



Village Caregiving

keep your heart at home

OHIO

EMPLOYEE ORIENTATION

Created in accordance with the
laws / rules / regulations of the



Ohio

Department of
Aging

PASSPORT Site

650 Main Street

Barboursville, WV 25504

Email: Info@VillageCaregiving.com

Web: www.VillageCaregiving.com

24Hour Phone: (304) 690 - 4464

Office Phone: (304) 302 - 0707

Fax: (304) 733 - 6486

PASSPORT Site

212 5th Street

Point Pleasant, WV 25550

Email: Torrie@VillageCaregiving.com

Web: www.VillageCaregiving.com

24Hour Phone: (304) 857 - 8422

Office Phone: (304) 857 - 6499

Fax: (304) 857 - 6531

PASSPORT Site

731 7th Street

Portsmouth, OH 45662

Email: Kristin@VillageCaregiving.com

Web: www.VillageCaregiving.com

24Hour Phone: (740) 357 - 9540

Office Phone: (740) 876 - 4582

Fax: (740) 876 - 4585

PASSPORT Site

1200 Chambers Road, Suite 208

Columbus, OH 43212

Email: Austin@VillageCaregiving.com

Web: www.VillageCaregiving.com

24Hour Phone: (614) 725 - 1155

Office Phone: (XXX) XXX - XXXX

Fax: (614) 725 - 1156

**OHIO – PASSPORT PROGRAM
CERTIFIED OFFICE LOCATIONS**

What is Village Caregiving?

Village Caregiving is a privately owned non-medical home health agency, recognized as a Limited Liability Company (LLC).

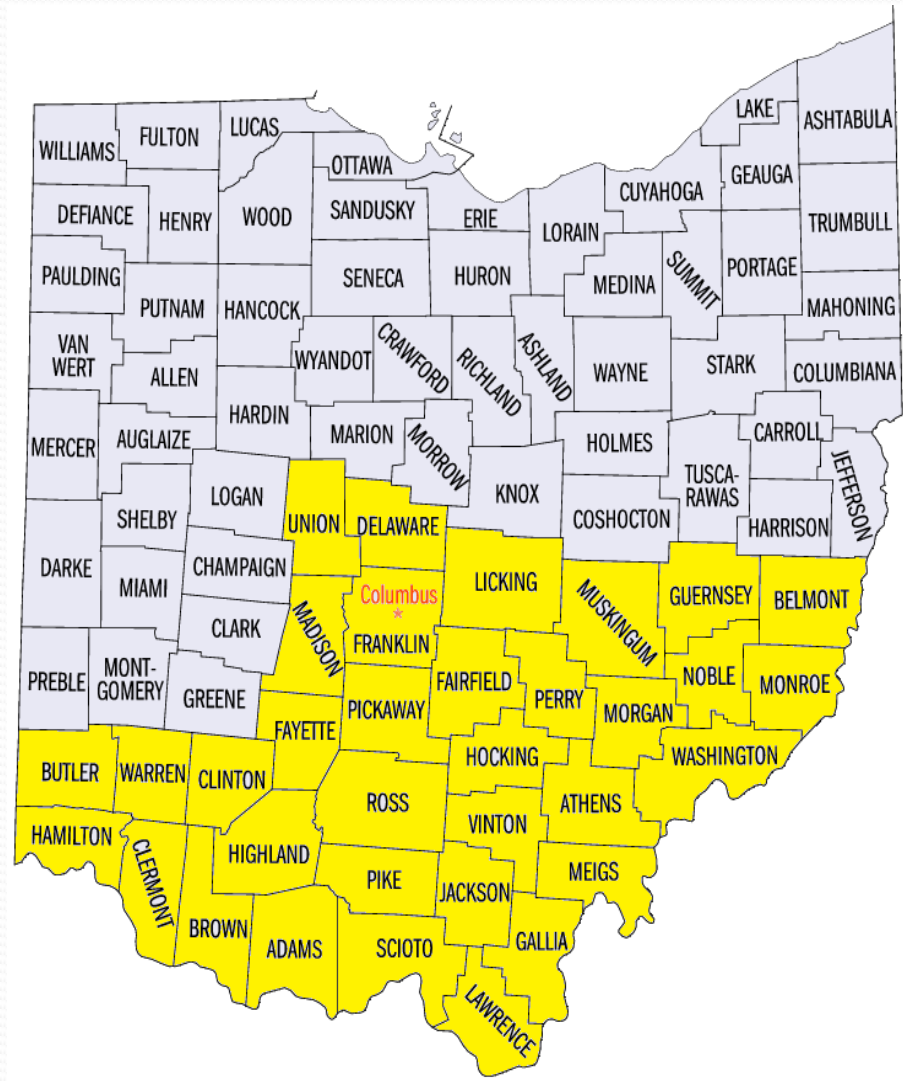
- Village Caregiving is owned/operated by people with deep roots in the OH/WV/KY tri-state area.
- Village Caregiving is dedicated to providing affordable, quality care to clients and their families.
- Village Caregiving is dedicated to the communities it serves.
- Village Caregiving is a participating OH PASSPORT provider.

Anti-Discrimination

Village Caregiving does not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. We are committed to providing an inclusive and welcoming environment for all. Village Caregiving is an equal opportunity employer.

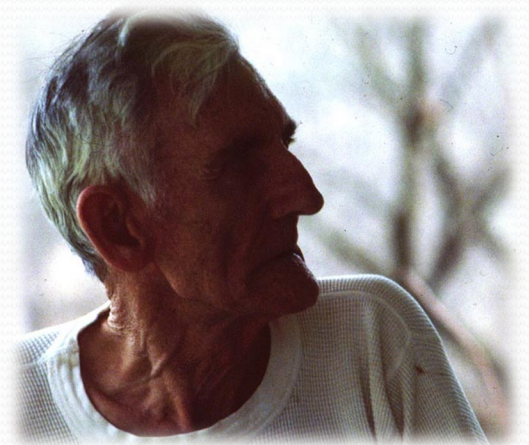


Counties Served



Hands On Experience/Training

- Background Checks (**FBI / BCI**)
- Abuse/Neglect/Exploitation
- Insurance/Drug Testing/TB Screening
- HIPAA
- Direct Care Ethics
- Health and Welfare
- Person-Centered Planning
- OSHA
- Universal Precautions/Infection Control
- Personal Attendant Skills
- Other Items/Topics



Competency Based Curriculum

Village Caregiving's training meets the definition of "competency based curriculum," and is designed to provide the skills needed to perform certain tasks and activities. The curriculum has goals, objectives, and an evaluation system to demonstrate competency in training areas.

Village Caregiving's training has been developed and will be conducted by an RN or documented specialist.



Competency Based Curriculum

Village Caregiving's competency evaluation includes both written testing and skills testing by return demonstration to ensure all personal care aides (PCA) are able to address the care needs of the individual to be served.

Village Caregiving will keep a record of both the written and skills testing for each PCA.



Competency Based Curriculum

Village Caregiving partners with **In the Know**, a nationally recognized training specialist, with support from Village Caregiving RNs, to train employees and provide updates on important issues. If you would like additional training on specific skills, conditions, or situations, please ask. These resources are available at all times.



Ohio Department of Aging

Village Caregiving is an eligible, ODA-certified agency provider of personal care. Further:

- 1) Village Caregiving complies with the requirements for every ODA-certified agency provider in rule 173.39.02 of the Administrative Code.
- 2) Village Caregiving maintains staffing at adequate levels to provide personal care seven days a week, including possessing a back-up plan for providing personal care when the no PCA or PCA supervisor is available.



