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Lifeworks

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Name of Lifeworks Staff: Mary Lou Dyshaug

Date of completion: July 2, 2025

Lifeworks Acknowledgements

Please initial each line and sign at the bottom

MLD I acknowledge that I have reviewed and agree to the 245D Basic Services Training Guide.

MLD I acknowledge that I have reviewed and agree to the Basic Job Description for my position with Lifeworks.

MLD I acknowledge that I have reviewed and agree to the Lifeworks Emergency Use of Manual Restraint Policy and Procedure. I know that Lifeworks does not allow the Emergency Use of Manual Restraint.

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

MLD I acknowledge that I have reviewed and agree to the **Lifeworks Employee Manual**. I understand that the manual is intended to provide an overview of the organization's operations and policies. I also recognize that this manual supersedes any previous policies I may have received. I understand that Lifeworks may, at its sole discretion and without prior notice, add, modify, or rescind any policy or practice at any time. I agree to contact **Lifeworks HR** if I have any questions regarding the policies. I also agree to follow all policies outlined in the Employee Manual, including any future updates or modifications. Furthermore, I will comply with Lifeworks' policy prohibiting discrimination and harassment, and I will report any conduct that violates this policy.

MLD I acknowledge that I have reviewed and agree to the Basic First Aid Procedure. If an emergency were to take place I would reach out to the Lifeworks Service Coordinator and the Support Manager as soon as possible.

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MLD I acknowledge that I have reviewed and agree to the Lifeworks Drug and Alcohol Free Workplace Policy.

MLD I acknowledge that I have reviewed and agree to the Lifeworks Incident Response, Reporting, and Review Policy.

MLD I acknowledge that I have reviewed and agree to the Lifeworks Incident Response, Reporting, and Review Policy.

MLD I acknowledge that I have reviewed and agree to the Lifeworks Suspension and Termination Policy and Procedure.

MLD I acknowledge that I have reviewed and agree to the Lifeworks Rights of Person Served Policy.

MLD 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 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.

MLD I acknowledge that I am responsible for clocking in and out live in Pavillio while completing training, and that I must begin doing so immediately. I acknowledge that I may not work more than 40 total hours in a week (Sunday through Saturday), including training hours. I acknowledge that if I have questions about time entry or using Pavillio, I will contact cashesupport@lifeworks.org for assistance.

Lifeworks Staff Signature: Mary Lou Dzeharz

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2025-2026 Annual Training Quiz: Maltreatment of Minors Act Refresher

1. True or False: You, as a staff person, are mandated to report maltreatment. This is known as being a mandated reporter.

A. True
B. False

2. True or False: If I only suspect maltreatment, I don't need to report it. I must have proof.

A. True
B. False

3. After orally reporting maltreatment of a minor, you must follow up with a written report within 12 hours.

A. 12 hours
B. 72 hours (not including weekends and holidays)
C. 96 hours (not including weekends and holidays
D. There is no time limit as long as the maltreatment gets reported

4. .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.

A. True
B. False

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

A. True
B. False

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2025-2026 Annual Training Quiz: Vulnerable Adult Act Refresher

1. What does MAARC stand for?

A. Minors Adult Abuse Receivership Center
B. Multiphasic Adult Accusation Responsive Center
C. Minnesota Adult Abuse Reporting Center
D. Multipurpose Abuse Activities Responsive Center

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

A. My co-worker
B. My friend
C. My supervisor
D. A person I support
E. All of the above

3. True or False: You, as a staff person, are mandated to report maltreatment. This is known as being a mandated reporter.

A. True
B. False

4. The building where you are providing services has had a fire. Everyone got outside, unharmed. Everyone is safe. Is this reportable maltreatment?

A. No, because a fire is not maltreatment
B. Yes, because a fire is maltreatment

5. True or False: If I only suspect maltreatment, I don't need to report it. I should get more information first.

A. True
B. False

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2025-2026 Annual Training Quiz: Minimizing Sexual Violence Refresher

1.True or False: Sexual abuse and sexual violence are exactly the same.

A. True
B. False

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

A. True
B. False

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.

A. True
B. False

4. TRUE or FALSE: It is not our job, as direct support professionals, to empower the people that we support to be assertive, saying what they want to say about their own thoughts.

A. True
B. False

5. What does bodily autonomy mean?

A. The right for a person to govern what happens to your own body without external influence or coercion
B. The right to control what happens to my own body, without pressure from others
C. The ability to say what happens to my own body, without someone else telling me what I must do with my body
D. All of the above

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2025-2026 Annual Training Quiz: Bloodborne Pathogens Refresher

1. Fill in the blank: Standard _____ require all human blood an bodily fluids be treated as if they are infected.

A. Precautions
B. Risk
C. Hazards
D. Mode

2. Which of these is not a standard piece of Personal Protective Equipment?

A. Ear plugs
B. Face shield
C. Gloves
D. Gown

3. What is the first thing you do if you are exposed to possibly infectious materials?

A. Dry off the body part with a paper towel
B. Change your clothes
C. Call 911
D. Wash the body part thoroughly with warm water and soap

4. How are bloodborne pathogens transmitted? (choose only one answer)

A. Blood
B. Water
C. Chemicals
D. Eating expired food

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.

