

1 hour 1 of 3

Training Module 103 Quiz
Program Policies and Procedures 2018

Employee Name: Pamela Giordano Date of Quiz: 07-28-20

Directions: Upon completion, return the quiz and attached Training Summary Form.

Respond to the following statements using True or False

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1. I According to the **Person-Centered Planning and Service Delivery Policy**, person-centered service planning and delivery identify and support what is important to the person, as well as what is important for the person.
2. I The **Service Initiation and Individualized Planning Policy** identifies the Coordinated Service and Support Plan (CSSP) as the document that guides the services to be provided and the responsibilities of Owakihi Inc.
3. I According to the **Temporary Service Suspension Policy**, there are two separate procedures for temporary service suspension and service termination.
4. I The **Service Termination Policy** identifies specific conditions under which Owakihi Inc. is permitted to terminate services.
5. T The **Quality Management Evaluation and Program Improvement Policy** states that comprehensive evaluation methods are used to assess company effectiveness in meeting service recipient outcomes and achieving agency priorities.
6. T The **Service Recipient Rights** provides procedures for exercising and protecting the rights of persons served.
7. I The **Data Privacy and Confidentiality Policy** states that written and verbal exchanges of information regarding persons served are considered to be private and will be done in a manner that preserves confidentiality.
8. T The **Record Retention Policy** describes how Owakihi Inc. maintains the records for service recipients, personnel and program operations.
9. F The **Grievance Policy** lets service recipients know that Owakihi Inc. can take action against them any time if they express grievances.
10. F Based on the **Funds and Property Policy**, it is acceptable to loan money to a person receiving services if he/she gets into a "tight spot".
11. I **Maltreatment of Vulnerable Adults Reporting and Internal Review Policy**: Mandated reporters must report any alleged or suspected abuse, neglect or financial exploitation of a vulnerable adult.
12. I **Maltreatment of Minors Mandated Reporting and Internal Review Policy**: When there is suspected maltreatment of a child, a report must be made to an external (i.e., outside investigative agency) within 24 hours of the mandated reporter becoming aware of the alleged or suspected maltreatment.

13. F According to the **Incident Response and Reporting Policy**, incidents need to be reported as soon as possible after the occurrence but no later than ~~48~~ 72 hours after the incident occurred or the program became aware of the occurrence.
14. T The **Emergency Response and Reporting Policy** identifies response procedures for events that affect the daily operation of the *program* whereas the Incident Policy is for occurrences which involve a *person*.
15. T The **Death of a Person Served Policy** states that if staff discover a person who appears to have died, the first step is to call 911.
16. T **Universal Precautions and Sanitary Practices** identifies hand-washing as the single most important practice for preventing the spread of disease and infection.
17. T Under the **Alcohol and Drug Use Policy**, staff are prohibited from using alcohol or drugs *in any manner* that could impair their ability to provide care or service to persons served.

Complete the correct answer(s) below

18. The **Prevention of Fraud, Abuse and Waste Policy** provides examples of improper conduct.

a. Circle the activities below which are not acceptable:

- (1) Falsifying the records of service recipients
- (2) Submitting false or misleading time cards
- (3) Embezzlement
- (4) Mishandling Owakihi Inc. funds or funds of persons served

b. If you have questions or concerns regarding company operations, who is the first company representative you should speak with? DC or DM

c. Who is another person that can address your questions or concerns? shift lead or HQ

19. Emergency Use of Manual Restraint (EUMR) Policy

a. What are the allowed manual restraints that may be used by staff on an emergency basis?

- 1. Physical escort/walking: stages 1 and 2
- 2. Arm restraint/one person standing: 1 arm and 2 arm
- 3. Arm restraint/one staff person sitting: 1 arm and 2 arm
- 4. 2 arm

b. What are the 3 conditions that must be met if an emergency use of a manual restraint is used?

- 1. Immediate intervention must be needed
- 2. Must be the least restrictive intervention
- 3. Must end when the threat of harm ends

20. Safe Medication Assistance and Administration Policy: What are the three levels of medication

involvement identified in the policy?

1. Medication assistance
2. Medication administration
3. Medication authorization

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21. The **Safe Transportation Policy** identifies several precautions to be taken when transporting a person receiving services. Identify three:

- a. Make sure vehicle is in good condition
- b. No technology use when driving clients
- c. Everyone must wear seatbelts

22. The **Orientation and Training Policy** identifies at least 2 methods of implementing "competency-based" orientation and training.

- a. Knowledge testing
- b. Observed skill assessment

Fill in the blanks below

23. Identify two methods that you can locate and access the Owakihi Inc. policies and procedures:

- a. Employee Handbook
- b. Policy + procedures binder

24. Please identify any questions that you have at this time regarding Owakihi's policies and procedures.

N/A

EMPLOYEE ACKNOWLEDGEMENT: By signing here I acknowledge that I am responsible for knowing the Owakihi, Inc company policies and that I have taken this test:

[Signature]
Signature of Employee

07-28-20
Date

KNOWLEDGE TESTING BY TRAINER

- Note the question(s) answered incorrectly, and the action taken to assure that the employee understands the correct response(s) _____

- The employee identified above has demonstrated competency in completion of the quiz questions. (If not, refer employee to Supervisor.)

[Signature]

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