

**Chapter 01: The Role of the Support Worker**  
**Sorrentino: Mosby's Canadian Textbook for the Support Worker, 4th Edition**

**MULTIPLE CHOICE**

1. Which of the following terms refers to a person living in a long-term care facility?
  - a. Patient
  - b. Client
  - c. Resident
  - d. Individual

ANS: C

	<b>Feedback</b>
<b>A</b>	Incorrect. <i>Patients</i> are persons receiving care in a hospital setting.
<b>B</b>	Incorrect. <i>Clients</i> are persons receiving care or support services in a community setting; it is also a general term for all people receiving health care or support services: hospital patients, facility residents, and clients in the community.
<b>C</b>	Correct. <i>Residents</i> are persons living in a long-term care facility (also known as a <i>residential facility</i> ).
<b>D</b>	Incorrect. <i>Individuals</i> are single human beings, distinct from a family or group.

PTS: 1

DIF: Remembering

REF: p. 9

2. Which of the following terms refers to people who receive care in a hospital?
  - a. Patients
  - b. Clients
  - c. Residents
  - d. Individuals

ANS: A

	<b>Feedback</b>
<b>A</b>	Correct. <i>Patients</i> are persons receiving care in a hospital setting.
<b>B</b>	Incorrect. <i>Clients</i> are persons receiving care or support services in a community setting; it is also a general term for all people receiving health care or support services: hospital patients, facility residents, and clients in the community.
<b>C</b>	Incorrect. <i>Residents</i> are persons living in a long-term care facility (also known as a <i>residential facility</i> ).
<b>D</b>	Incorrect. <i>Individuals</i> are single human beings, distinct from a family or group.

PTS: 1

DIF: Remembering

REF: p. 9

3. Which of the following regulated professionals provides supervision and leadership for support workers?
  - a. Social worker
  - b. Licensed practical nurse
  - c. Physician
  - d. Registered nurse

ANS: D

	<b>Feedback</b>
<b>A</b>	Incorrect. Social workers are regulated depending on province/territory.
<b>B</b>	Incorrect. Licensed practical nurses (also known as registered practical nurses) are regulated and sometimes supervise support workers.
<b>C</b>	Incorrect. Physicians are regulated; however, they do not supervise or lead support workers.
<b>D</b>	Correct. A registered nurse is usually team leader of the health care team.

PTS: 1

DIF: Remembering

REF: p. 11 | p. 13

4. Which of the following is an example of activities of daily living (ADLs)?
- Laundry you do for the client every day
  - Self-care activities the client performs every day
  - Activities you do for the client some days
  - Self-care activities the client performs some days

ANS: B

	<b>Feedback</b>
<b>A</b>	Incorrect. Laundry is not a self-care activity; it is an instrumental activity of daily living (IADL).
<b>B</b>	Correct. ADLs are daily self-care activities that people perform to remain independent and to function effectively in society.
<b>C</b>	Incorrect. Cooking is not a self-care activity; it is an IADL.
<b>D</b>	Incorrect. ADLs are performed daily, not some days.

PTS: 1

DIF: Understanding

REF: p. 4

5. Support workers sometimes help their clients with activities such as doing laundry. In which of the following settings does this commonly occur?
- Complex care
  - Chronic care
  - Long-term care
  - Community

ANS: D

	<b>Feedback</b>
<b>A</b>	Incorrect. Complex care is a facility-based setting and laundry is done by housekeeping.
<b>B</b>	Incorrect. Chronic care is a facility-based setting and laundry is done by housekeeping.
<b>C</b>	Incorrect. Long-term care is a facility-based setting and laundry is done by housekeeping.
<b>D</b>	Correct. Home management duties, including instrumental activities of daily living (IADLs) such as laundry, are done in a community-based setting.

PTS: 1

DIF: Understanding

REF: pp. 4–5

6. Which of the following statements is TRUE of older adults?
- a. Social and emotional changes always happen with older adults.
  - b. All older adults move into residential facilities.
  - c. Many older adults enjoy good health.
  - d. Aging is considered an illness.

ANS: C

	<b>Feedback</b>
<b>A</b>	Incorrect. These changes may occur, but not always.
<b>B</b>	Incorrect. Not all older adults move into residential facilities; some stay in their own homes.
<b>C</b>	Correct. Aging is a normal process and is not an illness or disease.
<b>D</b>	Incorrect. Aging is a normal process and is not considered an illness or disease.

PTS: 1

DIF: Remembering

REF: p. 9

7. Which of the following statements is TRUE about adults with disabilities?
- a. Many adults with disabilities live in their own homes.
  - b. All adult disabilities are a result of an illness.
  - c. All adult disabilities are a result of an accident.
  - d. Disabilities do not affect mental functions.