Department of
Aging

Job Description (Personal Care Aide)

“Personal Care” means hands on assistance with activities of daily living (ADLs) and instrumental activities of daily living (IADLs) (when incidental to providing ADLs) in the individual’s home an community. Personal Care activities include the following:

- 1) Assisting the individual with managing the home, handling personal affairs, and providing assistance with self-administered medications, as defined in rule 173-39-01 of the *Administrative Code*.
- 2) Assisting the individual with ADLs and IADLs.
- 3) Homemaker activities listed in rule 173.39.02.8 of the *Administrative Code* when those activities are specified in the individual’s service plan and are incidental to the activities in paragraphs (A)(1)(a) and (A)(1)(b) of this rule, or are essential to the health and welfare of the individual, rather than the individual’s family.
- 4) Providing respite services to the individual’s caregiver.

Qualifications (Personal Care Aide)

Village Caregiving will only allow a person to serve as a PCA if the person meets at least one of the following qualifications and the provider meets the verification requirements under paragraph (C)(3)(e) of this rule:

- 1) STNA: the person successfully completed a nurse aide training and competency evaluation program approved by ODH under section 3721.31 of the Revised Code.
- 2) Medicare: the person met the qualifications to be a Medicare-certified home health aide according to one of the following sets of standards:
 - 1) The Standards in 42 C.F.R. 484.4 and 484.36, if the person met those standards on or before January 12, 2018.
 - 2) The standards in 42 C.F.R. 484.80 and 484.115, if the person met those standards on or after January 13, 2018.

Qualifications (Personal Care Aide)

- 3) Previous Experience: The Person has at least one year of supervised employment experience as a home health aide or nurse aide, and has successfully completed a competency evaluation covering the topics listed under paragraph (C)(3)(a)(v)(b) of this rule.
- 4) Vocational programs: The person successfully completed the COALA home health training program or a certified vocational training and competency evaluation program in a home health care field covering the topics listed under paragraph (C)(3)(a)(v)(b) of this rule.

Qualifications (Personal Care Aide)

- 5) Other programs: The person successfully completed a training and competency evaluation program with the following characteristics:
- 1) The training lasted at least 60 hours.
 - 2) All of the following subjects were included in the program's training and its competency evaluation.
 - 1) Communication skills, including the ability to read, write, and make brief and accurate reports (oral, written, or electronic).
 - 2) Observation, reporting, and retaining records of an individual's status and activities provided to the individual.
 - 3) Reading/recording an individual's temperature, pulse, and respiration.
 - 4) Basic infection control.
 - 5) Basic elements of body functioning and changes in body function that should be reported to a PCA supervisor.

Qualifications (Personal Care Aide)

- 6) Maintaining a clean, safe, and healthy environment, including house cleaning and laundry, dusting furniture, sweeping, vacuuming, and washing floors; kitchen care (including dishes, appliances, and counters), bathroom care, emptying and cleaning beside commodes and urinary catheter bags, changing bed linens, washing inside window within reach from the floor, removing trash, and folding, ironing, and putting away laundry.
- 7) Recognition of emergencies, knowledge of emergency procedures, and basic home safety.
- 8) The physical, emotional, and developmental needs of individuals, including privacy and respect for personal property.
- 9) Appropriate and safe techniques in personal hygiene and grooming including bed, tub, shower, and partial bath techniques; shampoo in sink, tub, or bed; nail and skin care; oral hygiene; toileting and elimination; safe transfer and ambulation; normal range of motion and positioning; and adequate nutrition and fluid intake.
- 10) Meal preparation and nutrition planning, including special diet preparation; grocery purchase, planning, and shopping; and errands such as picking up prescriptions.

Orientation (Personal Care Aide)

Before allowing a PCA or other employee to have direct, face-to-face contact with an individual, Village Caregiving will provide the PCA or other employee with orientation training, that, at a minimum, addresses the following topics:

- 1) Village Caregiving's expectations of employees.
- 2) Village Caregiving's ethical standards, as required under rule 173-39-02 of the Administrative Code.
- 3) An overview of Village Caregiving's personnel policies.
- 4) Organization and lines of communication of Village Caregiving.
- 5) Incident-reporting procedures.
- 6) Emergency procedures.

PASSPORT Employee Code of Ethics
Requirements for Every Agency and Non Agency Provider
173-39-02 (B)(1)(e) & (C)(1)(e)
Updated 7/1/16

The provider shall adopt and implement ethical standards to require its staff members to provide goods and services in an ethical, professional, respectful, and legal manner and not engage in any unethical, unprofessional, disrespectful, or illegal behavior including the following behaviors:

- Consuming the individual's food or drink, or using the individual's personal property without his or her consent.
- Bringing a child, friend, relative, or anyone else, or a pet to the individual's place of residence.
- Taking the individual to the provider's place of business, unless the place of business is the care setting.
- Consuming alcohol while providing goods or services to the individual.
- Consuming medicine, drugs or other chemical substances in a way that is illegal, unprescribed, or impairs the provider from providing goods or services to the individual.
- Discussing religion or politics with the individual and others in the care setting.
- Discussing personal issues with the individual or any other person in the care setting.
- Accepting, obtaining or attempting to obtain money or anything of value, including gifts or tips from the individual and his or her household members or family members.
- Engaging the individual in sexual conduct or in conduct a reasonable person would interpret as sexual in nature, even if the conduct is consensual.
- Leaving the individual's home for a purpose not related to providing a service without notifying the agency supervisor, the individual's emergency contact person, any identified caregiver, or the individual's case manager. "Emergency contact person" means a person the individual or caregiver wants the provider to contact in the event of an emergency to inform the person about the nature of the emergency.

- Engaging in any activity that may distract the provider from providing goods or services, including the following activities:
 - Watching television or playing computer or video games, including on the provider's phone or the individual's phone.
 - Non-care related socialization with a person other than the individual (e.g., a visit from a person who is not providing care to the individual; making or receiving a personal telephone call; or, sending or receiving a personal text message, email or video.)
 - Providing care to a person other than the individual.
 - Smoking without the individual's consent
 - Sleeping
- Engaging in behavior that causes or may cause physical, verbal, mental or emotional distress or abuse to the individual, including publishing any manner of photos of the individual on social media websites without the individual's written consent.
- Engaging in behavior a reasonable person would interpret as inappropriate involvement in the individual's personal relationships.
- Making decisions, or being designated to make decisions, for the individual in any capacity involving a declaration for mental health treatment, power of attorney, durable power of attorney, guardianship or authorized representative.
- Selling to or purchasing from the individual products or personal items, unless the provider is the individual's family member who does so only when not providing goods and services.
- Engaging in behavior constituting a conflict of interest, or taking advantage of or manipulating services resulting in an unintended advantage for personal gain that has detrimental results to the individual, the individual's family or caregivers, or another provider.

Additional Training (Personal Care Aide)

Village Caregiving shall conduct additional training and competency evaluation for PCAs who are expected to perform activities for which they did not receive training or undergo competency evaluation under paragraph (C)(3)(a) of this rule.

Continuing Education (Personal Care Aide)

Village Caregiving shall ensure each PCA successfully completes 8 hours of in-service continuing education every 12 months. Agency- and program-specific orientation shall not count toward the 8 hours.

Verification of Compliance (Personal Care Aide)

Village Caregiving shall retain copies of certificates of completion earned by each PCA after the PCA meets requirements under paragraph (C)(3) of this rule for successfully completing any training and competency evaluation program, orientation, additional training, and continuing education under paragraph (C)(3) of this rule. Additionally, Village Caregiving shall record the following information for each PCA, and retain it, if it does not appear on the PCA's certificate of completion (or if the PCA did not receive a certificate of completion):

- 1) Training dates;
- 2) Training locations;
- 3) Training hours successfully completed;
- 4) Instruction materials used;
- 5) Subjects covered;
- 6) And to verify the accuracy of the record, the name, qualifications, and signature of each trainer and of each tester.

Verification of Compliance (Personal Care Aide)

If a person meets the initial qualifications to be a PCA under paragraph (C)(3)(a) of this rule by successfully completing a nurse aide training and competency evaluation program described in paragraph (C)(3)(a) (i) of this rule, **Village Caregiving shall retain a copy of the search results** from ODH's nurse aide registry to verify the registry listed the person as "active" or "in good standing."

