



**Home Care**  
Association of America

**HOME CARE ASSOCIATION OF AMERICA  
LEVELS OF CARE EXAM SERIES**

**LEVEL II – PERSONAL CARE ASSISTANT**

Thank you to the Indiana Association for Home and Hospice Care, Inc.  
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**NOTE TO EXAM ADMINISTRATOR: THE ANSWER KEY FOR  
THIS EXAM IS INCLUDED AT THE END OF THE BOOK.  
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INDIVIDUALS TAKING THE EXAM**

**Home Care Association of America**

[www.hcaoa.org](http://www.hcaoa.org)

## LEVEL II – PERSONAL CARE ASSISTANT TEST

NAME: \_\_\_\_\_ DATE: \_\_\_\_\_

Choose **ONE** correct answer for each multiple-choice question. Read carefully and enter the correct answer on the answer sheet.

### COMMUNICATION SKILLS

1. To BEST communicate with a client who is totally deaf, the personal care assistant should:
  - a. Smile frequently and speak loudly
  - b. Smile often and talk rapidly
  - c. Avoid eye contact
  - d. Write out information
2. Mr. Smith often makes you uncomfortable because of sexual statements. Occasionally he will touch you in an inappropriate place. What is the **BEST** way to handle this situation?
  - a. Tell him that it is unacceptable behavior and call your supervisor to report the situation
  - b. Tell him to keep his hands to himself
  - c. Tell him that you will tell his family
  - d. Push his hands away and tell him to “stop it”
3. How should the caregiver handle a situation when the client expresses a religious belief with which the personal care assistant does not agree?
  - a. Clients have a right to their own beliefs, which should be respected by the personal care assistant
  - b. Clients should be told not to discuss their beliefs with personal care assistants
  - c. Personal care assistants should explain their beliefs to clients
  - d. Personal care assistants should pretend to have the same beliefs that clients have

### OBSERVATION, REPORTING, AND DOCUMENTATION

4. After arriving to care for Ms. Smith, she complains she has had severe cramping pains in the calf of her right leg for the last two hours. Call your supervisor to report this, and then record on your documentation notes:
  - a. “States she has leg cramps”
  - b. “Complains of pain”
  - c. “Right leg hurts a lot”
  - d. “States she has had severe cramping in the calf of her right leg for the last two hours”
5. A client complains that he has fallen two times in the past three days. What should you do once you become aware of this information?
  - a. Ask the client when and what happened when he fell
  - b. Report the falls to your supervisor
  - c. Check the client for possible injury
  - d. All of the above

## **OBSERVATION, REPORTING, AND DOCUMENTATION CONT.**

6. It is time to help Mrs. Kelly with her bath, but she tells you she is in too much pain to take the bath. What should you do?
  - a. Tell her that you are going to leave if she doesn't take her bath
  - b. Give her the bath anyway, it will help her feel better
  - c. Call your supervisor and report the situation
  - d. Call 911 or the medical emergency number in your area

## **INFECTION CONTROL**

7. While performing care for a client, you need to wash your hands:
  - a. After you empty a bedside commode
  - b. Before you leave the client's home
  - c. Before you give physical care to the client
  - d. All of the above
8. When should you use Standard Precautions?
  - a. Use only for client's with the Human Immunodeficiency Virus (that causes AIDS) or Hepatitis B Virus
  - b. Use only for clients with airborne diseases such as tuberculosis
  - c. Use when providing care for all clients
  - d. Use only if you have a cold or the flu
9. Which of the following Standard Precautions should you practice when providing personal care for a client?
  - a. Dispose of infectious wastes in a leak-proof container
  - b. Wear gloves at all times when caring for the client
  - c. Wear a gown when handling linens that contain body fluids
  - d. All of the above

## **BODY FUNCTIONS AND BEHAVIORAL AND PHYSICAL CHANGES**

10. A client with dementia exhibits which of the following behaviors?
  - a. Loses the ability to perform self-care
  - b. May be angry, restless, or irritable
  - c. Loses the ability to make judgments
  - d. All of the above
11. Mrs. Thomas tells you that she hasn't had a bowel movement for four days. What is the first thing you should do?
  - a. Give her an enema
  - b. Notify your supervisor
  - c. Tell her to drink more prune juice
  - d. Tell her to increase the fiber in her diet

