

## 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?
- Patient
  - Client
  - Resident
  - Individual

ANS: C

|   | Feedback  |
|---|---|
| A | Incorrect. <i>Patients</i> are persons receiving care in a hospital setting.  |
| 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. |
| C | Correct. <i>Residents</i> are persons living in a long-term care facility (also known as a <i>residential facility</i> ).   |
| D | 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?
- Patients
  - Clients
  - Residents
  - Individuals

ANS: A

|   | Feedback  |
|---|---|
| A | Correct. <i>Patients</i> are persons receiving care in a hospital setting.  |
| 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. |
| C | Incorrect. <i>Residents</i> are persons living in a long-term care facility (also known as a <i>residential facility</i> ).   |
| D | 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?
- Social worker
  - Licensed practical nurse
  - Physician
  - Registered nurse

ANS: D

|   | Feedback  |
|---|---|
| A | Incorrect. Social workers are regulated depending on province/territory.  |
| B | Incorrect. Licensed practical nurses (also known as registered practical nurses) are regulated and sometimes supervise support workers. |
| C | Incorrect. Physicians are regulated; however, they do not supervise or lead support workers.  |
| D | 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

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

|   | Feedback   |
|---|--|
| A | Incorrect. Complex care is a facility-based setting and laundry is done by housekeeping.   |
| B | Incorrect. Chronic care is a facility-based setting and laundry is done by housekeeping.   |
| C | Incorrect. Long-term care is a facility-based setting and laundry is done by housekeeping.   |
| D | 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?
- Social and emotional changes always happen with older adults.
  - All older adults move into residential facilities.
  - Many older adults enjoy good health.
  - Aging is considered an illness.

ANS: C

|   | Feedback  |
|---|---|
| A | Incorrect. These changes may occur, but not always.   |
| B | Incorrect. Not all older adults move into residential facilities; some stay in their own homes. |
| C | Correct. Aging is a normal process and is not an illness or disease.                            |
| D | 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?
- Many adults with disabilities live in their own homes.
  - All adult disabilities are a result of an illness.
  - All adult disabilities are a result of an accident.
  - Disabilities do not affect mental functions.

ANS: A

|   | Feedback   |
|---|--|
| A | Correct. Many adults with disabilities live in their own homes.          |
| B | Incorrect. Disabilities may result from an illness, but not always.      |
| C | Incorrect. Disabilities may result from an accident, but not always.     |
| D | 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?
- Support workers belong to this group.
  - It is governed by the Canadian government.
  - It has a professional organization called a *college*.
  - There are no official requirements for education.

ANS: C

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

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

|   | Feedback   |
|---|--|
| A | Correct. A nurse assesses clients, makes nursing diagnoses, develops care plans, and implements and evaluates nursing care.  |
| B | Incorrect. A social worker helps clients and families deal with social and emotional issues related to illness and recovery. |
| C | Incorrect. A physician diagnoses and treats clients with illnesses and injuries.   |
| D | 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?