If a person meets the initial qualifications to be a PCA under paragraph (C)(3)(a) of this rule only by the previous employment experience described in paragraph (C)(3)(a)(iii) of this rule, **Village Caregiving shall also retain records to verify the person's name, the former employer's name and contact information, the former PCA supervisor's name, the date the person began working for the former employer, and the date the person stopped working for the former employer.**

Supervisors, Trainers, and Testers (Personal Care Aide)

Qualifications: Village Caregiving shall only allow a RN (or a LPN under direction of a RN) to be a PCA supervisor, trainer, or tester. Village Caregiving shall retain records to show each PCA supervisor maintains a current, valid license to practice as an RN (or a LPN under direction of RN).

PCA Supervisor Availability: Village Caregiving shall ensure that a PCA supervisor is available to respond to emergencies when the PCAs are scheduled to work.



Supervisors, Trainers, and Testers (Personal Care Aide)

PCA Supervisor Visits: Before allowing a PCA to begin providing personal care to an individual, a PCA supervisor shall complete and document a visit to the individual, which may occur at the initial PCA visit to the individual, to define the expected activities of the PCA and prepare a written activity plan. The PCA supervisor shall document this visit, including:

- 1) The date of the visit;
- 2) The PCA supervisor's name;
- 3) The individual's name;
- 4) The individual's signature; and
- 5) The PCA supervisor's signature.



Supervisors, Trainers, and Testers (Personal Care Aide)

PCA Supervisor Visits: cont'd - After the PCA's initial visit to an individual, the PCA supervisor shall conduct and document a visit to the individual at least once every 60 days to evaluate compliance with the activity plan, the individual's satisfaction, and the PCA's performance. The PCA supervisor shall discuss recommended modifications to the activity plan with the case manager and PCA. The PCA does not need to be present during this visit. The PCA supervisor shall document these visits, including:

- 1) The date of the visit;
- 2) The PCA supervisor's name;
- 3) The individual's name;
- 4) The individual's signature; and
- 5) The PCA supervisor's signature.

Provider Policies (Personal Care Aide)

Village Caregiving shall develop, implement, comply with, and maintain written policies on all the following topics:

- 1) Job descriptions for each position.
- 2) Documentation of how each PCA meets the qualifications in paragraph (C)(3) of this rule.
- 3) Performance appraisals for each staff position.
- 4) Implementing the written procedure for documenting individual's incidents required under paragraph (B)(2)(a) of rule 173-39-02 of the Administrative Code.
- 5) Obtaining an individual's written permission to share or release an individual's confidential information pursuant to the state and federal laws and regulations governing individual confidentiality laws listed in rule 173-39-02 of the Administrative Code.
- 6) Retaining individuals' records in the designated, locked storage space required in rule 173-39-02 of the Administrative Code.

Service Verification (Personal Care Aide)

Village Caregiving shall comply with section 121.36 of the Revised Code. For each episode of personal care a PCA provides, Village Caregiving shall document and retain a record of:

- 1) The date of service delivery;
- 2) A description of the activities provided;
- 3) The PCA's name;
- 4) The PCA's arrival and departure time, and
- 5) The PCA's written or electronic signature to verify the accuracy of the record. A provider that does not use an electronic verification system shall also obtain the individual's signature for each episode of personal care.

Village Caregiving may use a technology-based system to collect or retain the records required under this rule.

Electronic Visit Verification (EVV)

OH has contracted with Sandata Technologies to deliver OH's EVV system, as well as to provide program orientation and training to Village Caregiving PCAs. EVV is a federally mandated requirement for PASSPORT agencies.

Village Caregiving staff will provide you with all necessary information to create, access, and implement EVV when providing care for PASSPORT consumers. You will be assigned a username, password, and National Provider Identification Number (NPI#), which allows you to chart information about your visit, location, services provided, etc. You can access this information using an app on your smartphone.

If you have questions about EVV, please contact Village Caregiving staff.

Standard of Conduct

Village Caregiving employees are expected to conduct themselves in a responsible, professional, and ethical manner at all times and in all settings.

Village Caregiving employees are expected to be honest and respectful with other employees, clients, and Village Caregiving staff members, be on time and prepared for shifts, and turn in hours worked / expenses in a truthful, accurate, and timely manner.

Village Caregiving's reputation is earned by the quality of its services. Our dedication to quality sets us apart from others.

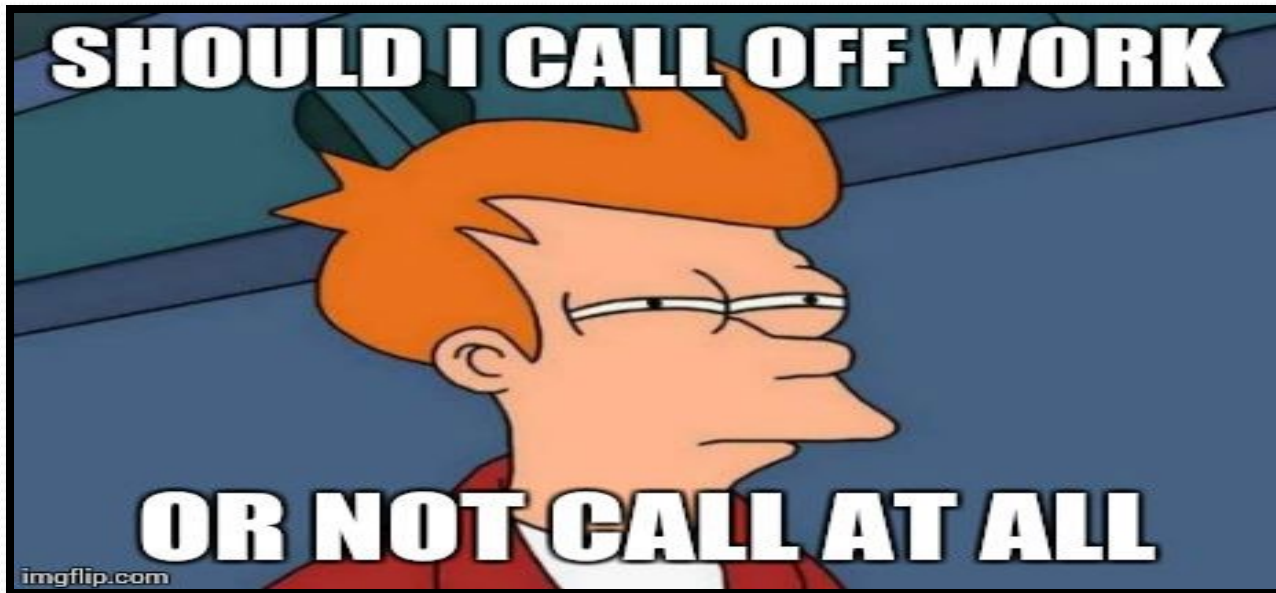
Taking pride in our communities and improving the lives of our clients, who are also our neighbors and friends, matters most.

Village Caregiving employees are responsible for the health and welfare of their clients at all times and in all settings.

Standard of Conduct

If an employee violates this standard, Village Caregiving staff may communicate that violation verbally, in writing, or via some reasonable digital communication (phone, text, etc), a record of which may be kept in that employee's personnel file. Consistent violations may result in removal of an employee's client(s), reduction in hours, or termination of employment with Village Caregiving.





If you absolutely must call off work, please be sure to let Village Caregiving staff know – call, text, email – something! – and please give plenty of notice so your shift can be filled and services provided.

Dress Code

Village Caregiving requires employees to dress in appropriate, responsible, professional clothing, taking into consideration the services being provided. For example, scrubs are acceptable, especially in situations where movement should not be restricted. Clothing or dress of any kind that may result in increased risk of accident is not allowed. For example, sandals are not allowed. Also, be sure to consider hair, nails, etc.