## **BODY FUNCTIONS AND BEHAVIORAL AND PHYSICAL CHANGES CONT.**

12. Mr. Mattingly has Alzheimer's disease. You are there to help him with bathing, as he can no longer perform activities of daily living independently. He is always grabbing onto you or the washcloth during the bath. What should you do to prevent this from happening?
- Tell him in a loud voice to stop
  - Restrain his arms and hands during the bath
  - Tell the supervisor that there need to be two assistants assigned, so that you can do the bath
  - Give him something to hold during the bath

## **EMERGENCY PROCEDURES**

13. Mr. Smith suddenly complains of intense, squeezing pain in the chest that goes down the arm. He is also sweating profusely. What should you do first for Mr. Smith?
- Massage the client's chest and arm
  - Assist the client back to bed
  - Call the agency to report your findings
  - Call for emergency help immediately (Equivalent of dialing 911 or numbers in your area)
14. When a client has a minor burn what is the **BEST** thing to do?
- Use cool water over the burned area and call your supervisor immediately
  - Apply powder to the burned area
  - Do nothing, it is only a minor burn
  - All the above

## **NUTRITION**

15. Mrs. Smith, age 85, does not eat much because she does not like to eat. To improve the amount she eats, you could:
- Give her extra helpings and tell her to eat everything on her plate
  - Do not offer food to her at all since she does not like to eat
  - Serve small helpings of foods that she likes in pleasant surroundings
  - All of the above
16. What problems could develop if your client does not have enough fluids?
- Swelling
  - Diarrhea
  - Dandruff
  - Constipation

## **DEVELOPMENTAL NEEDS**

17. When an elderly client complains of pain, what should the Personal Care Assistant do to assist the client?
- Nothing because pain is part of the aging process
  - Give them a double dose of their pain medication
  - Tell them to go to sleep, rest always helps the pain go away
  - Ask the client to describe the pain so that you can accurately report it to your supervisor
18. An elderly person may have difficulty with eating because of the following:
- Loss of teeth and improperly fitted dentures
  - Decreased sense of smell and taste
  - Depression/disease process
  - All of the above

## **PERSONAL CARE**

19. When assisting a client with personal care, the personal care assistant should expose only the area of the body to be washed at one time. This practice:
- Protects the client's right to privacy
  - Avoids embarrassing the client
  - Protects the client from being chilled
  - All of the above
20. Urinary leg bags are used for:
- Catheterized male clients
  - Catheterized clients who are up and out of bed
  - Catheterized clients who are confined to bed
  - Catheterized clients who have a decreased urinary output
21. When assisting with a partial bed bath, how often should the water be changed?
- As often as needed to have warm, clean water at all times
  - Once is all that is necessary
  - Only after the client washes the perineal area
  - Only after the client has washed the front half
22. Why is it important that a client have good mouth care?
- Bacteria in the mouth can cause tooth decay and gum infections
  - The saliva in the mouth is the source of stomach juices
  - Poor oral hygiene causes more saliva to be made
  - Poor oral hygiene interferes with the sense of smell

## **PERSONAL CARE CONT.**

23. The personal care assistant is helping Mrs. Elden with her bath. Mrs. Elden prefers to wash her perineal area herself. Which of these measures should the personal care assistant take?
- Have Mrs. Elden use cold water only in washing her perineal area
  - Have Mrs. Elden use no soap when washing her rectal area
  - Remind Mrs. Elden to wash front to back
  - Remind Mrs. Elden to wash back to front
24. You are to assist Mr. Stone into the shower. To be sure the water is not too hot, what should you do?
- Ask Mr. Stone to place his hand in the shower to test the water temperature
  - Use half hot water and half cold water to ensure the proper water temperature
  - Allow the shower to run for ½ hour so that it reaches room temperature
  - Test the water temperature on your inner wrist
25. Mrs. Willow's Foley catheter is attached to a drainage bag. The drainage bag should always be kept
- Below the level of the bladder
  - At the level of the bladder
  - 12 inches above the level of the bladder
  - 3 feet above the level of the bladder
26. An elderly client occasionally wets his trousers. What should you do?
- Give him fluids with his meals only
  - Avoid giving him coffee and tea
  - Tell him if he urinates on himself, he will have to wear diapers
  - Encourage him to go to the bathroom at least every two hours

