

Rights of Person Served

Person's name: For Training Purposes Only. Do Not Fill Out/Return

This packet contains information regarding your rights while receiving services and supports from Lifeworks Services Inc., information on restriction of your rights, and information of where you can go if you have questions or need additional information related to your rights.

☒ I received the following information within five working days of when I started to receive services and every year after that.

1. A copy of my rights under the law, Minnesota Statutes, section [245D.04](#).
2. An explanation of what my rights are and that I am free to exercise my rights; and that Lifeworks must help me exercise my rights and help protect my rights.

Date services were started: 3/15/24

Date I received this information: 3/20/24

☒ This information was provided to me in a way that I understand. If I needed the information in another format or language, it was given to me in that format or language.

☒ If my rights are or will be restricted in any way to protect my health, safety, and well-being, the restriction has been explained to me and I understand the program must document and implement the restriction as required by law to make sure I get my rights back as soon as possible.

Are there any restrictions placed on my rights? ☐ Yes (if yes, see rights restriction document) ☐ No

☐ I understand that I may contact the agencies below if I need help to exercise or protect my rights:

Office of the Ombudsman for Mental Health
and Developmental Disabilities
121 7th Place E, Suite 420
Metro Square Building
St. Paul, MN 55101
Phone: (651) 757-1800 or 1(800) 657-3506
Fax: (651) 797-1950
Website: www.ombudmhdd.state.mn.us

Minnesota Disability Law Center
430 1st Ave N, Suite 300
Minneapolis, MN 55401
Email: mndlc@mylegalaid.org
Website: <http://www.mndlc.org/>

☐ I want Do Not Fill out to help me exercise my rights. Lifeworks has this person's contact information in my record.

By signing this document I am agreeing that I have read and understand the boxes I checked above.

For Training Purposes Only. Do Not Fill Out/Return
Person/Legal representative

3/28/24
Date

Lifeworks Services, Inc. Rights of Person Served

Person's name: _____

Lifeworks Services, Inc. is licensed under Minnesota Statutes, Chapter 245D. We must help you exercise and protect your rights identified in Minnesota Statutes, section [245D.04](#).

When receiving services and supports from Lifeworks, I have the right to:

1. Take part in planning and evaluating the services that will be provided to me.
2. Have services and supports provided to me in way that respects me and considers my preferences, (including personal items in my bedroom).
3. Refuse or stop services and be informed about what will happen if I refuse or stop services.
4. Know, before I start to receive services from Lifeworks, if Lifeworks has the skills and ability to meet my need for services and supports.
5. Know the conditions and terms governing the provision of services, including the Lifeworks' admission criteria and policies and procedures related to temporary service suspension and service termination.
6. Have Lifeworks help coordinate my care if I transfer to another provider to ensure continuity of care.
7. Know what services Lifeworks provides and how much they cost, regardless of who will be paying for the services, and to be notified if those charges changes.
8. Know, before I start to receive services, if the cost of my care will be paid for by insurance, government funding, or other sources, and be told of any charges I may have to pay.
9. To have staff that is trained and qualified to meet my needs and support.
10. Have my personal, financial, service, health, and medical information kept private and be notified if these records have been shared.

11. Have access to my records and recorded information that the program has about me as allowed by state and federal law, regulation, or rule
12. Be free from abuse, neglect or financial exploitation by the program or its staff.
13. Be free from staff trying to control my behavior by physically holding me or using a restraint to keep me from moving, giving me medication I don't want to take or that isn't prescribed for me, or putting me in time out, seclusion, restrictive intervention; except if and when manual restraint is needed in an emergency to protect me or others from physical harm.
14. Receive services in a clean and safe location.
15. Be treated with courtesy and respect, have access to and respectful treatment of my personal possessions at any time.
16. Be allowed to reasonably follow my cultural and ethnic practices and religion.
17. Be free from prejudice and harassment regarding my race, gender, age, disability, spirituality, and sexual orientation.
18. Be told about and to use Lifework's grievance policy and procedures, including knowing how to contact persons responsible for helping me to get my problems with the program fixed and how to file a social services appeal under the law.
19. Know the names, addresses and phone numbers of people who can help me, including the ombudsman, and to be given information about how to file a complaint with these offices.
20. Exercise my rights on my own or have a family member or another person help me exercise my rights, without retaliation from Lifeworks.
21. Give or not give written informed consent to take part in any research or experimental treatment.
22. Choose my own friends and spend time with them in the community.
23. Have personal privacy, including the right to use a lock on my bedroom door.
24. Take part in activities that I choose.

RIGHTS RESTRICTIONS

CAN MY RIGHTS BE RESTRICTED?

Restriction of your rights is allowed only if determined necessary to ensure your health, safety, and well-being. Any restriction of your rights must be documented in your coordinated service and support plan or coordinated service and support plan addendum. The restriction must be implemented in the least restrictive alternative manner necessary to protect you and provide you support to reduce or eliminate the need for the restriction in the most integrated setting and inclusive manner.

WHAT IS LIFEWORKS REQUIRED TO DO IF MY RIGHTS WILL BE RESTRICTED?

