

Mary passed every quiz with at least 80%

Name of Lifeworks Staff: Mary Lou Dyhaug
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LIFEWORKS

Lifeworks Acknowledgements

Please initial each line

X ml I acknowledge that I have reviewed and agree to follow the online training policy for Lifeworks Services.

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

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

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

X ml I have reviewed the Lifeworks Employee Manual and understand that the manual is intended to provide an overview of the organization's operations and policies. The Lifeworks manual 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 Lifeworks HR if I have questions about the policies and I agree to follow the policies in the Employee Manual, 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.

X ml I acknowledge that I have read and understand the Basic First Aid Procedure. If an emergency were to take place I would reach out to Lifeworks as soon as possible.

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

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

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

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

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

I acknowledge that 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.

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

Lifeworks Staff Signature: Mary L. Dyckhaus

2024-2025 Annual Training: Mandated Reporting – Vulnerable Adults

- ✓ 1. Since I don't like my coworker Valentina, who is always calling in to have her shifts covered, I make a phone call to the MAARC saying she has been taking money from a person we support, Greg. He forgot his wallet on the bus last week and it wasn't returned but it would be easy to believe he didn't leave it on the bus and, instead, Valentina took it before he left for the bus. Which statement is accurate?
- This is an example of a maltreatment report made in bad faith.
 - This is an example of a maltreatment report made in good faith.
- ✓ 2. What is the definition of a vulnerable adult? (Check all that apply)
- A person that is 18 years of age or older, who receives services from a licensed provider
 - A person that is 18 years of age or older who lives in a licensed program
 - A person who has a physical, mental, or emotional need that impairs the person's ability to adequately provide for their own care or ability to protect self from maltreatment
 - All of the above
- ✓ 3. True or False: Mandated Reporters must report any known or suspected abuse, neglect, or financial exploitation of a vulnerable adult.
- True
 - False
- ✓ 4. 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.

✓ 5. In my job, if I suspect maltreatment, I may need to make a maltreatment report about any of the following people:

- My co-worker
- My friend
- My supervisor
- A person I support
- All of the above

2024-2025 Annual Training: Mandated Reporting - Minors

- ✓ 1. You've assisted Olivia in the bathroom to help her sit on the toilet. Her plan of care includes that staff are supposed to remain in the bathroom with her at all times. As you are fastening the positioning straps for Olivia, you hear another housemate call for you. You leave to help her housemate and when you go back to check on Olivia you see she has slid off the toilet, is laying on the ground and appears to have a bump on the back of her head. You see the straps have come completely undone. You were rushed and didn't properly secure them. Should this be reported as maltreatment?
- Yes – While it wasn't intentional, the straps were not correctly put on, Olivia has an injury that needs to be checked out and she is supposed to have staff with her in the bathroom at all times.
 - No – She just has a small bump and you think she'll be fine, it was just an accident..
- ✓ 2. What of the following statements is correct?
- I must report suspected maltreatment only if I have evidence
 - I must report maltreatment in good faith
 - If I report, the information is considered public information and anyone can access it, including my name as the reporter
 - If I don't report suspected maltreatment, I can't be held liable
- ✗ 3. After orally reporting maltreatment of a minor, you must follow up with a **written** report within 12 hours.
- 12 hours
 - 72 hours (not including weekends and holidays)
 - 96 hours (not including weekends and holidays)
 - There is no time limit as long as the maltreatment gets reported.
- ✓ 4. Where are two places to report maltreatment of a minor? (**Check two**)
- Internally, to my supervisor
 - The appropriate law enforcement agency (police or sheriff)
 - The MAARC - Minnesota Adult Abuse Reporting Center
 - The local welfare agency, the County Child Protection
- ✓ 5. 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.

2024-2025 Annual Training: Sexual Violence

- ✓ 1. True or False: Sexual abuse and sexual violence are exactly the same.
- True
 - False
- ✓ 2. Which of the following could be considered sexual violence?
- Telling a person you support you like their new shoes
 - Letting the person you support know they can use your arm for support if needed when walking down the stairs
 - Telling a person you support that their new bra really makes their cleavage look great
 - Helping a person get dressed based on their required support needs and preferences
- ✓ 3. True or False: As a direct support professional, I am a crucial part in helping to minimize the risk of sexual violence for the people that I support.
- True
 - False
- ✓ 4. The definition of sexual violence means the:
- Use of sexual actions that are unwanted or harmful to another person
 - Use of sexual words that are unwanted or harmful to another person
 - Something that is variable and different for each person
 - All of the above

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.

