridge, 200 Barr Harbor Dr #400 Conshohocken PA 19428

25. A confused consumer begins to cry out suddenly. What should the direct care worker do FIRST:
- Restrain the consumer
 - Call the family
 - Talk to the consumer in a soothing voice about familiar things
 - Leave the consumer alone
26. When shaving a consumer's face with an electric shaver (only), it is important to FIRST:
- Soften the beard and skin with a warm washcloth for a few minutes
 - Leave the skin dry
 - Apply water
 - Rub the face vigorously
27. When helping the consumer to dress, which of the following is NOT correct?
- Encourage the consumer to put on comfortable, safe and attractive clothes
 - Check that the consumer has shoes with non-slip soles
 - Never let the consumer pick out the clothes
 - Spread shoes as far open as possible for ease of the foot
28. Common sites for pressure sores are:
- Elbow, shoulder
 - Hips, sacrum, coccyx, buttocks
 - Heels, ankles
 - All of the above
29. "Ambulate with assistance" means:
- Walk with the consumer twice a day
 - The consumer can use a wheelchair with help
 - Take the consumer's blood pressure
 - The consumer can walk with help
30. The consumer has a history of difficulty with chewing and swallowing. The direct care worker should:
- Prepare the meal and leave the consumer alone
 - Prepare the meal and stay with the consumer to assist as needed
 - Not worry about it
 - Call the supervisor
31. The consumer must use a bedpan with assistance while in bed. The direct care worker should:
- Hand the bedpan to the consumer and leave the room
 - Position the consumer on the bedpan so the body is aligned and supported for comfort
 - Only check to see if the bedpan is nearby
 - Tell the consumer "Get the bedpan yourself"

32. The consumer has severe arthritis. The consumer's medications come in child-proof bottles. The direct care worker should:
- Assist the consumer by opening the bottles and assisting as needed
 - Hand a consumer a pair of pliers
 - Tell the consumer to order non-child-proof bottles the next time
 - See how long it takes the consumer to figure it out
33. The consumer tells the direct care worker that they aren't happy with the person who is the consumer's power of attorney or guardian. The direct care worker should:
- Volunteer to be the consumer's power of attorney
 - Listen but refuse in a firm, courteous manner
 - Tell the family
 - Write it down
34. A consumer gives the direct care worker \$50 as a birthday gift. The direct care worker should:
- Accept the money and thank the consumer
 - Share the money with the other direct care worker who helps
 - Politely refuse the gift
 - Use the money to buy a gift for the consumer
35. The Health Insurance Portability and Accountability Act (HIPAA) is a law that protects:
- Children in foster homes
 - Who can know or share a person's personal health information
 - Insurance companies
 - Pets
36. Miss English has decided to wear two sweaters instead of one because she says she is always cold. The two sweaters make her look "funny". The direct care worker should:
- Tell Miss English she looks funny
 - Take one of the sweaters off Miss English and hide it
 - Respect Miss English's choice
 - Call her family and tell them she's acting funny
37. Upon entering the consumer's home, the direct care worker finds the consumer on the floor crying, in pain, and holding their arm which is bent in an awkward position. The direct care worker should:
- Change the position of the arm
 - Help the person get off the floor
 - Call for medical help
 - Tell the person to quit crying
38. The direct care worker provided several services during one home visit. The direct care worker documented that only one service was done. When the supervisor reviews the consumer's service record, which statement will the supervisor be most likely to make?

- a. I assume all the services were done
 - b. Did the consumer refuse the other services?
 - c. Were the other services discontinued?
 - d. If it's not documented, it didn't happen.
39. For older persons, abuse and neglect is reported to:
- a. The family
 - b. Local Area Agency on Aging
 - c. The Human Relations Commission
 - d. The person's church
40. When a consumer starts to share spiritual beliefs with the direct care worker, the direct care worker should:
- a. Listen to what the consumer has to say
 - b. Tell the consumer to stop talking
 - c. Start to talk about personal beliefs
 - d. Report it to the family
41. Which of the following is NOT correct regarding elastic stockings?
- a. It is better to put them on the consumer while they are lying down
 - b. Turn the stocking inside out first
 - c. Position the stocking over the heel and foot
 - d. Grab and pull the stocking quickly up the rest of the leg
42. When giving the consumer a bed bath, it is good to:
- a. Start by washing the face, including, eyes, ears and neck
 - b. Proceed to wash arms, forearms, hands, including fingers & nails
 - c. Next, wash chest & abdomen, legs and feet
 - d. Finish by washing back, buttocks, and perineum
 - e. All of the above
43. A consumer's dentures should be stored in:
- a. Tissues
 - b. A denture cup
 - c. Napkins
 - d. The dresser drawer
44. It is important for the direct care worker to remain in front of the consumer for a few minutes after they stand up and before helping them to a chair, bed, or start to walk because:
- a. The direct care worker needs to think about what to do next
 - b. The consumer may have something to say
 - c. The consumer may feel dizzy from standing up
 - d. The direct care worker wants to take the consumer's pulse