Before Lifeworks may restrict your rights in any way we must document the following information:

1. the justification (meaning the reason) for the restriction based on an assessment of what makes you vulnerable to harm or maltreatment if you were allowed to exercise the right without a restriction;
2. the objective measures set as conditions for ending the restriction (meaning the program must clearly identify when everyone will know the restriction is no longer needed and it has to end);
3. a schedule for reviewing the need for the restriction based on the conditions for ending the restriction to occur semiannually from the date of initial approval, at a minimum, or more frequently if requested by the person, the person's legal representative, if any, and case manager (meaning that at least every six months, more often if you want, the program must review with you and your authorized representative or legal representative and case manager, why the restriction is still needed and how the restriction should change to allow you as much freedom as possible to exercise the right being restricted); and
4. signed and dated approval for the restriction from you or your legal representative, if any.

CAN THE PROGRAM RESTRICT ALL OF MY RIGHTS?

Lifeworks cannot restrict any right they chose. The only rights Lifeworks may restrict, after documenting the need, include:

1. Your right to associate with other persons of your choice;
2. Your right to have personal privacy; and
3. Your right to engage in activities that you choose.

WHAT IF I DON'T GIVE MY APPROVAL?

A restriction of your rights may be implemented only after you or your legal representative have given approval.

WHAT IF I WANT TO END MY APPROVAL?

You may withdraw your approval of the restriction of your right at any time. If you do withdraw your approval, the right must be immediately and fully restored.

2023-2024 Annual Training: Basic First Aid (.5 hrs)

1. True or False: Always contact Lifeworks after a serious injury, illness or any emergency involving the person or employees.

- ☒ True
- ☐ False

2. Heat stroke is considered an emergency. If you suspect heat stroke, you should (Choose two that apply):

- ☒ Get the person out of the sun and into a cool place
- ☐ Give the person ice cream
- ☒ Cool the person by covering with a damp sheet or spraying him with water
- ☐ Give the person coffee

3. To stop severe external bleeding, apply steady firm pressure directly to a wound using a sterile bandage. Call 911 if the bleeding is not controlled by doing this.

- ☒ True
- ☐ False

4. Signs of a muscle straining include pain and loss of motion.

- ☒ True
- ☐ False

5. Signs of heat exhaustion include: sweating, nausea, dizziness, vomiting, muscle cramps, feeling faint, and fatigue.

- ☒ True
- ☐ False

2023-2024 Annual Training: Billing Statement Acknowledgement

This company is committed to compliance with all Federal and State laws that govern the delivery of and billing for services. Minnesota Statutes, section 256B.4912, subdivision 11 requires that upon employment and annually thereafter, staff attest to reviewing and understanding the below statement.

I attest to reviewing and understanding the following statement:

"It is a federal crime to provide materially false information on service billings for medical assistance or services provided under a federally approved waiver plan as authorized under Minnesota Statutes, sections 256B.0913, 256B.0915, 256B.092, and 256B.49."

What this means:

- I understand I provide services that are paid for through medical assistance or through federal waiver plans.
- I understand that documentation must be accurate, including my timecard or other time tracking systems.
- Minnesota Statutes, sections 256B.0913 applies to the Alternative Care, 256B.0915 applies to the Elderly Waiver, 256B.092 applies to the Developmental Disabilities Waiver, and 256B.49 applies to waivers for persons with disabilities.

I attest that I have been made aware of this statement and my responsibilities to accurately bill for the services I provide. I understand that I provide waiver services and it is a federal crime to provide false information regarding the services I provide or my service billing.

- ☒ Yes
☐ No

2023-2024 Annual Training: Fraud Acknowledgement (0 hrs)

1. It is a federal crime to provide materially false information on service billings for medical assistance or services provided under a federally approved waiver plan as authorized under Minnesota Statutes, sections 256B.0913, 256B.0915, 256B.092 and 256B.49.

He

By initialing, I attest that I have been made aware of this statement and my responsibilities to accurately bill for the services I provide. I understand that I provide waiver services and it is a federal crime to provide false information regarding the services I provide or my service billing.

2023-2024 Annual Training: Bloodborne Pathogens (0.5 hrs)

1. True or False: Gowns, masks and respirators are examples of PPEs?
 - ☒ True
 - ☐ False

2. True or False: I must buy my own personal protective equipment for work
 - ☒ True
 - ☐ False

3. True or False: If you know a person's medical history, you don't need to use personal protection equipment.
 - ☐ True
 - ☒ False

4. It is recommended you wash your hands for at least how long?
 - ☐ 5 seconds
 - ☐ 10 seconds
 - ☒ 20 seconds
 - ☐ Until they feel clean

5. What does PPE stand for?
 - ☐ Practice, Protect, Eliminate
 - ☒ Personal Protective Equipment
 - ☐ Prepare Persons Equally
 - ☐ Prevent, Prepare, Erase

6. Fill in the blank: Standard _____ require all human blood and bodily fluids be treated as if they are infected.
 - ☒ Precautions
 - ☐ Risk
 - ☐ Hazards
 - ☐ Mode

7. True or False: A mask can prevent me from breathing a contaminant by filtering the air, but also from splattered bodily fluids.

- ☒ True
- ☐ False

8. Which of these is NOT considered a bloodborne pathogen?

- ☐ Hepatitis B
- ☐ HIV
- ☒ Diabetes
- ☐ Hepatitis C

9. True or False: If you are involved in an exposure incident at work, your company is responsible to pay for the exposure incident medical exam.