A. True
B. False

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2025-2026 Annual Training Quiz: HIPAA & Data Practices Refresher

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

A. Yes
B. No

2. What are some examples of public data that anyone can access?

A. The person's birth date
B. The person's diagnoses
C. The person's social security number
D. None of the above

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.

A. True
B. False

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

A. All information about a person should be shared when asked
B. Only the absolutely necessary information should be shared based upon a particular situation
C. Everyone who knows the person should have information about the person
D. Staff should only speak in "code" when relaying information about a person

5. TRUE or FALSE: Once a release form has been signed, the individual can never withdrawn their permission to release information.

A. True
B. False

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2025-2026 Annual Training Quiz: Service Recipient Rights Refresher

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

A. True
B. False.

2. Raquel has asked to see the documentations that are written on her. You show Raquel her file. Are you exercising Raquel's rights appropriately?

A. Yes
B. No

3. 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.

A. True
B. False

4. 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?

A. Yes
B. No

5. Whose job is it to know and help uphold an individual's rights?

A. Me, as a direct support professional
B. The designated coordinator or designated manager
C. The license holder
D. All of the above

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2025-2026 Annual Training Quiz: Understanding the People You Support and Cultural Competence

1. 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.

A. True
B. False

2. What word should replace "handicap" in this sentence? "Is there a handicap bathroom in this store?"

A. Accessible
B. Unisex
C. Open
D. Multi-purpose

3. When getting to know someone, questions should be:

A. Surface level
B. Rehearsed
C. Diagnosis based
D. Open-ended

4. Which of the following is considered an open-ended question?

A. "Do you want hamburgers for dinner?"
B. "You have a lot of pictures from traveling. Why do you like traveling?"
C. "Do you like Minecraft or Roblox more?
D. "Do you want to go swimming?"

5. True or False: Using labeling language puts the person last and often emphasizes something negative about the person.

A. True
B. False

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2025-2026 Annual Training Quiz: Building Trusting Relationships and Person-Centered Services

1. True or False: Trust is the foundation of relationships because it allows you to be vulnerable and open up to the person without having to defensively protect yourself.

A. True
B. False

2. Which of the following is an example of Important TO a person:

A. Getting new video games on my birthday
B. Taking medication to control high blood pressure
C. Having an annual physical
D. Brushing teeth

3. True or False: Being present and setting aside any distraction (including your phone) is a way to be a supportive staff.

A. True
B. False

4. Being dependable and reliable includes which qualities?

A. Do what you say
B. Be on time
C. Be accountable and responsible
D. All of the above

5. True or False. Your services are only based upon meeting the person's health and safety needs.

A. True
B. False

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2025-2026 Annual Training Quiz: Positive Support Strategies and Avoiding Power Struggles

1. True or False: Collaboration is all about working together towards a common goal.

A. True
B. False

2. All behaviors serve_____.

A. a purpose
B. to gain power
C. as a way to make someone upset
D. to make friends

3. True or False. There are always reasons behind someone's behavior and we need to take the time to figure it out.

A. True
B. False

4. What should staff do when they recognize a power struggle happening?

A. Escalate the situation
B. Keep arguing to win the struggle
C. Offer ideas and choices
D. Blame the person they support

5. True or False. Once you have worked with someone for several years, you know everything about them. There is nothing new to discover.

A. True
B. False

Lifeworks Services, Inc. is a 501(c)(3) private, nonprofit organization and an equal opportunity employer.
This information can be provided in an alternative format upon request.

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2025-2026 Annual Training Quiz: De-Escalation Techniques

1. Which of the following is the most likely to be a trigger for negative behaviors?

A. Engaging in activities they enjoy
B. Listening and talking
C. Giving the person praise for helping out
D. Being interrupted

2. What is the primary goal during the escalation stage?

A. Encourage the person to use their coping skills
B. Remind them of what they can lose if they keep escalating
C. Lecture the person about their behavior
D. Ignore them so they don't get attention for their behavior

3. True or False: Everyone should receive the same proactive and reactive supports for behavior intervention.

A. True
B. False

4. True or False. If a trigger isn't handled effectively, this can escalate their behavior and even push it into a crisis.

A. True
B. False

5. How should you respond when a person is in the crisis stage?

A. Talk loudly so the person can hear you
B. Use manual restraint immediately
C. Keep all interactions brief and provide calm direction
D. Remind them of the potential consequences

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2025-2026 Annual Training Quiz: Permitted Actions and Prohibited Procedures

1. True or False. Permitted and prohibited procedures apply to all staff that work for a company licensed under MN Statute, chapter 245D.