Personal Protective Equipment (PPE)

Village Caregiving provides PPE such as gloves, masks, gowns, face shields, sanitizer, etc, at its offices. Please let Village Caregiving staff members know if you need PPE, if you are running out of supplies, etc. You will be given PPE for free. Remember to **stay safe!**



Name Tags

Village Caregiving may require employees to wear name tags which should be visible at all times. This is important because Village Caregiving employees may work in a variety of settings, such as client homes, nursing homes, assisted living facilities, hospitals, or other places in the community. It is important that employees are clearly identified as Village Caregiving employees to avoid confusion. Your name tag may contain your job title or NPI #.



Benefits



As an Applicable Large Employer (ALE) under the Patient Protection and Affordable Care Act (ACA), Village Caregiving may offer health insurance benefits to full-time, eligible employees. At your time of hire or during an open enrollment period, you may be offered information and participation in the Village Caregiving group health insurance plan, along with your out of pocket obligations. If you accept this offering, you will be asked to complete several documents. If you decline this offering, you will be asked to sign a Waiver of Medical Coverage for that year.

Responsibility

Caregivers are likely to work with specific populations, including the elderly, persons with behavioral disorders, and distinct categories of physical and cognitive disabilities.

Elderly: old age or approaching old age; past middle age; later in life.

Behavioral Disorders: disorders characterized by disruptive behaviors such as conduct disorder, oppositional defiant disorder, and attention-deficit/hyperactivity disorder.

Physical and Cognitive Disabilities: motor, sensory, or cognitive impairments that substantially limit one or more major life activities.

Remember: in case of an emergency, stabilize the situation, dial 911, notify Village Caregiving, and notify the client's designated representative.

Staff Requirements

- Applicants may be asked to submit to and pass:
 - **Substance abuse screen;**
 - Village Caregiving has a **zero tolerance** policy for drug abuse.
 - A **tuberculosis (TB) risk assessment** performed and reported by a physician, APRN, PA, or RN.
 - If the TB risk assessment indicates increased risk for TB, the applicant shall submit a follow up tuberculin skin test or blood assay.



Documentation will be kept confidential.

TUBERCULOSIS



	2005 Recommendations	2019 Recommendations — Key Changes
Screening	<p>Recommended for all health care personnel pre-placement/upon hire[*]</p> <p>Annual screening may be recommended based on risk assessment of health care facility and setting</p>	<p>Individual baseline TB risk assessment added</p> <p>Annual TB screening no longer routinely recommended for most health care personnel unless occupational risk or ongoing exposure</p>
Post-exposure testing	<p>Recommended IGRA or TST test for all health care personnel when an exposure is recognized[*]</p> <p>If that test is negative, do another test 8–10 weeks after the last exposure[*]</p>	<p>No change</p>
Treatment of positive TB test	<p>Referral to determine whether latent TB infection (LTBI) treatment is indicated</p>	<p>Treatment is encouraged for all health care personnel with untreated LTBI</p> <p>Shorter course (3 to 4 month) treatments encouraged over the longer (6 or 9 month) regimens because they are easier to complete</p>
TB education	<p>Recommended annually for all health care personnel[*]</p>	<p>Annual education should include information about TB risk factors, the signs and symptoms of TB disease, and TB infection control policies and procedures</p>

^{*}No change in the 2019 recommendations

Full recommendations available at cdc.gov/tb/topic/testing/healthcareworkers.htm



U.S. Department of Health and Human Services
Centers for Disease Control and Prevention

Basics

Remember to always treat clients with respect and dignity, as their independence is important to them. You are there to provide support.

Remember to always treat client family members and representatives with courtesy and compassion. They are relying on you to provide care for loved ones in stressful and difficult situations for everyone involved.

Remember to put safety first. Your decisions must be driven by ethics and common sense, as well as what is in the best interest of the client.



These basic reminders may seem obvious,
but they are important to our mission.

Standards

PCAs are required to pass an **Ohio Bureau of Criminal Investigation (BCI) criminal history record check** and a **United States Department of Justice Federal Bureau of Investigation (FBI) criminal record check**. PCAs are also screened through **several required databases**, including:

System for Award Management (SAM)

OH Department of Developmental Disabilities Online Abuser Registry

OH Department of Rehabilitation and Correction Offender Search

OH Department of Health Nurse Aide Registry

Office of Inspector General (OIG) Exclusions Database

OH Attorney General Sex Offender Registry

OH Department of Medicaid Provider Exclusion and Suspension List

PCAs are required to continue to act responsibly and comply with all laws and regulations while employed by Village Caregiving. Village Caregiving has a zero tolerance policy for fraud, theft, crimes of dishonesty, or abuse of any kind.

Collaboration

Some clients have other health care providers and people in their homes at the same time as Village Caregiving caregivers.

Please be courteous and respectful – quality care requires collaboration with others and a person-centered plan.

Your roles and responsibilities in a client's home will be clearly defined. If you have a question, please ask Village Caregiving staff.

Your roles are very important, as you are likely to be present in a client's home more often than others in terms of hours per day.

Our members trust you to protect and care for them – **value that trust.**

Cardiopulmonary Resuscitation (CPR)

PCAs authorized to provide care may be formally trained in CPR by an RN or other certified trainer.

CPR is an emergency procedure, performed in an effort to manually preserve intact brain function until further measures are taken to restore spontaneous blood circulation and breathing in a person in cardiac arrest.

CPR is as easy as
C-A-B



Compressions

Push hard and fast
on the center of
the victim's chest



Airway

Tilt the victim's head
back and lift the chin
to open the airway



Breathing

Give mouth-to-mouth
rescue breaths

American Heart Association 

Learn and Live

©2010 American Heart Association 10/10DS3849

First Aid

PCAs authorized to provide care may be formally trained in First Aid by an RN or other certified trainer. The main goals of First Aid are to 1) preserve life; 2) prevent further harm; and 3) promote recovery.

First Aid is the provision of initial care for an illness or injury until appropriate medical treatment can be accessed. First Aid generally consists of a series of simple, and in some cases, potentially life-saving techniques that an individual can be trained to perform with minimal equipment.



Universal Precautions / OSHA

The Occupational Safety and Health Act of 1970 (OSH Act) was passed to prevent workers from being killed or seriously harmed at work. The Occupational Safety & Health Administration (OSHA) training helps to broaden worker and employer knowledge on the recognition, avoidance, and prevention of safety and health hazards in their workplaces. OSHA also offers training and educational materials that help businesses train their workers and comply with the Occupational Safety and Health Act. The law requires employers to provide their employees with working conditions that are free of known dangers. OSHA applies to workers while in a client's home. Universal Precautions / OSHA training may be provided using online courses provided by ITK, with support from a Village Caregiving RN/LPN.





*An Infection Control Module: **Infection Control in Home Care***

SUMMARY OF TOPIC

Infection control in home care can be difficult. Home health aides never know what they might encounter at each visit. The single most important thing you can do to prevent spreading germs from client to client is to wash your hands! But there are other ways to prevent infection in specific situations:

Situation	Infection Control Tips
Body Fluids & Bathrooms	<ul style="list-style-type: none"> • If you use an antibacterial cleaner, be sure to follow the directions on the container carefully. Some of them need to be left on a surface for <i>up to two minutes</i> before being wiped away. (And, remember...diluted bleach needs to stay on a surface for <i>10 minutes</i> to disinfect it properly!) • If "accidents" are a common problem with clients, suggest that the family buy an enzyme-based carpet cleaner (available at pet stores). The enzymes "eat" the bacteria in urine that cause odor.
Laundry	<ul style="list-style-type: none"> • To "disinfect" laundry, use water that is at least 140 degrees F. Even when using hot water, it's best to wash heavily soiled items separately. • To keep germs from building up on damp laundry, dry it (or hang it to dry) as soon as the wash cycle is finished. • Be sure to wash your hands after touching or sorting any dirty laundry—and after transferring wet laundry to the dryer.
Used Needles	<ul style="list-style-type: none"> • While home health aides are not supposed to handle "sharps", studies have shown that clients often leave used needles and syringes for their aides to dispose of. • Your agency may provide sharps containers for clients. If not, help the family arrange for disposal at a drop-off collection site, through a mail-back service or a special waste pick-up.
Household Pests	<ul style="list-style-type: none"> • Keep kitchens and other rooms as free of food as possible. Wipe all kitchen surfaces with soap and water to get rid of spills and grease. • Tell your supervisor and/or your agency's social worker about any pest infestation in a client's home. Pests can be dangerous, especially for the elderly and people with respiratory problems.
Kitchen Germs	<ul style="list-style-type: none"> • When you clean the kitchen, work from high to low—with the floor being the last surface you clean. (However, if the dirty water used to clean the floor has to be emptied into the kitchen sink, clean the sink last.) • Remember that germs can hide and multiply easily on your client's can opener, faucet and kitchen sponge or dishcloth. • To keep from spreading germs around when you mop, rinse the mop often. If a floor is very dirty, dump the mop water several times and continue with clean rinse water.