- ☒ True
- ☐ False

10. True or False: OSHA sets industry standards. Because it's an industry standard, we don't need to follow it. It is best practice.

- ☐ True
- ☒ False

2023-2024 Annual Training: Data Privacy (.5 hrs)

1. Mohamed and Ahmed are friends, talking with each other about their personal lives. Is this a breach of their private data?

- ☐ Yes
- ☒ No

2. As a direct support staff, you may have access to all of the following types of information of a person *except*:

- ☐ Personal
- ☐ Medical
- ☒ High school GPA
- ☐ Financial

3. Which situation could result in a data privacy violation?

- ☐ Charts are kept locked in the main office when not needed
- ☒ A manager is called away from their laptop and leaves the files of a person supported open on their desktop
- ☐ Staff send an email via a secure server
- ☐ Phone calls are taken in a quiet, private area

4. True or False: "Private" is defined as "belonging to or concerning an individual person, company, or interest."

- ☒ True
- ☐ False

5. True or False: Once a release form has been signed, the individual can never withdraw their permission to release information.

- ☐ True
- ☒ False

6. True or False: You are required to follow the standards of both MN Data Privacy Practices and HIPAA in the protecting data privacy of the people you support.

- ☒ True
- ☐ False

7. True or False: Someone who is a relative of a person you support automatically has access to that person's private information.

- ☐ True
- ☒ False

8. True or False: It is prohibited by law to lock up the charts of people I support when not in use.

- ☐ True
- ☒ False

9. Joanie asks to see what you wrote about her in the Daily Log Notes. She is asserting her right to:

- ☒ Access her information and have copies if needed
- ☐ Complain about her information
- ☐ Restrict the uses and disclosures of her information
- ☐ Amend her information

10. The minimum necessary is a principle that tell us:

- ☐ Everyone who knows the person should have information about the person
- ☐ Staff should only speak in "code" when relaying information about a person
- ☒ Only the absolutely necessary information should be shared based upon a particular situation
- ☐ All information about a person should be shared when asked

2023-2024 Annual Training: EUMR for Training (.5 hrs)

1. True or False: An emergency use of a manual restraint means using a manual restraint when a person poses an imminent risk of physical harm to self or others.

- ☒ True
- ☐ False

2. True or False: Lifeworks **does not** allow the emergency use of manual restraint ins Basic Services: Personal Supports and Respite.

- ☒ True
- ☐ False

3. True or False: Staff are permitted to comfort a person by brief physical contact if the person does not resist. For example, briefly placing your hand on a person's shoulder to reassure the person when they are anxious.

- ☒ True
- ☐ False

4. True or False: It is permitted to use a manual restraint because you are working alone and you want the person to stay in the room with you.

- ☐ True
- ☒ False

5. True or False: Staff must assist in safe evacuation or redirect a person in case of an emergency when the person is in imminent risk of harm.

- ☒ True
- ☐ False

2023-2024 Annual Training: Lifeworks Basic Policies (2.75 hrs)

1. I understand it is my responsibility to record and turn in time spent on Lifeworks online training to the authorized representative.

- ☒ Yes
- ☐ No

2. I have reviewed the Lifeworks Employee Handbook and understand that the handbook is intended to provide an overview of the organization's operations and policies. The Lifeworks Handbook supersedes all previous policies I may have received. Lifeworks may at any time, add, change or rescind any policy or practice at its sole discretion, without notice.

I agree to contact HR if I have questions about the policies and I agree to follow the policies in the Employee Handbook, including any updates and modifications. I will comply with Lifeworks policy prohibiting discrimination and harassment and will advise Lifeworks of any conduct that violates the policy.

- ☒ Yes
- ☐ No

3. I acknowledge that I have read and understand Lifeworks Emergency Use of Manual Restraint Policy and Procedure.

- ☒ Yes
- ☐ No

4. I acknowledge that I have read and understand Lifeworks Maltreatment of Vulnerable Adult and Minors Policy and Procedure.

- ☒ Yes
- ☐ No

5. I acknowledge that I have read and understand Lifeworks Rights of Person Served Policy.

- ☒ Yes
- ☐ No

6. I acknowledge that I have read and understand Lifeworks Drug and Alcohol Free Workplace Policy.

☒ Yes

☐ No

7. I acknowledge that I have read and understand Lifeworks Grievance Policy and Procedure.

☒ Yes

☐ No

8. I acknowledge that I have read and understand Lifeworks Suspension and Termination Policy and Procedure

☒ Yes

☐ No

9. I acknowledge that I have read and understand Lifeworks Incident Response, Reporting, and Review Policy.

☒ Yes

☐ No

10. I have read and understand the job description for my position with Lifeworks.

☒ Yes

☐ No

2023-2024 Annual Training: Mandated Reporting (0.75 hrs)

* **Vulnerable Adults** *

1. Lately when helping Richard at his apartment you notice different items missing from his home such as a set of expensive silverware and some collectible items. Richard is his own guardian and is having some memory problems, he doesn't know where the items are. Other staff help Richard throughout the week and family often visit him in his home. Should this be reported?