ANS: A

	<b>Feedback</b>
<b>A</b>	Correct. Many adults with disabilities live in their own homes.
<b>B</b>	Incorrect. Disabilities may result from an illness, but not always.
<b>C</b>	Incorrect. Disabilities may result from an accident, but not always.
<b>D</b>	Incorrect. Disabilities may affect physical or mental functions or both.

PTS: 1

DIF: Remembering

REF: pp. 9–10

8. Which of the following statements is true about being a regulated profession?
- a. Support workers belong to this group.
  - b. It is governed by the Canadian government.
  - c. It has a professional organization called a *college*.
  - d. There are no official requirements for education.

ANS: C

	<b>Feedback</b>
<b>A</b>	Incorrect. Support workers are unregulated care providers.
<b>B</b>	Incorrect. A regulated profession is self-regulated by its members.
<b>C</b>	Correct. The professional organization that regulates a profession is called a <i>college</i> .
<b>D</b>	Incorrect. There are requirements for education and licence requirements.

PTS: 1                    DIF: Applying                    REF: pp. 10–11

9. Joanne is a support worker graduate and is not sure of her scope of practice. Which of the following sources would provide Joanne with information regarding her scope of practice?
- College of Nurses of Ontario
  - Written policies from her current employer
  - Her co-worker who has been on the job for 25 years
  - Her school classmate who always has the answers

ANS: B

	<b>Feedback</b>
<b>A</b>	Incorrect. This is the regulatory body for nurses only.
<b>B</b>	Correct. Three sources include educational programs, employer policies, and supervisors.
<b>C</b>	Incorrect. Although her co-worker is potentially a good source of information, it is not an official source.
<b>D</b>	Incorrect. Her school classmate is not a reliable source.

PTS: 1                    DIF: Remembering                    REF: p. 11

10. Who assesses clients, makes nursing diagnoses, develops care plans, and implements and evaluates nursing care?
- Nurse
  - Social worker
  - Physician
  - Spiritual advisor

ANS: A

	<b>Feedback</b>
<b>A</b>	Correct. A nurse assesses clients, makes nursing diagnoses, develops care plans, and implements and evaluates nursing care.
<b>B</b>	Incorrect. A social worker helps clients and families deal with social and emotional issues related to illness and recovery.
<b>C</b>	Incorrect. A physician diagnoses and treats clients with illnesses and injuries.
<b>D</b>	Incorrect. A spiritual advisor assists clients and families with spiritual needs.

PTS: 1                    DIF: Remembering                    REF: p. 12

11. Which of the following actions demonstrates that Pradeep is able to maintain his professionalism when faced with a heavier-than-usual workload?
- Doing the work, keeping his feelings to himself until break time, when he talks about his anger with a close friend
  - Refusing to do the extra work assigned to him and walking off the unit
  - Speaking with his supervisor to share his concern about being able to safely carry out his assignment
  - Writing a letter of complaint to his employer, describing the unfair working conditions

ANS: C

	<b>Feedback</b>
<b>A</b>	Incorrect. This action does not show a positive attitude, may not maintain discretion or confidentiality, and is not professional.
<b>B</b>	Incorrect. This action could be considered abandoning or neglecting clients and is not considered professional.
<b>C</b>	Correct. If done in a polite way, this approach is professional.
<b>D</b>	Incorrect. Complaining has a negative effect, and writing a letter would indicate that the reaction is too late, leaving the employer unable to respond in a timely manner.

PTS: 1                      DIF: Applying                      REF: p. 14

12. A support worker is part of which of the following?
- The health care team
  - The board of trustees
  - The case management team
  - The nursing team

ANS: A

	<b>Feedback</b>
<b>A</b>	Correct. This is the most appropriate answer. Support workers are valuable members of the health care team.
<b>B</b>	Incorrect. Although a support worker may sit on the board of trustees, this is not the best answer.
<b>C</b>	Incorrect. Management teams do not usually include support workers.
<b>D</b>	Incorrect. In most settings, you have to be a nurse to be a part of the nursing team, so this is not the best answer.

PTS: 1                      DIF: Remembering                      REF: p. 10

13. Who assesses and plans for the nutritional needs of patients and residents?
- The nurse
  - The dietitian
  - The pharmacist
  - The physician

ANS: B

	<b>Feedback</b>
<b>A</b>	Incorrect. The nurse may do this as part of the plan of care, but this is not best answer.
<b>B</b>	Correct. The dietitian assesses and plans for nutritional needs.
<b>C</b>	Incorrect. The pharmacist fills medication orders.
<b>D</b>	Incorrect. The physician diagnoses and treats clients and may refer to a dietitian.

PTS: 1                      DIF: Remembering                      REF: p. 12

14. Which of the following is an example of a physician's diagnosis?