An Infection Control Module: Infection Control in Home Care

SUMMARY OF TOPIC

Situation	Infection Control Tips
Food Safety	<ul style="list-style-type: none"> • CLEAN: Wash hands and surfaces frequently. • SEPARATE: Don't cross-contaminate. • COOK: Cook foods to proper temperatures. • CHILL: Refrigerate foods promptly.
Pets	<ul style="list-style-type: none"> • Have clients wash their hands thoroughly with soap and running water after contact with animals. This is especially important before preparing or eating food. • Be extra cautious around reptiles, baby chicks, ducklings, puppies and kittens. Young animals are more likely to spread infection. • Be sure that you wash your hands after contact with a client's pet, its feces and/or dog treats. (Some treats may be contaminated with salmonella.)

MORE HOME CARE INFECTION CONTROL TIPS

- If part of your care plan is to clean the client's living space, try to think outside the box. Germs may be hiding in places you're not cleaning. For example, studies show that these common it toilet bowl: the kitchen sink, the telephone receiver, doorknobs, the television top of a desk or bedside table.
- A great way to disinfect a sponge is to put it through the dishwasher every other dishwasher at a client's home? Be sure to allow the sponge to *dry out* between discard it after three weeks.
- Washing sheets cleans them of *dust mites* and other allergens. It takes a professional pesticide treatment and professional laundering at high temperatures to get rid of bed bugs.
- Remember that a good disinfectant cleaner should state on the container that kills 99.9% of germs and bacteria.
- When the weather allows, let some fresh air and sunshine into your clients' homes. The fresh air offers extra oxygen and reduces stuffy odors. And, the h





An Infection Control Module: **Standard Precautions**

SUMMARY OF TOPIC

Standard precautions are the “common sense” infection control guidelines you should follow as you perform your daily tasks with clients. They apply to ALL your clients, no matter what their diagnosis—even if they don’t seem sick!

The **TOP TEN STANDARD PRECAUTIONS GUIDELINES** (recommended by the CDC) are:

1. Wash your hands before and after any contact with a client or the client’s environment.
2. Wear gloves when you have to touch blood, body fluids, secretions, excretions, contaminated items, mucous membranes, or any non-intact skin.
3. Wear a gown as needed to protect your skin and clothing from body fluids.
4. Wear a mask or goggles if you might get splashed or sprayed by blood or other body fluid.
5. Use gloves and caution with sharps and NEVER recap a needle or syringe.
6. Disinfect the environment routinely.
7. Dispose of contaminated waste according to workplace policy.
8. Disinfect shared client equipment.
9. Clearly label specimens, such as urine, stool or sputum.
10. Use a mouthpiece when performing CPR.

KNOW YOUR TRANSMISSION BASED PRECAUTIONS

PRECAUTION	WHAT EQUIPMENT IS NEEDED?	WHEN IS THIS USED?
Respiratory Hygiene & Cough Etiquette	Cover your nose and mouth with a tissue or the inside of the elbow when coughing or sneezing; dispose of tissues properly; and perform frequent handwashing.	For anyone with a cough or cold symptoms, especially a fever.
Contact Precautions	Gloves and gown must be worn for all contact with the client and the client’s environment.	MRSA, VRE, e-coli, pink eye and hepatitis A.
Droplet Precautions	A mask must be worn within 3 feet of the client.	Pertussis, flu, strep throat, mumps, and rubella.
Airborne Precautions	A mask must be worn when you are in the same room as the client.	Measles, chickenpox, and shingles.
Expanded Airborne Precautions	A fit tested respirator must be worn for all contact with the client.	Tuberculosis (TB), smallpox and SARS

Personal Attendant Skills

Often, clients deviate from routines and normal behavior when they are having health issues. Although PCAs do not diagnose or treat health issues, caregivers often recognize health issues and contact a health care provider before the issues become worse. **Your role is key.**



Think of yourself as a canary in a coal mine. Miners would place canaries in underground mines to make sure the air supply was safe. As long as the canary kept singing, the miners knew their air supply was safe. PCAs are like those canaries in the homes of clients.

Personal Attendant Skills training may be provided using online courses provided by ITK, with support from a Village Caregiving RN/LPN.



in the know

CAREGIVER TRAINING

A Client Care Module: **Helping with Activities of Daily Living**

SUMMARY OF TOPIC

What are ADLs? *ADLs, or Activities of Daily Living*, are all those basic self-care activities that people without an illness or injury normally do for themselves. These activities include bathing, oral hygiene, toileting, dressing, grooming, eating and safe transfers. Depending on your workplace and/or the client's insurance, reimbursement for client care may be based on how much ADL assistance you provide for your clients.

TIPS FOR ASSISTING WITH ACTIVITIES OF DAILY LIVING

Develop a routine with your client. Provide assistance with ADLs at the same time of day the client would normally do that activity. For example, if your client normally likes to get washed and brush her teeth before breakfast, then help her with those tasks at that time.

Include the client in the activity. Ask and encourage clients to participate in personal care and give them time to perform the activity.

Never rush a client through ADLs. Remember, the goal is increase the person's ability to do this task independently. If you rush, or get impatient and do it yourself, you deprive the person of the opportunity to regain this skill. This means you will ALWAYS have to do it!

Give a head start. Set up the items needed for the client to perform the activity independently. For example, put toothpaste on the toothbrush and place it near the client.

Keep it simple. Break complex tasks down into smaller steps. Provide cues for activities to be completed. For example, "Here is the wash cloth. Wash your face." Or, "Pick up the brush and brush your hair."

Use the "hand-over-hand" method. If your client does not respond to your verbal cues, try the hand-over-hand method. You do this by placing your hand on top of the client's hand and performing the activity together.

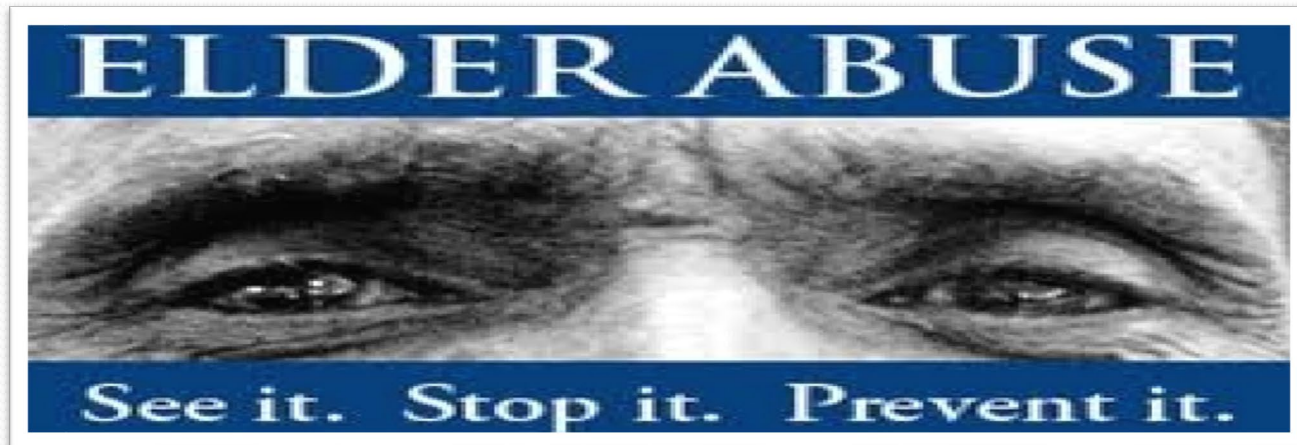
Be patient. Allow your clients to do as much of the activity as possible, even if it takes longer for the task to be completed.