- ☒ Yes – Although I don't have all the information, I should report this to either my supervisor or to the Common Entry Point/Minnesota Adult Abuse Reporting Center (MAARC).
- ☐ No – I don't have enough information on what has happened. Maybe Richard sold the items and has just forgotten.

2. You arrive for your 7 am shift to support Tammy, Jessica and Yvonne in their home. The overnight staff is not at the house and when you check in on Yvonne you see she is laying in a wet bed. All three women require having staff support 24 hours a day. Should this be reported?

- ☐ No – Nothing terrible happened and I want to cover for my coworker, I know he has a lot going on in his life.
- ☒ Yes – Although I don't know where my coworker is or how long he has been gone I should report this to either my supervisor or to the Common Entry Point/Minnesota Adult Abuse Reporting Center (MAARC).

3. Physical harm to another such as hitting, slapping, kicking, pinching, biting, corporal punishment, threat of physical harm (may include weapons), assault in the 1st – 5th degrees would be considered which of the following:

- ☐ Verbal Abuse
- ☐ Emotional Abuse
- ☒ Physical Abuse
- ☐ Sexual Abuse

4. True or False: Neglect occurs when we fail to provide care or services needed to maintain a vulnerable adult's physical health, mental health, safety, and comfort.

- ☒ True
- ☐ False

5. Talisha has informed you that her upper thighs hurt. Because it is summer and she has shorts on, she shows you that she has bruises on her upper thighs. It appears to you that she has significant purple bruises on the inside of both of her upper thighs. You ask her what happened, and she says she doesn't want to talk about it. She just needs to know if there is anything you can do to help make the bruise look less noticeable. Is this reportable maltreatment?

- ☐ No, because you didn't see how the bruises occurred.
- ☒ Yes. While you didn't actually see how the bruises occurred, there is physical evidence that something happened. Additionally, Talisha has said that her upper thighs hurt.

6. Staff should report all suspected or known incidents of maltreatment immediately which is defined as within _____ hours.

- ☐ 15 Hours
- ☒ 24 Hours
- ☐ 48 Hours
- ☐ There is no time limit as long as the maltreatment gets reported

7. While helping Halima balance and reconcile her checking account you notice a few purchases at a gas station on the other side of town. Halima states she has never been to that gas station and didn't buy anything there. Should this be reported?

- ☐ No – I really don't have enough information and Halima often forgets things.
- ☒ Yes – Although I don't have all the information, I should report this to either my supervisor or to the Common Entry Point/Minnesota Adult Abuse Reporting Center (MAARC).

8. Which of the following statements is correct?

- ☐ Suspected maltreatment is only reportable to your supervisor
- ☐ I need physical evidence of maltreatment to make a report
- ☒ If I suspect maltreatment occurred but am not sure, I should wait to report
- ☐ If I don't report maltreatment I suspect, I could face legal consequences

9. While helping Ryan take a shower you notice three dark bruises on his upper thighs and near his groin. Ryan does not use words to communicate and when you ask him if something happened, he doesn't respond or give any indication. Should this be reported?

- Yes – Although I don't have all the information, I should report this to either my supervisor or to the Common Entry Point/Minnesota Adult Abuse Reporting Center (MAARC).
- No – I don't have enough information on what has happened. Maybe Ryan has just bumped into furniture or something.

10. Manuel is having a really bad day and has been complaining to his roommates and distracting them from their activities all day. Your coworker forces him to watch TV in a room by himself with the door closed. Manuel says, "I want to be in the living room with everyone else." Your coworker tells him that he has lost his privilege of being in the living room because of his complaining. What is this an example of?

- A non-abusive option to correct Manuel's behavior
- Involuntary seclusion and forced separation, which is a form of abuse
- Verbal abuse and derogatory language

2023-2024 Annual Training: Mandated Reporting (0.75 hrs)

*** Minors ***

1. You support twins Jayden and Jordan who are 7 years old and usually get along well. While you are at a playground they start fighting over the only open swing. When Jordan pulls the swing out of Jayden's hands the chain hits Jayden on the face, and he now has a cut on his temple. You wash the area and apply antibiotic ointment to the cut. You were within the appropriate supervision distance of Jayden and Jordan; you just couldn't intervene quickly enough to prevent the injury. Should this be reported as maltreatment?

- ☐ Yes – Jayden was hurt so you feel it should be reported as maltreatment.
- ☒ No – You were providing the correct supervision level and an injury caused by another child is not necessarily maltreatment. While it doesn't need to be reported as maltreatment you probably should fill out an incident report.

2. True or False: For an incident to be considered maltreatment of a minor, the child must be receiving licensed services.

- ☒ True
- ☐ False

3. You overhear Jessica (who is 16 and lives in the home you work at) tell one of your coworkers Michael that she thinks he is cute and he is welcome to spend the night shift in her bedroom any night. You hear Michael tell Jessica "I have a girlfriend and it's not good to invite staff to your room like that." Should this be reported as maltreatment?

- ☒ No – It doesn't need to be reported as sexual abuse. Michael did the right thing by redirecting Jessica. Although, it might be a good thing to mention it to your supervisor, so she is aware.
- ☐ Yes – You think sexual abuse could be occurring.