2024-2025 Annual Training: Bloodborne Pathogens

- ✓ 1. What does PPE stand for?
- Practice, Protect, Eliminate
 - Personal Protective Equipment
 - Prepare Persons Equally
 - Prevent, Prepare, Erase
- ✓ 2. True or False: If you know a person's medical history, you don't need to use personal protection equipment.
- True
 - False
- ✓ 3. True or False: Choosing the right PPE for the situation is an important factor in reducing the risk of exposure.
- True
 - False
- ✓ 4. True or False: A gown and eye goggles are beneficial to wear if there is a potential of splatter or splashing of potentially infectious materials.
- True
 - False
- ✓ 5. 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

2024-2025 Annual Training: HIPAA & Data Privacy

- ✓ 1. Telling someone you cannot share information about a person you support is a:
 - Method of distraction
 - Policy change
 - A conversation safeguard
 - Form of political correctness

- ✓ 2. True or False: Someone is related to a person you support automatically gives them access to a person's private information.
 - True
 - False

- ✓ 3. 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

- ✓ 4. True or False: You, as a staff person, have the responsibility to keep people's data private.
 - True
 - False

2024-2025 Annual Training: Service Recipient Rights

- ✓ 1. True or False: The 245D rights only apply to people who are their own guardians.
- True
 - False
- ✓ 2. You think that Victoria is smoking too many cigarettes. You hide Victoria's cigarettes, informing her she is out of her cigarettes. Are you exercising Victoria's rights appropriately?
- Yes
 - No
- ✓ 3. Whose job is it to know and help uphold an individual's rights?
- Me, as a direct support professional
 - The designated coordinator or designated manager
 - The license holder
 - All of the above
- ✓ 4. True or False: Because I'm a staff person, I can do whatever I think is correct for a person, even though this may NOT be what the person wants
- True
 - False
- ✓ 5. True or False: Individuals should never participate in the planning of their meetings.
- True
 - False

5 out of 5= 100%

2024-2025 Annual Training: Understanding the People You Support and Cultural Competence

- ✓ 1. True or False: Labels are necessary and do not harm a person.
 - True
 - False

- ✓ 2. True or False. Our culture is a part of our self-identity.
 - True
 - False

- ✓ 3. True or False. It is important when sharing information about yourself to the people you support that you are polite and personable, but not overly personal.
 - True
 - False

- ✓ 4. Which of the following is considered an open-ended question?
 - "Do you want hamburgers for dinner?"
 - "You have a lot of pictures from traveling. Why do you like traveling?"
 - "Do you like Minecraft or Roblox more?"
 - "Do you want to go swimming?"

- ✓ 5. Let's meet Duncan: Duncan loves watching action movies, playing poker, and working the garden. His favorite day every year is when he makes tamales with his abuela to celebrate New Year's. He is proud of his Guatemalan heritage. On weekends, he likes to see what is happening at the American Legion. He says it is important for him to spend time with other military service men and women. He was in the Marines for 8 years. He attends Catholic mass every Sunday and usually keeps a rosary in his pocket that he uses to pray when he has spare moments. His favorite sport is basketball and he likes to play bean bag toss with his next door neighbor. Which of the items listed below would you think are a part of Duncan's culture?
 - Being Guatemalan
 - Being a military veteran
 - Being Catholic
 - All of the above

2024-2025 Annual Training: Trusting Relationships and Person Centered Services

- ✗ 1. True or False: The people we support should be held up to the standard of their best day every day. We need to encourage people to not take steps backwards, no matter what.
- True
 - False
- ✓ 2. Three key ways to build trust includes, "be dependable and reliable" and "have integrity." What is the third way?
- Provide activities
 - Help whenever possible
 - Prepare reports
 - Be competent
- ✓ 3. True or False: Your services are only based upon meeting the person's health and safety needs.
- True
 - False
- ✓ 4. Chase has been Trisha's staff for about 6 months now at her apartment. Lately when other staff work with her, they've noticed Trisha often asks questions like, "Did Chase remember to put in the grocery order?" or "Did Chase remember to fill up the automatic med dispenser?" Is her relationship with Chase an example of a trusting relationship or not trusting?
- "Trusting
 - Not Trusting
- ✓ 5. What are some ways you can rebuild trust?
- Be open and talk to each other
 - Create positive experiences that encourage connection
 - Practice being dependable, reliable, full of integrity, and competent
 - All of the above