(A) True
B. False

2. True or False. We can use a prohibited procedure when we are short staffed and someone is displaying aggressive behavior and we need to quickly stop the behavior.

A. True
(B) False

3. Miya hits her head against the wall when upset. Her support team states that it is okay for staff to put their arm between her head and the wall while calmly talking with her. What permitted actions is this?

A. Manual restraint
B. Safe evacuation in an emergency
C. Using punishment
(D) Block or redirect a behavior that may result in injury

4. Is this a permitted or prohibited action: Taking away someone's electric wheelchair because they keep leaving the premises without staff.

A. Permitted
(B) Prohibited

5. True or False. David works the overnight shift at a distribution center and sleeps during the day. He chooses to have room darkening curtains and uses an eye mask to help him sleep. This is considered a prohibited procedure.

A. True
(B) False

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2025-2026 Annual Training Quiz: Restricted Procedures

1. I acknowledge that I have read and understand that Lifeworks does not permit the Emergency Use of Manual Restraint (EUMR) under any circumstances. I understand that, although EUMRs are not allowed at Lifeworks, this training is required by Minnesota Statute 245D. I recognize the importance of being informed about the legal definitions, conditions, and reporting requirements related to EUMRs, as outlined in this training. By acknowledging this statement, I confirm my understanding of Lifeworks' policy and the purpose of this required training.

- o I Acknowledge.

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2025-2026 Annual Training Quiz: Monitoring and Reporting Procedures

1. True or False: Staff accountability is about owning your actions, or taking responsibility for them, and their impacts.

A. True
B. False

2. True or False. Asking for help is one way that we can be accountable for our actions.

A. True
B. False

3. Which of the following is considered an emergency?

A. Car accident
B. Fire
C. Death
D. All of the above

4. True or False. Calling 911 is always your first action to respond to someone's escalating behavior.

A. True
B. False

5. What should be your first responsibility when a person is exhibiting challenging behavior?

A. Call 911 immediately
B. Implement their positive support strategies and de-escalation techniques
C. Lock yourself in the bathroom, then call 911 from safety
D. Ignore it until it goes away

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2025-2026 Annual Training Quiz: Staff Accountability and Self-Care After Emergencies

1. True or False: Coping skills are used to avoid stress completely.

A. True
B. False

2. Which of the following is NOT a recommended self-care activity immediately after an emergency

A. Deep Breathing
B. Take a break if possible
C. Write down your thoughts and feelings
D. Have a glass of wine to calm down

3. What is the primary objective of self-care during and after emergencies?

A. To ignore the emotions and stress
B. To avoid thinking about the emergency
C. To return to work as soon as possible
D. To maintain physical and mental well-being

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

A. True
B. False

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

A. True
B. False

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2025-2026 Annual Training Quiz: Shift Notes

1. True or False: Coping skills are used to avoid stress completely.

A. To share personal opinions about the participant.
B. To report coworker behavior.
C. To document activities and support provided to the participant.
D. To summarize the employee's feelings about the shift.

2. Which of the following should be included in a shift note?

A. What actions you took during the shift.
B. What the participant wore.
C. Your opinion about the participant's mood
D. None of the above.

3. When documenting an activity that took place both in the home and community, you should

A. Only document the home activity.
B. Document both the home and community activities.
C. Skip the note if it's repetitive.
D. Use shorthand like "same as usual"

4. Where must shift notes be submitted?

A. Via email to the manager.
B. Entered into the Pavillio platform with your timesheet.
C. Handwritten and submitted weekly.
D. Entered into a spreadsheet

5. You can report an incident (like suspected abuse) directly in your shift note.

A. True
B. False

Support Plan Addendum/Individual Abuse Prevention Plan Information

SPA/IAPP Review and Acknowledgment Guidelines

Each person receiving services through Lifeworks has a **Support Plan Addendum (SPA)** and an **Individual Abuse Prevention Plan (IAPP)**. These documents are required for anyone receiving a 245D service in Minnesota and serve as essential guides for providing individualized support. At Lifeworks, these two documents are combined into one, referred to as the **SPA/IAPP**.

If you do not have the most recent version of the SPA/IAPP, please request a copy from your **Support Manager** (the person you report to).

Please remember:

- The SPA/IAPP contains **protected health information (PHI)** and must only be shared with individuals who are directly involved in providing support services.
- If you have any questions or need clarification, contact your **Support Manager** or your **Lifeworks Service Coordinator**.

"By signing below, I acknowledge that I have reviewed the SPA/IAPP for the person(s) I work with who receive services from Lifeworks Services. I understand that when there are updates to the person's SPA/IAPP, I will need to review the updates before providing support services for the person. If I have questions about the person's SPA/IAPP, I will contact the supported individual's Authorized Representative (the person I report to)."

Name(s) of people you support: MELISSA DYRHAUG

Employee Name (printed): MARY LOU DYRHAUG

Employee Signature: Mary Lou Dyrhaug

Date Signed: 7/2/25