4. The Maltreatment of Minors Act is a law that we must follow. This law is in place to:

- ☐ Protect children whose health or welfare may be jeopardized
- ☐ Recognize that the health and safety of children must be protected by those who work with them
- ☐ Ensure intervention and prevention efforts address immediate concerns for child safety and the ongoing risk of abuse or neglect
- ☒ All of the above

5. Which is an example of neglect?

- ☒ Failure to supply a child with the necessary food, clothing, shelter
- ☐ Pushing a child
- ☐ Yelling at a child
- ☐ Taking a person's money

6. Atticus, a 5-year-old boy, and he is helping you prepare dinner. While you are grabbing some ingredients from the fridge, Atticus walks over and puts his hand on the hot pan. Immediately, he pulls his hand away from the hot pan and starts crying. You notice a red blister starting on Atticus's hand. Is this reportable maltreatment?

- ☒ No. This was an accident.
- ☐ Yes. This is neglect of a child.

7. True or False: When you suspect a child is being maltreated you should report immediately, which means as soon as possible but no longer than 24 hours.

- ☒ True
- ☐ False

8. You work at a respite home and this weekend you have 4 children in the home. Ethan is 8 years old and is always moving. As you leave your shift at 11pm you hear the overnight staff yelling at Ethan in his room "You had better stay in bed or I'll lock this door until 7am when you can get out." Should this be reported as maltreatment?

- ☐ Yes – Making threats like this could be considered maltreatment.
- ☒ No – The staff didn't actually lock the door, just threatened to so everyone could get a good night's sleep.

9. One of the children you support, Jada, is pushing another child. You see your coworker grab Jada by the arm and drag her about 10 feet across the floor. Immediately afterwards Jada complains her side hurts and shows you what looks like a carpet burn on the side that she was dragged. Should this be reported as maltreatment?

- ☐ No – Staff was just trying to stop Jada from hurting the other child.
- ☒ Yes – While staff needed to physically intervene to protect the other child, dragging Jada across the carpet is not an approved intervention

10. True or False: An individual under the age of 18 is a minor, even those without a disability.

- ☒ True
- ☐ False

Test 8/11

The tests in this packet are all connected to videos (which cannot be sent in paper form). Please go online to view all videos and obtain the knowledge to answer these tests.

Thank you.

2023-2024 Annual Training: Service Recipient Rights (.5 hr)

1. What are your staff responsibilities to ensure people have rights?
 - ☐ I need to support each person in exercising their rights, in a positive way
 - ☐ I need to provide education about exercising rights, responsibly
 - ☐ I need to advocate with each person or encourage each person to exercise their rights
 - ☒ All of the above

2. Select the statement that is accurate for supporting a person about their rights.
 - ☐ As staff, we need to support each person where they are at
 - ☐ As staff, we don't get to inflict our opinions or our values on what each person should do
 - ☐ As staff, we don't get "to order" someone around for what it is that they must do
 - ☒ All of the above

3. Choose the statement which is most true:
 - ☐ Nobody has rights, we're all privileged, and those privileges may be taken away
 - ☐ I have fewer rights than the people I support
 - ☐ The people I support and I have very different rights
 - ☒ The people I support have the exact same rights as me

4. Joan is on medical assistance and has an MA spenddown, which means that each month she needs to pay for a portion of her services. Sometimes she gets a bill from her housekeeper, and sometimes meals on wheels. This month she receives a bill for \$78.08 for services from your company, which has never happened before. She doesn't understand what the bill is for and starts to ask about how much your service costs. She says that her neighbors, who also receive services from your company, never have to pay for their services, so there must be a mistake. What do you do next?
 - ☐ Remind her that insurance usually covers things like that so she can disregard the bill
 - ☒ Sit down together and look at it to get a better understanding of what the charges are
 - ☐ Tell her to ignore the breakdown and just pay the bill
 - ☐ Tell her to pay it or else you could lose your job

5. True or False: The decision-making agreement is a person-centered tool used to avoid power struggles and provide clarity to everyone who has decision making authority in a person's life.

- ☐ True
- ☒ False

6. True or False: Individuals should never participate in the planning of their meetings.

- ☐ True
- ☒ False

7. True or False: A person receiving services can only use the phone during the hours written in your company's policies and procedures.

- ☐ True
- ☒ False

8. True or False: Protection-related rights have to do with how the person, their belongings, property, and information are treated.

- ☒ True
- ☐ False

9. Allegra and her mother are very close. There are times that Allegra's mother asks her daughter for money. Allegra feels like she must give her mother the money she requests, even though that amount of money will not allow Allegra to pay her rent. Is Allegra handling her money with responsibility?

- ☐ Yes
- ☒ No

10. If a person keeps a cluttered room and stores many items in her space, what should you do?

- ☒ Work together to make decisions on some items and find creative options to create a clean and safe environment
- ☐ Clean everything up while they are not at home, so they won't be upset if you throw things away in front of them
- ☐ Ignore it, this isn't your problem

2023-2024 Annual Training: Sexual Violence (0.5 hrs)

1. True or False: An important part of minimizing sexual violence is helping the person know they can speak up for what they want, and what they don't want, in any aspect of their life.
 - ☒ True
 - ☐ False

2. When supporting someone with their personal cares, which would be an example of respecting a person's bodily autonomy?
 - ☐ Doing the care for the person, even if they can do it, just to be efficient
 - ☐ Having a new staff bathe a person they have just met
 - ☒ Closing the curtain after a person is safely positioned in the shower so they can have privacy
 - ☐ Keeping the door open while someone is in the bathroom so you can keep one eye on them and while also helping their housemate with cleaning their room