Be positive. Encourage clients who try to do things for themselves. Show them that you are confident in their abilities.

Record the correct information! When documenting ADLs, two pieces of information are critical—what actually happened and how much you helped.

Abuse/Neglect/Exploitation

Village Caregiving takes abuse/neglect very seriously and accepts the responsibility to keep vulnerable elders safe from abuse/neglect and other dangers. It is Village Caregiving policy to call 911 and/or the proper authorities immediately in situations where immediate life-threatening danger is present. Abuse/Neglect training may be provided using online courses provided by ITK, with support from a Village Caregiving RN/LPN.





A Client Care Module: **Understanding Abuse**

SUMMARY OF TOPIC

What is Abuse? Abuse is some action by a trusted individual that causes physical and/or emotional harm to the victim. There are a number of different kinds of abuse, including physical abuse, emotional abuse (includes verbal abuse), sexual abuse and financial abuse (including identity theft)

FOCUS ON CHILD ABUSE

Child abuse can happen in any type of family—small, large, rich, poor, white, black, etc. It can also happen to children of all ages.

What are the signs? Abused children might:

- Say they deserve to be punished.
- Act frightened of parents or other adults.
- Get scared when other kids cry.
- Be very quiet or very aggressive.
- Sit and stare into space.
- Be afraid to go home.
- Act much older than they are.
- Try to get attention by being “naughty”.
- Try to run away from home.

FOCUS ON ELDER ABUSE

Elderly people are more likely to be abused if:

- They are physically and/or mentally impaired.
- They are isolated from their family or community.
- Their caregivers are stressed out.
- Their caregiver is a family member with emotional problems or who is addicted to drugs or alcohol.

Know the signs! It should send up a red flag if:

- The client is punished for being incontinent.
- You hear a client being threatened.
- You hear two different stories about how the client got a bruise or other injury.
- A family member refuses to allow you to complete the client’s care.

NURSING ASSISTANTS ARE MANDATED REPORTERS!

A Mandated Reporter is a professional who has regular contact with vulnerable people—and is required to report to the proper authorities if abuse is observed or suspected. You can make reports anonymously, but you can also be charged with negligence for failing to make a report.

⇒ **Studies have shown that 93% of nursing assistants have seen or heard of a client being mistreated by a family member or a coworker. You and your coworkers have to work together to prevent abuse.**

⇒ **Whistleblowers are heroes who speak out when they witness abuse in the workplace, and have the power to make it STOP!**

HIPAA

The Health Insurance Portability & Accountability Act (HIPAA) provides federal protections for Protected Health Information held by covered entities and gives patients an array of rights with respect to that information. At the same time, HIPAA is balanced so that it permits the disclosure of Protected Health Information needed for patient care and other important purposes.

Village Caregiving, as a covered entity under HIPAA, provides this training to PCAs regarding the responsibilities related to securing and protecting Protected Health Information. HIPAA training may be provided using online course provided by ITK, with support from a Village Caregiving RN/LPN.



HIPAA

In addition to HIPAA and other laws/rules/regulations, Village Caregiving policy states that no client PHI (including pictures) may be posted on social media, even if the client gives permission. This is important to protect the company and employees from legal issues.



HIPAA Basics

- **Protected Health Information (PHI)**
 - HIPAA protects all patient information whether it is verbal, written or electronic.
 - It includes all individually identifiable health information that is transmitted or maintained in any form or medium.
 - It includes demographic information that ties the identity of the individual to his or her health record.
 - E.g. names, addresses, geographic codes smaller than state, all dates (except year) elements related to the person, telephone numbers, fax numbers, license numbers, social security numbers, etc.
-

Direct Care Ethics

Direct care ethics means more than simply memorizing a list of duties and responsibilities. Acting ethically means assuming responsibility for the physical and emotional well-being for all clients, being respectful, acting with integrity and responsibility, and advocating for the best interests of the client at all times. Direct care ethics training may be provided using online courses provided by ITK, with support from a Village Caregiving RN/LPN.



MAKING AN ETHICAL DECISION

It would be easy to make an ethical decision if there was only one right answer, wouldn't it? Unfortunately, the reason a situation becomes an ethical dilemma is because there is *more than one* acceptable course of action.

Making ethical decisions requires some common sense, patience, compassion, and communication with others. While there are no set rules for how to make an ethical decision, there are some useful guidelines:

1. **DEFINE THE PROBLEM:** Be sure you have the facts! Ask yourself: *"What is the ethical dilemma that is making me uncomfortable?"*
2. **LIST YOUR CHOICES:** Think of as many alternatives as you can for how you might solve the problem. Ask yourself: *"What choices do I have?"*
3. **NARROW IT DOWN:** Decide which choices are acceptable. Ask yourself: *"Will I be able to sleep at night if I decide on alternative # 1?" "Will anyone be hurt if I decide on alternative # 2?"*
4. **SEEK GUIDANCE:** Ask for help, if needed, from co-workers, supervisors, and/or the ethics committee at your workplace. Ask yourself: *"Is this my decision to make or should someone else decide?"*
5. **CONSIDER THE CONSEQUENCES:** Make your ethical decision by picking the best course of action. Ask yourself: *"If my decision was published in the local newspaper, what would people in the community think of me and my workplace?"*
6. **ACT ON YOUR DECISION:** Tell yourself: *"It's not enough to think about what's right...I have to do what's right, too."*
7. **REFLECT ON YOUR DECISION:** Try to look back and see if your decision was really best. Ask yourself: *"Would I do anything differently if I could do it over again?"*



WHAT EXCITES YOU?

An Apology Can Make All the Difference!

In recent years, there has been a trend toward physicians telling the truth and *apologizing* for any medical errors that affect patients who are under their care.

This trend started out as a way to reduce the number of malpractice lawsuits brought on by disgruntled patients. But, the actual act of coming clean and expressing sincere regret can have a profound effect on everyone involved.

For the physician, an apology can help diminish feelings of guilt and shame. For the patient, it can pave the road toward forgiveness and emotional healing.

An apology includes:

- Being honest about the event and your role in it, and
- A genuine expression of regret for the outcome.

Some people argue that admitting you are wrong is a sign of weakness. Others argue it is a sign of strength.

- *What do you think?*
- *What is your workplace's policy on apologizing?*



Health and Welfare for Person Receiving Services

- **Health and Welfare for Person Receiving Services training mat be provided using online courses provided by ITK, with support from a Village Caregiving RN/LPN, including:**
 - **Emergency Plan Response**
 - **Fall Prevention**
 - **Lifting and Transferring**
 - **Home Safety and Risk Assessment**
 - **Special Needs Preparedness**



A Risk Management Module: **Client Safety Tips**

SUMMARY OF TOPIC

What's the big deal about client safety? *One in five Americans report that they or a family member have experienced a medical error of some kind. This could be a fall, an infection, a medication error, a surgical error or an equipment malfunction.*

FOCUS ON FALLS:

Remember: A falls assessment must be done within 14 days of admission. It's a good idea to know who is responsible for doing your client's falls assessment. You must know your client's fall risk level in order to take the proper precautions. Be sure to report any changes in status to the nurse so the fall risk can be adjusted.