2024-2025 Annual Training: Positive Supports and Avoiding Power Struggles

- ✓ 1. True or False: Collaboration is all about working together towards a common goal.
- True
 - False
- ✓ 2. Which of the following is one way to help stop a power struggle?
- Tell the person they are overreacting.
 - Offer choices
 - Tell the person they should listen to you because you are staff
 - Make sure your voice is louder than theirs, so they hear you
- ✗ 3. Is the follow situation about collaboration or power struggle: You are supporting Jose and say, "Jose, if you don't do your chore right now, you won't be able to go to the movies."
- Collaboration
 - Power Struggle
- ✓ 4. What should staff do when they recognize a power struggle happening?
- Escalate the situation
 - Keep arguing to win the struggle
 - Offer ideas and choices
 - Blame the person they support
- ✓ 5. True or False: Stopping a power struggle before it starts, or as soon as possible, is necessary in maintaining an open, trusting relationship.
- True
 - False

2024-2025 Annual Training: De-Escalation Techniques

- ✓ 1. True or False: Everyone should receive the same proactive and reactive supports for behavior intervention.
- True
 - False
- ✓ 2. Is the following statement a positive response or a negative response to someone's behavior: Helping the person understand what triggers they have and how they can use their coping skills when they happen.
- Positive
 - Negative
- ✓ 3. Is the following statement a positive response or a negative response to someone's behavior: Avoiding the situation or ignoring an escalating behavioral situation with the idea of, "they are just doing it for attention."
- Positive
 - Negative
- ✓ 4. Which of the following is a possible sign of escalating behavior:
- Clenching or grinding teeth
 - Talking louder/talking faster
 - Overly expressive gesturing
 - All of the above
- ✓ 5. True or False. If a trigger isn't handled effectively, this can escalate their behavior and even push it into a crisis.
- True
 - False

4 out of 5= Pass

2024-2025 Annual Training: Permitted Actions and Prohibited Procedures

- ✓ 1. Tom is prescribed physical therapy for 20 minutes a day and needs to use his stander to strengthen his leg muscles. Staff transfer him from his wheelchair to his stander. What permitted action is this?
- Hand-over-hand assistance
 - Physical contact to calm or comfort
 - Positioning a person with physical disabilities
 - Redirect a behavior that does not pose a serious threat
- ✓ 2. True or False: Permitted and prohibited procedures apply to all staff that work for a company licensed under MN Statute, chapter 245D.
- True
 - False
- ✓ 3. If a person is restrained using equipment, what type of prohibited procedure is being used?
- Mechanical restraint
 - Chemical restraint
 - Time out
 - Positive verbal correction
- ✗ 4. True or False. When a permitted action is used continuously, it needs to be documented in the person's CSSP addendum.
- True
 - False
- ✓ 5. Fill in the blank: Prohibited procedures are considered _____ effective in reducing or eliminating negative behavior.
- Very
 - Not
 - Sometimes
 - Always

2024-2025 Annual Training: Restricted Procedures

- ✓ 1. Does Lifeworks allow the Emergency Use of Manual Restraints?
- Yes
 - No

2024-2025 Annual Training: Monitoring and Reporting Procedures

- ✓ 1. What is positional asphyxiation?
- It is the use of calming breathing techniques during a restraint
 - It is a form of self-harm during a restraint.
 - It is interference with breathing due to body position during a restraint.
 - It is when the person pretends to be unable to breathe during a restraint.
- ✓ 2. True or False. Asking for help is one way that we can be accountable for our actions.
- True
 - False
- ✓ 3. True or False. Calling 911 is always your first action to respond to someone's escalating behavior.
- True
 - False
- ✓ 4. In a life-threatening situation, staff should:
- Call their supervisor and wait for a response
 - Use first aid
 - Get everyone else to safety, then provide CPR
 - Call 911
- ✓ 5. What should be your first responsibility when a person is exhibiting challenging behavior?
- Call 911 immediately
 - Implement their positive support strategies and de-escalation techniques
 - Lock yourself in the bathroom, then call 911 from safety
 - Ignore it until it goes away

2024-2025 Annual Training: Staff Accountability and Self-Care After Emergencies

- ✓ 1. What is the primary objective of self-care during and after emergencies?
 - To ignore the emotions and stress
 - To avoid thinking about the emergency
 - To return to work as soon as possible
 - To maintain physical and mental well-being

- ✓ 2. True or False: Emergencies can include events like fires, severe weather, or health crises.
 - True
 - False

- ✓ 3. True or False: Being accountable for your actions means recognizing the consequences of your choices, whether positive or negative.
 - True
 - False

- ✓ 4. Why should you take mental notes during an emergency?
 - To prepare for the worst case scenario
 - To assist with writing a report after the emergency
 - To avoid speaking to others about the situation
 - To keep the details confidential

- ✓ 5. True or False: Caregiver burnout is a term used to describe a positive change in attitude towards one's work.
 - True
 - False