3. True or False: Everyone has the same idea of what is offensive when it comes to sexual actions or words.
 - ☐ True
 - ☒ False

4. True or False: Since a person has a disability, as a staff person, I never have to ask permission, before I touch their body.
 - ☐ True
 - ☒ False

5. Which of the following could be considered sexual violence?
 - ☐ Telling a person you support you like their haircut
 - ☐ Offering to hold someone's hand for stability when they walk on ice
 - ☒ Telling a person you support that they look sexy in their new dress
 - ☐ Helping a person get dressed based on their required support needs and preferences

6. Ezra has told you that he wants to learn more about having sex with his girlfriend. How are you going to respond?

- ☒ Say that it's not your job
- ☐ Say that you will support him to learn more by helping him find resources in collaboration with his team
- ☐ Say that you are uncomfortable talking about sexuality
- ☐ Inform him that since he has a disability, he can't have sexual intercourse

7. True or False: As a direct support professional, part of our job may be to help a person understand topics such as sex and relationships.

- ☒ True
- ☐ False

8. What are some of the principles that we need to reinforce when teaching people about consent in regard to sexual activity?

- ☐ Partners should be consenting to the sexual activity each time
- ☐ It should never be assumed the person will consent again, after having previous sexual relationships with the same person
- ☐ No means no
- ☐ Consent can be withdrawn at any time
- ☒ All of the above

9. Which of the following is supporting bodily autonomy?

- ☐ Requiring someone to hug or receive a hug from another person
- ☒ Immediately stopping if a person asks you to stop touching them
- ☐ Brushing a person's teeth because it needs to be done, even if they do not want their teeth brushed

10. True or False: The ability to name and identify private body parts helps recognize and prevent sexual violence

- ☒ True
- ☐ False

Fact: The rate of rape and sexual assault against people with intellectual disabilities is 7 times higher than the rate of people without disabilities! For women, it's even higher.

2023-2024 Annual Training: The Power of Preferences (0.75 hrs)

1. What Works/Doesn't Work, One-page profiles, All About Me Book, and Social Stories are examples of how we _____ others preferences.

- ☐ Discover
- ☐ Document
- ☐ Share
- ☐ Support
- ☒ All of the above

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LIFEWORKS

2. Some of your responsibilities in your role as a support professional are to:

- ☐ Facilitate relationships and community connections
- ☐ Advocate for what is important to and for the person
- ☐ Create a work culture that uses person-centered language
- ☐ Ensure that services are in the most integrated setting
- ☒ All of the above

3. Joe likes to go out to eat on Wednesdays. He always chooses to go to the Cinema Grill and orders his favorite meal, the Thai Chicken Wrap. One of the staff suggests to him that they go to a different restaurant because they are tired of eating the same things. This staff person is not honoring which three preferences?

- ☒ People, Places and Activities
- ☐ Foods, Communication and People
- ☐ Places, Activities and Food
- ☐ None of the above

4. True or False: What we focus our attention on impacts the information that we take in and learn about.

- ☒ True
- ☐ False

5. Preferences are important because:

- ☐ They help shape our identities and cultures
- ☐ They help us define our needs
- ☐ They help us map out what we want in life and how to get there
- ☐ They make up a big part of who we are and who others perceive us to be
- ☒ All of the above

2023-2024 Annual Training: PSR Core Refresher (4 hrs)

* Person-Centered Supports and Philosophy *

1. True or False: Fully understanding what is important TO and important FOR a person are key components of being person-centered.

- ☒ True
- ☐ False

2. True or False: Self-determination means the person is included and the authority when making decisions about their life

- ☒ True
- ☐ False

3. Which of the following is an example of what could be important FOR a person: (choose only one answer)

- ☒ Injecting insulin when needed
- ☐ Watching a favorite TV show
- ☐ Eating their favorite foods
- ☐ Attending the concert of the favorite band

4. Advocating for the person to experience the world, including potential risks, after weighing the potential positive and negative consequences is called:

- ☒ The Dignity of Risk
- ☐ Prohibited Procedure
- ☐ Neglect
- ☐ Unnecessary Consequences

5. Which of the following is an example of something that could be important TO a person? (choose only one answer)

- ☐ Completing their physical therapy exercises
- ☐ Playing fantasy football
- ☒ Taking anti-seizure medication as prescribed
- ☐ Following their prescribed diet

6. Important TO a person means:

- ☐ Those things in a person's life that make them happy
- ☐ Taking steps to fulfill their dreams
- ☐ Something that the person is passionate about
- ☐ Brings quality to a person's life
- ☒ All of the above

7. When important TO and important FOR a person clashes, it is important to

- ☐ Ignore it to see if it will go away
- ☒ Discuss it to try to find a balance between the two
- ☐ Forget about the "important for" the person because it is of lesser importance
- ☐ All of the above

8. True or False: We do not need to consider preferences when providing person-centered care.

- ☐ True
- ☒ False

9. True or False: It is a staff person's responsibility to offer choices to a person.

- ☒ True
- ☐ False

10. True or False: As a staff person, it is my responsibility to "just do it" in order for a person to get things done, such as, completing a work project or a bath for someone.