FOCUS ON PREVENTING INFECTIONS:

Wash your hands, wash your hands, wash your hands. Then, wash your hands again! The most important thing you can do to prevent infection is WASH YOUR HANDS! You can also teach your client to request ALL caregivers wash their hands before and after care. And, teach family members about the importance of washing hands before and after visits!

FOCUS ON EQUIPMENT SAFETY:

Assistive equipment is available to your client to help encourage safe independence. **If the equipment itself is not safe—the purpose is LOST!** Perform regular inspections of your client's equipment and make sure your client is using the equipment properly.

FOCUS ON PRESSURE SORES:

A client who develops a pressure sore has been neglected in some way. Clients who cannot move independently need to be re-positioned every two hours. Skin should be kept clean and dry and checked at least once a day for reddened areas. If you notice an area of redness, report it immediately so intervention can be started.

FOCUS ON MEDICATION:

Even though you may not be formally trained in medication administration, you can still develop a basic understanding of common side effects of frequently used medications. Knowing the side effects and reporting any observations you make can save your client's life!

FOCUS ON MEAL TIME:

Meal times should be fun and relaxing. Never rush a meal! Pay attention to your client's ability to chew and swallow. **Report any changes immediately if you think the diet order is not appropriate for your client's abilities.** If you have not been trained on how to perform the Heimlich Maneuver on a choking person, ask your supervisor for a demonstration!

Person Centered Planning And Service Plan Development

Person Centered Planning and Service Plan Development training may be provided using online courses provided by ITK, with support from a Village Caregiving RN/LPN.



Insurance

Village Caregiving carries professional and general liability insurance which covers all Village Caregiving employees acting within their scope of employment. Our clients and their families place great trust in us, and with that trust comes great responsibility.



SENTINEL
RISK ADVISORS

Workers' Compensation

- Village Caregiving policy: employees **must report workplace accidents, incidents, and injuries immediately**, before the end of the shift.
- Village Caregiving policy: injured employees may be offered “**restricted**” or “**light duty**” tasks, to accommodate an injury or restriction/limitation ordered by an employee’s health care provider. Employees must be willing to operate under these modified roles to remain employed by Village Caregiving and to receive workers’ compensation.



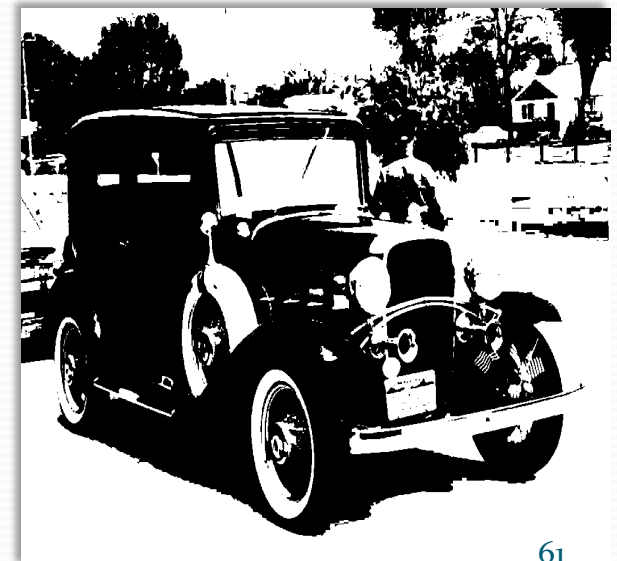
Bureau of Workers'
Compensation

Transportation

Village Caregiving requires that PCAs have a valid driver's license, registration, automobile insurance, and a safe driving record in order to transport a client.

It is not appropriate for a caregiver to “borrow” a client's car for personal purposes.

If a PCA is asked to offer transportation for approved activities listed on the Careplan the PCA will be reimbursed for mileage at the current IRS rate.

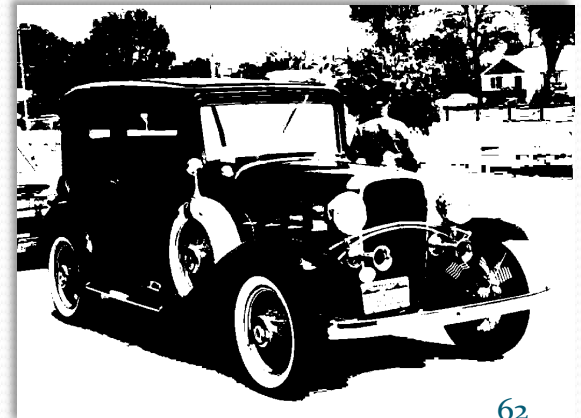


Transportation

Village Caregiving PCAs may offer transportation in accordance with the Careplan developed by the ODA and in accordance with Medicaid rules and regulations. Keeping travel costs to a minimum is required.

Village Caregiving staff should not be the sole mode of transportation, as family and friends are urged to provide transportation support as well.

All transportation provided should be well-Documented on approved paperwork.



Transportation

Realize that auto insurance follows the automobile. If you are in an accident, your auto insurance is the **primary** insurer.

Village Caregiving has hired/non-owned auto insurance, but that insurance is only a **secondary** insurer.

Put simply, you are responsible for driving safely and obeying all traffic laws/rules/regulations. If you are not confident in this, do not transport clients.



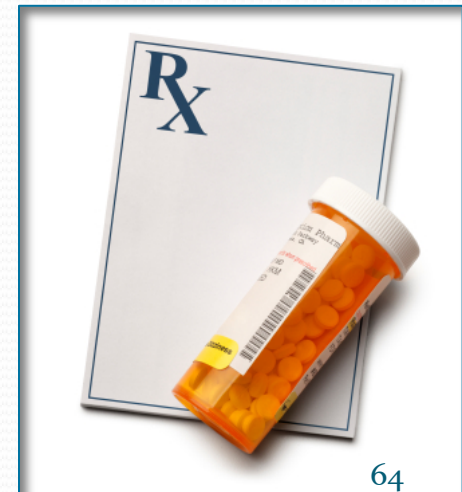
Medications

Village Caregiving PCAs **MAY NOT** administer or handle consumer medications.

Do not hand consumers their medication.

- Do not count out or touch medication.
- Do not unscrew a lid/cap on a medication bottle.
- Do not give shots.

Village Caregiving PCAs are welcome to **remind** consumers to take their medication.



Payroll

- Village Caregiving pays all employees via direct deposit. You will need to have a bank account or pay card that accepts direct deposit transactions. When you are hired, Village Caregiving will collect your banking information: bank name, routing #, and account #.

The diagram shows a U.S. check with the following fields and labels:

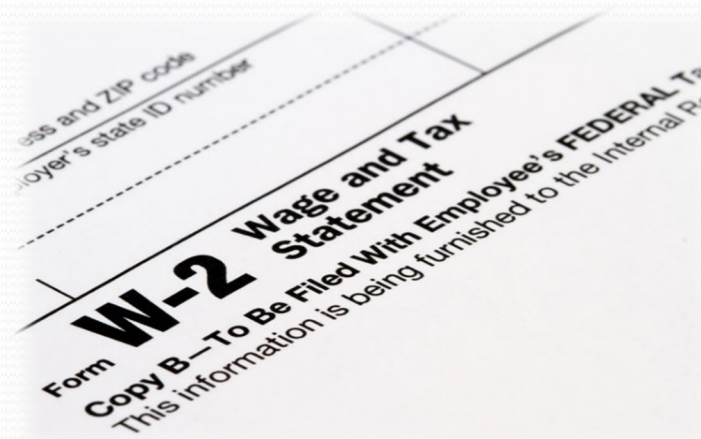
- U.S. CHECKS** (Title)
- DATE** _____ **1001**
- PAY TO THE ORDER OF** _____ **\$** _____ **DOLLARS**
- YOUR FINANCIAL INSTITUTION**
BANK ADDRESS
BANK CITY, STATE, ZIP
BANK PHONE
- FOR** _____
- 123456789** (Bank Routing Number) - Labeled **BANK ROUTING NUMBER**
- 0123456789012** (Bank Account Number) - Labeled **BANK ACCOUNT NUMBER**
- 1001** (Check Number)

Payroll

- If your banking information, mailing address, or tax status changes throughout the year, please notify Village Caregiving as soon as possible so that we can update your employee profile.
- Village Caregiving uses **Heartland** as its payroll service. You will receive an email from Heartland explaining how to create an account.
- This account will allow you to access your pay stubs, W-2, and other payroll related documents without asking Village Caregiving for them.