## **SAFE TRANSFER TECHNIQUES AND AMBULATION**

27. You are assisting your client in a transfer when he suddenly becomes weak and begins to fall. You should:
- Quickly grab a chair and seat the client
  - Call for help
  - Help the client gently to the floor
  - Carry the client back to bed
28. You need to get Mrs. Jones from the bed to the wheelchair. She has left-sided weakness due to a stroke. Which step would you do first to insure a safe transfer?
- Have Mrs. Jones put her arms around your neck and lift her to a sitting position
  - Place your arms under Mrs. Jones' armpits and swing her to the wheelchair in one smooth move
  - Assist Mrs. Jones to the edge of the bed and allow her to get her balance
  - Stand on Mrs. Jones' left side, bend at your waist, keep your knees locked and lift on the count of three

## **SAFE TRANSFER TECHNIQUES AND AMBULATION CONT.**

29. Before helping a client into or out of a wheelchair, which of these actions is necessary?
- Have the brakes unlocked and leave the foot rests down
  - Lock the brakes and fold the foot rests up
  - Have the brakes unlocked and the foot rests up
  - Lock the brakes and leave the foot rests down
30. A client who has been in bed wants to get up in a chair. You assist him to sit on the edge of the bed. The client says, "I'm dizzy." What should you do?
- Rub the client's feet
  - Help the client to a standing position and see if the dizziness goes away
  - Put a cool compress on the client's head
  - Support the client in a sitting position and wait a minute or so to see if the dizziness goes away

## **NORMAL RANGE OF MOTION AND POSITIONING**

31. A client lying on his back has slid down in bed and needs help moving up in bed. To start this, the client should, if possible:
- Raise himself on his elbows
  - Separate his legs widely
  - Arch his back
  - Flex his knees and push with his heels
32. Which one of the following answers best defines Range of Motion (ROM) exercises?
- Exercises that take a body part through its entire ability of motion
  - Exercises that relieve motion sickness
  - Exercises performed on people age 75 and older
  - Exercises performed only on legs
33. Ideally, a client's exercise routine should be done:
- Only when the caregiver is ready to do them
  - The exact time every day no matter if the client wants to do them now
  - As directed by the care plan
  - None of the above



## ASSISTING WITH SELF-MEDICATIONS

34. Which statement is **INCORRECT**?
- The personal care assistant may get a pill bottle from a cabinet and bring the bottle to the client at the client's request
  - The personal care assistant should observe and document if the client takes his/her medication
  - If the nurse or family forgets, the personal care assistant may take the right dose of medication out of the bottle and give it to the client with Alzheimer's disease
  - The personal care assistant may help clients to remember to take their medications
35. Ms. Jones has been prescribed oxygen for when she walks around the house. You notice she rarely uses it and when she does, she seems sleepier.
- You advise Ms. Jones to continue using the oxygen as it has been prescribed
  - You call your supervisor immediately and report this behavior
  - You call the oxygen company and have them take the equipment out of the home
  - You do nothing

## LEVEL II – PERSONAL CARE ASSISTANT TEST – ANSWER KEY

- |       |       |
|-------|-------|
| 1. d  | 26. d |
| 2. a  | 27. c |
| 3. a  | 28. c |
| 4. d  | 29. b |
| 5. d  | 30. d |
| 6. c  | 31. d |
| 7. d  | 32. a |
| 8. c  | 33. c |
| 9. d  | 34. c |
| 10. d | 35. b |
| 11. b |       |
| 12. d |       |
| 13. d |       |
| 14. a |       |
| 15. c |       |
| 16. d |       |
| 17. d |       |
| 18. d |       |
| 19. d |       |
| 20. b |       |
| 21. a |       |
| 22. a |       |
| 23. c |       |
| 24. d |       |
| 25. a |       |

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