- ☐ True
- ☒ False

2023-2024 Annual Training: PSR Core Refresher (4 hrs)

* Knowing the People You Support *

1. True or False: Documentation is "just paperwork," and isn't really important in person-centered support.

- ☐ True
- ☒ False

2. True or False: People with disabilities are all the same.

- ☐ True
- ☒ False

3. When a Circle of Support has been completed with a person:

- ☐ It can be thrown away
- ☒ It identifies the names of people that are in the person's life
- ☐ It can be put in the person's file and not looked at again
- ☐ All of the above

4. True or False: Learning about a person's preferences is one way to get to know a person.

- ☒ True
- ☐ False

5. True or False: Listening is really easy to do, and everyone knows how to do it.

- ☐ True
- ☒ False

6. When listening to a person, it is good to:

- ☒ Repeat what you heard from the person to summarize information and confirm you understand accurately
- ☐ Not ask clarifying questions
- ☐ Shake your head that you understand even though you don't understand what the person is saying
- ☐ Assume that the person is going to give the same answer all the time

7. As a staff person, when I come to work, it is okay to: (choose only one answer)

- ☐ Do the same thing every day
- ☐ Put earbuds in to concentrate on my music
- ☐ Text when I want, but not take personal calls
- ☒ Involve the person in making their own decisions

8. How do you get to know a person:

- ☐ Invest some time in having numerous conversations with the person
- ☐ Ask questions of the person
- ☐ Observe the person
- ☐ Read the person's file
- ☒ All of the above

9. True or False: Once you do a few person-centered tools, you have learned all you need to know about the person.

- ☐ True
- ☒ False

10. True or False: Once a One-page profile has been completed, it will remain the same for the next five to ten years.

- ☐ True
- ☒ False

2023-2024 Annual Training: PSR Core Refresher (4 hrs)

* Positive Support Strategies *

1. Positive Support Strategies need to be:

- ☐ Person-Centered
- ☐ Ethical
- ☐ Integrating a person into their community
- ☐ Effective
- ☐ Written
- ☒ All of the above

2. Positive Support Strategies should: (choose only one answer)

- ☒ Be individualized for each person
- ☐ Only be used in an emergency
- ☐ Never be changed for a person during their life
- ☐ Use restrictive interventions

3. In order to understand a person's Positive Support Strategies, you will need to:

- ☐ Be actively listening to the person
- ☐ Review written information
- ☐ Communicate updated information to the person who is responsible for reviewing the Positive Support Strategies
- ☒ All of the above

4. True or False: Positive Support Strategies are a "one size fits all" approach. They should not be person specific.

- ☐ True
- ☒ False

5. True or False: Positive Support Strategies are based upon a person's strengths, needs, and preferences.

- ☒ True
- ☐ False

2023-2024 Annual Training: PSR Core Refresher (4 hrs)

* De-Escalation Techniques and Understanding Behavior for DSPs *

1. One thing you can do to help de-escalate a situation include: (choose only one answer)

- ☒ Keep your voice calm
- ☐ Make sure you get your point across
- ☐ Tell the person what they need to do
- ☐ Tell the person they need to calm down now

2. Interfering behaviors can:

- ☐ Vary in seriousness and intensity.
- ☐ Vary depending on what is accepted by the person, a community, or a society.
- ☐ Prevent a person from accomplishing their desired outcomes for their life.
- ☐ Be different for everyone
- ☐ All of the above

3. True or False: Learning about de-escalation through only reading completely prepares you for any situation you may need to de-escalate.

- ☐ True
- ☒ False

4. One of the top reasons why someone may have an interfering behavior is:

- ☐ Staff ignoring them
- ☐ The weather
- ☐ To communicate something
- ☒ The need for power and control

5. One way to effectively use de-escalation techniques and positive supports is to:

- ☐ Tell the person they are acting crazy
- ☒ Be able to identify the early warning signs of interfering behaviors
- ☐ Ignore everything that is happening, walk away, and never talk about it
- ☐ All of the above

6. True or False: Even if a person does not communicate verbally, you can still gain information about what they are communicating through their non-verbal communication.

- ☒ True
- ☐ False

7. A power struggle is defined as:

- ☐ A situation when two people agree
- ☐ A situation when a support staff is using a person-centered tool
- ☒ A situation when two or more people compete for influence
- ☐ A situation when two or more people work well together

8. True or False: You have to ask permission first from a supervisor or manager before you can call 911.

- ☐ True
- ☒ False

9. True or False: It is okay to ask for help. It is okay to talk the situation over and practice what to do before you do it.

- ☒ True
- ☐ False

10. True or False: Different situations or environments have different rules or expectations about how it is that we are to behave.

- ☒ True
- ☐ False

2023-2024 Annual Training: PSR Core Refresher (4 hrs)

* Creating Culturally Competent and Trusting Relationships *

1. Cultural competence is:

- ☐ One step beyond cultural awareness
- ☐ A true understanding of what different cultures are
- ☐ A part of your actions and how you build a relationship with the persons that you support
- ☒ All of the above

2. Acting with integrity includes which of the following: (choose only one answer)

- ☒ Being honest
- ☐ Making sure other know your opinion
- ☐ Not listening to others' perspectives
- ☐ Agreeing with others to make them happy

3. One type of a trusting relationship includes: (choose only one answer)

- ☒ Your knowledge
- ☐ Trust with technology
- ☐ The trust others have in you
- ☐ Trust in good luck

4. True or False: Before working with someone, you should be trained on their preferred ways of life, cultural food, ways of communication and other cultural preferences.