Heartland

Payroll



FAIR LABOR STANDARDS ACT



- Village Caregiving personal attendants are W-2 employees, which means all required tax withholdings, including federal, state, and local taxes will be withheld from paychecks.
- Village Caregiving covers employees with workers' compensation and unemployment benefits.
- Village Caregiving follows all applicable **Fair Labor Standards Act** laws/rules/regulations related to minimum wage, overtime, etc.

Billing

- **Village Caregiving will provide PCAs with time sheets where they will keep track of their time spent with members, expenses, comments, notes, etc.**
- **For private payment clients, Village Caregiving will generate invoices which will clearly document how many hours each PCA worked and which days were worked, including expenses.**
- **It is not appropriate to take gifts, money, and/or valuables from a member without disclosure to Village Caregiving.**

Emergencies

- Remember, in case of an emergency, dial 911.
- Next, use all reasonable means to contact the consumer's designated emergency contact.
- Next, contact Village Caregiving staff.
- Remain with the consumer until the emergency situation has been resolved in a safe, reasonable manner.



Conflicts

- **If a consumer requests that you leave their home, or if a consumer's family member does the same, use reasonable effort to ensure that the consumer is safe, leave the property, and contact Village Caregiving immediately.**
- **Do not argue with the consumer or family member, and do not restrain or physically engage with anyone unless it is absolutely necessary to prevent immediate harm to yourself, the consumer, or another person.**
- **If a situation becomes violent or out of control, dial 911.**
- **Use common sense.**
- **Be calm.**
- **Be safe.**

Thank you for your attention!



Questions?

Village Caregiving complies with all state and federal regulations governing the confidentiality of consumers. All data and collected information is safeguarded under 42 C.F.R. 431.300 to 432.307 and 45 C.F.R. parts 160, 162, and 164.

I state and confirm that information obtained from the Area Agency on Aging District 7 regarding Medicaid/PASSPORT members' eligibility, health history, health care services, or any other personal information, will remain strictly confidential, and shall not be disclosed for any purpose other than directly concerned with Medicaid administrative requirements. I also state and confirm that I have been provided with a copy of Village Caregiving's policies & procedures as related to the Medicaid/PASSPORT program.



Competency Evaluation (written/skills testing) cont'd

- Effective communication skills, including the ability to read, write, and make brief and accurate reports (oral, written, or electronic);
- Ability to observe, report, and retain records of an individual's status and activities provided to the individual;
- Ability to read and record an individual's temperature, pulse, and respiration;
- Understanding of basic infection control;
- Understanding of basic elements of body functioning and changes in body function that should be reported to a PCA supervisor;
- Ability to maintain a clean, safe, and healthy environment, including house cleaning and laundry, dusting furniture, sweeping, vacuuming, and washing floors; kitchen care (including dishes, appliances, and counters), bathroom care, emptying and cleaning beside commodes and urinary catheter bags, changing bed linens, washing inside window within reach from the floor, removing trash, and folding, ironing, and putting away laundry;

Competency Evaluation (written/skills testing) cont'd

- Recognition of emergencies, knowledge of emergency procedures, and basic home safety;
- Understanding of the physical, emotional, and developmental needs of individuals, including privacy and respect for personal property;
- Appropriate and safe techniques in personal hygiene and grooming including bed, tub, shower, and partial bath techniques; shampoo in sink, tub, or bed; nail and skin care; oral hygiene; toileting and elimination; safe transfer and ambulation; normal range of motion and positioning; and adequate nutrition and fluid intake; and
- Ability to conduct meal preparation and nutrition planning, including special diet preparation; grocery purchase, planning, and shopping; and errands such as picking up prescriptions.



Village
Caregiving

keep your heart at home

OHIO - PASSPORT
SKILL CHECK TEST

1. **How often are you required to have a client sign paperwork?**
 - a. **After each shift**
 - b. **Every hour**
 - c. **Every day**
 - d. **Never**

2. **You are required to record the time you start your shift, the time your shift ends, and total hours worked each day?**
 - a. **True**
 - b. **False**

3. **You are required to log in and out of the EVV system at the beginning and end of your shift?**
 - a. **True**
 - b. **False**

4. **A _____ of a patient must be immediately reported to Village Caregiving nurses and supervisors?**
 - a. **A day off**
 - b. **Change in condition**
 - c. **Family member visit**
 - d. **All of the above**

5. A normal body temperature is approximately 97.6 degrees to 99.6 degrees?
- a. True
 - b. False
6. A pulse oximeter can be used to read a person's temperature?
- a. True
 - b. False
7. What device can be used to measure a person's oxygen level?
- a. Thermometer
 - b. Arm cuff
 - c. Pulse oximeter
 - d. Stethoscope
8. Village Caregiving staff is required to wash hands prior to directly interacting with a patient?
- a. True
 - b. False

9. When should soiled towels or gloves be discarded?

- a. Immediately**
- b. Only once unusable**
- c. At the end of the day**
- d. When able**

10. If there is feces or urine and/or the patient has some sort of wound you should wear _____?

- a. A hairnet**
- b. Scrubs**
- c. Gloves**
- d. None of the above**

11. It is important to be patient with clients when they are agitated?

- a. True**
- b. False**

12. At a minimum and if time permits, Village Caregiving's staff members are encouraged to clear clutter?

- a. True**
- b. False**

13. When time permits, Village Caregiving staff is allowed to do light cleaning?

- a. True**
- b. False**

14. When a patient is agitated, you should?

- a. Call a Village Caregiving nurse**
- b. Redirect them and try to be patient**
- c. Call their family**
- d. Go in the other room**

15. When there is an emergency, what is the very first thing you must do?

- a. Call Village Caregiving**
- b. Call the patient's family**
- c. Ask the patient if they have an advanced directive?**
- d. Call 911**

16. You may share a patient's personal information with a friend?

- a. True**
- b. False**

17. You may post about patient information on social media?

- a. True
- b. False

18. People who are grieving are at less of a risk for abuse of alcohol or drug abuse?

- a. True
- b. False

19. It is important to watch for significant changes in routine, sleep behavior, and weight?

- a. True
- b. False

20. It is acceptable to use bath water that is cool and contaminated?

- a. True
- b. False

21. As long as there is no intake restriction, you should encourage fluid intake?

- a. True
- b. False

22. If a patient is bedbound, they should be turned every _____?
- a. Four hours
 - b. Meal
 - c. Morning
 - d. Two hours
23. If a client requires assistance with eating, you should make sure to give them _____?
- a. Very large bites
 - b. Very sticky foods
 - c. Very small, soft foods
 - d. Foods they have to hold themselves
24. When arriving home from a grocery trip, what is the first thing you should do?
- a. Have a snack
 - b. Put away bread
 - c. Put away frozen foods and items that need refrigeration
 - d. Do paperwork

25. It is acceptable to eat a patient's food?

- a. True
- b. False

26. If a patient is diabetic you must be careful when preparing their meals?

- a. True
- b. False

27. You are allowed to drive a PASSPORT patient?

- a. True
- b. False

28. When a patient is a fall risk, you can restrain them in any way?

- a. True
- b. False
- c. False

29. If a patient is unsteady on their feet, you should _____?

- a. Ask them if they need help**
- b. Get things for them when you can**
- c. Stay close to them as they ambulate**
- d. All of the above**

30. A patient has a right to refuse a bath?

- a. True**