45. The consumer is on a low sodium diet and should AVOID:
- Bread
 - Bacon
 - Fresh fruits
 - Ice cream
46. The consumer must use a urinal while in bed. The direct care worker should do all of the following but ONE – select the one that the worker should not do:
- Assist the consumer with placement of urinal
 - Provide privacy but remain nearby to assist
 - Assist consumer with hand washing
 - Remove urinal and leave it set on the floor
47. The direct care worker can assist the consumer with self-administration of medications. It is important for the direct care worker to:
- Tell the consumer when the medications are out-dated
 - Remind the consumer that he/she is taking the right medication, the right dosage, at the right time
 - Check to see if the medication is to be taken with food or on an empty stomach
 - All of the above
48. The Heimlich maneuver (abdominal thrust) should be used if the consumer is:
- Confused
 - Diabetic
 - Vomiting
 - Choking
49. The direct care worker has many responsibilities. Which one below is NOT one of the responsibilities?
- Fall prevention
 - Light housekeeping
 - Making decisions for a consumer who is capable of making decisions
 - Assisting the consumer with activities of daily living
50. Part of a direct care worker's job is to report "critical incidents." An incident can be changes in a consumer's behavior or condition, or accident that happens to the consumer or the worker while working with the consumer. When reporting a "critical incident", the worker should:
- Tell the supervisor as soon as the worker becomes aware of incident
 - Wait until they get back to the office and have time to write it up
 - Leave a note
 - Call the family



4 Tower Bridge, 200 Barr Harbor Dr #400 Conshohocken PA 19428

51. For children, abuse and neglect is reported to:
- Pennsylvania's Child Abuse Hotline
 - The family
 - The Human Relations Commission
 - The child's church
52. Upon arrival at the consumer's home, the direct care worker hears screaming and yelling coming from the house but it is only the voice of the consumer. First, the direct care worker should:
- Leave and come back another day
 - Use their cell phone to call the consumer to confirm if arrival is OK
 - Go to the neighbor's house to wait until the screaming stops
 - Call the police
53. Which of the following is FALSE?
- Respect the consumer's dignity when washing him by draping as much as possible when not washing a particular area
 - Bathing is a good time to check for any possible bed sores
 - Always use soap on the consumer's face, even if they complain
 - Always rinse and pat dry after washing a specific area
54. If a consumer can't do his or her oral hygiene, the direct care worker should:
- Ignore the consumer
 - Give them gum
 - Brush their teeth for them
 - Give them some mouthwash and tell them to spit it out
55. Which statement is FALSE when transferring the consumer from the bed to a chair?
- Assess the consumer's ability to help
 - Inform the consumer about the transfer and what he/she needs to do
 - Allow consumer to dangle his/her legs while sitting at side of bed
 - Bring the chair or wheelchair to the bedside at a 90 degree angle
56. The consumer had a doctor's visit since the worker's last visit and tells the worker "I have to eat foods that are high-iron". Knowing the consumer's preferences, the worker suggests one of the following:
- Cake, candy, potato chips
 - Skim milk, rice, broth
 - Green leafy vegetables, liver, peanut butter
 - Cheese, fruit, bacon

57. The consumer needs the urinal. What do you do?
- Ignore him
 - Get the urinal, assist him with placement, keep him covered
 - Hand him the urinal and walk away
 - Tell him to wait until you are done with folding laundry
58. The consumer had a stroke and must stay in bed while the bed is changed. Which procedure is the best choice?
- Keep consumer covered, position him on his side, back facing away, roll bottom linens close to him toward center of bed, place clean bottom linens with center fold nearest him, roll clean bottom linens nearest him and tuck under soiled linen. Log roll him over onto the side facing worker, move to other side of bed, remove soiled linens, unroll bottom sheet and tuck it under mattress, position him and cover him
 - Log roll him to one side, pull soiled linens out from under him, put clean linens on bed by sliding everything under him while he's on his side, tuck each side under the mattress, have him move to middle of bed
 - Remove the pillows so his head is flat, pull the sheets out from under him, slide the sheet under his buttocks and pull up to his shoulders, then pull down towards feet, tuck in the sheet, return the pillow
 - Try to lift him into a chair so it'll be easier to make the bed
59. A consumer complains to the direct care worker that another worker neglected her. The direct care worker should:
- Stand up for the other worker
 - Report the complaint
 - Listen to the complaint but do nothing
 - Tell the consumer she is just confused
60. The direct care worker notices that the consumer has multiple sizes of guns lying around the house and doesn't know if they are loaded or not. The direct care worker is afraid of guns. What should the worker do first?
- Tell the consumer to get rid of the guns
 - Peek in the window and leave
 - Discuss the situation with their supervisor
 - Call the family
61. The consumer prefers tub baths instead of a shower. The direct care worker should:
- Assist consumer into the tub using fall prevention techniques
 - Ensure water temperature is safe and comfortable
 - Wash the consumer's body parts that they cannot
 - Protect consumer from unnecessary exposure and chilling
 - All of the above



4 Tower Bridge, 200 Barr Harbor Dr #400 Conshohocken PA 19428

62. Shampooing a consumer who is confined to bed includes:
- Head and shoulders are moved to edge of bed if position is allowed
 - Plastic or rubber trough is placed under head and drains into basin
 - Multiple towels may be used to help position the head and shoulders
 - All of the above
63. Which of the following is FALSE?
- When transferring consumer from bed to chair, pivot the consumer so the consumer's back is toward the chair
 - Tell consumer to place hands on the arm supports of wheelchair
 - Leave the brakes of wheelchair off while consumer is in it so the feel more independence
 - To ensure safety, always keep brake on while consumer is trying to sit in the chair
64. Providing well balanced meals that limit fatty foods would help the consumer who has one of the following illnesses:
- Dementia
 - Circulatory problems
 - Asthma
 - Foot fungus
65. It is important to smooth out wrinkles on the consumer's bed because:
- It will look nice and help the consumer sleep better
 - It will be easier to keep clean
 - It helps decrease the risk for skin irritation and bed sores
 - The consumer's cat likes it that way