- ☒ True
- ☐ False

5. True or False: Minnesota, the United States, and the world are not shifting in their cultural demographics.

- ☐ True
- ☒ False

6. Andrea shared a story about trusting relationships. One person in particular had staff that would stand her up or arrive late. What is the result of a staff not building a trusting relationship with the person?

- ☒ The person doesn't know if their staff is reliable or if they can trust them to meet their needs.
- ☐ The staff needs to communicate that sometimes they will be late and that it isn't in their control.
- ☐ The person will have to learn to be more flexible and understanding that their staff can't always be there.

7. True or False: In a "high trust" relationship you may be able to say the wrong thing and the person may still get your meaning.

- ☒ True
- ☐ False

8. True or False: Having trusting relationships with people is extremely important.

- ☒ True
- ☐ False

9. Trust in yourself includes:

- ☒ You know your own needs, keep yourself safe, and are true to yourself
- ☐ You ignore past experiences
- ☐ You keep your finances perfect
- ☐ You do what others tell you to do

10. Cultural awareness means becoming aware of:

- ☐ What other cultures there are
- ☐ The role that culture plays in your own life
- ☐ The role that culture plays in other people's lives
- ☒ All of the above

2023-2024 Annual Training: PSR Core Refresher (4 hrs)

* Permitted, Prohibited and Restricted Procedures *

1. True or False: Prone restraint is in a face-down position. Supine restraint is in a face-up position.

- ☒ True
- ☐ False

2. True or False: Positive Support Strategies must be tried prior to implementing an EUMR.

- ☒ True
- ☐ False

3. How many days do you have to make a written report after implementing an EUMR?

- ☐ 1 day
- ☐ 2 days
- ☒ 3 days
- ☐ 4 days

4. True or False: If a person is engaging in property destruction and no one is at risk of harm, you may do an EUMR.

- ☐ True
- ☒ False

5. True or False: If our company EUMR policy says that we are allowed to do manual restraints, as a staff person, I must annually be trained on how to use them both as administering the manual restraints and being a person that receives the manual restraints.

- ☒ True
- ☐ False

6. True or False: A person would never die from being manually restrained.

- ☐ True
- ☒ False

7. During the implementation of an Emergency Use of Manual Restraint, you should monitor the person for signs of distress. Signs of distress are:

- ☐ Inability to breathe
- ☐ Cyanosis (bluish color)
- ☐ No pulse
- ☐ Rapid breathing
- ☐ Fever
- ☒ All of the above

8. True or False: It is best for everyone if you would put people into restraints as often as possible.

- ☐ True
- ☒ False

9. Which of the following is a permitted procedure: (choose only one answer)

- ☒ Touching a person to calm or comfort them
- ☐ Time out
- ☐ Seclusion
- ☐ Mechanical

10. Some examples of prohibited procedures are:

- ☐ Mechanical restraint
- ☐ Seclusion
- ☐ Prone restraint
- ☒ All of the above

2023-2024 Annual Training: PSR Core Refresher (4 hrs)

* Responding to an EUMR & Staff Accountability & Self-Care After Emergencies *

1. True or False: Stress impacts everyone the same.

- ☐ True
- ☒ False

2. True or False: Building your skills and professional development is another way to promote self-care.

- ☒ True
- ☐ False

3. When at home again, after a crisis at work, what are some things that we can do to take care of ourselves?

- ☐ Take a bath
- ☐ Read
- ☐ Exercise
- ☐ Talk with family/friends
- ☐ Journal
- ☒ All of the above

4. True or False: After an emergency you should only try to recover from the event immediately; otherwise, it is too late.

- ☐ True
- ☒ False

5. What are some bad habits or responses that we get into that may help us negatively handle stress?

- ☐ Eat chocolate
- ☐ Not sleep
- ☐ Withdraw and avoid other people
- ☒ All of the above

6. According to the American Heart Association, which of the following is a way you can deal with stress more effectively: (choose only one answer)

- ☒ Positive self-talk
- ☐ Drink wine
- ☐ Eat chocolate
- ☐ Just move beyond it

7. Andrea shares a metaphor in one of her stories, stating that your job is like:

- ☒ Jenga. We are building something from the ground up and if we are not there to support the individuals, we will not see them gain their goals.
- ☐ Twister. You and the people you support must be flexible.
- ☐ The game of Life. One bad choice and you might not reach your goals.

8. Immediately after a crisis, what are some things that we can do to take care of ourselves?

- ☐ Take a break by removing yourself from the crisis area
- ☐ Deep breathing
- ☐ Switch work assignments with someone else
- ☐ Debrief – talk it over with someone
- ☒ All of the above

9. True or False: We have to take care of ourselves first.

- ☒ True
- ☐ False

10. The first step in managing and dealing with stress is:

- ☐ Ignoring it
- ☐ Exercise
- ☒ Identifying and understanding your own stress
- ☐ Asking what others do to reduce stress