



**Home Care**  
Association of America

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

**LEVEL I – HOMEMAKER/COMPANION**

Thank you to the Indiana Association for Home and Hospice Care, Inc.  
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**NOTE TO EXAM ADMINSTRATOR: 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 I – HOMEMAKER/COMPANION 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. Communication is best defined as:
  - a. Exchanging information with others
  - b. Stating your feelings and facts to others
  - c. Writing or drawing a picture for others
  - d. Giving your opinion to others
  
2. Ms. Jones accuses you of stealing twenty dollars. You did not take the money, but Ms. Jones does not believe you. What should you do?
  - a. Ask the other homemaker/companion for Ms. Jones if they took the money
  - b. Ask the client why you are being accused
  - c. Notify your agency supervisor
  - d. Offer to give the client the twenty dollars
  
3. Which is an example of confidential client information?
  - a. Is a former bank president in town
  - b. Was a professional athlete
  - c. Has AIDS
  - d. All of the above

### **OBSERVATION, REPORTING, AND DOCUMENTATION**

4. The guidelines for documentation of care in the home include which of the following?
  - a. If a task is not recorded, it is assumed not to have been done
  - b. If you make a mistake recording tasks performed, draw a single line through the mistake, record the correct information, and initial the correction.
  - c. You may not record activities performed by other personnel
  - d. All of the above
  
5. A homemaker/companion's responsibility is to:
  - a. Do what ever the client wants even if it is not on the service plan/assignment sheet
  - b. Make necessary changes in the service plan/assignment sheet
  - c. Report changes in the client's condition to the supervisor
  - d. All of the above

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

6. A homemaker/companion is behind schedule in seeing all of the assigned clients, so she decides to skip part of the care of her last client, but she documented that a visit was completed as assigned. This is an example of:
  - a. Fraud
  - b. Unethical behavior
  - c. Lying
  - d. All of the above

## **HOMEMAKING TASKS**

7. To change the linens on a bed, the homemaker should:
  - a. Gather all clean linens prior to performing the task
  - b. Remove soiled linens by folding end to end
  - c. Tuck the ends of the top sheet along the mattress end and on the corners
  - d. All of the above
8. The homemaker plan lists “clean floors”. This task includes:
  - a. Vacuuming
  - b. Sweeping
  - c. Mopping
  - d. All of the above
9. Cleaning the bathroom includes cleaning the following:
  - a. Tub/shower
  - b. Sink and toilet
  - c. Floor
  - d. All of the above

## **BEHAVIORAL AND PHYSICAL CHANGES**

10. Mr. Smith is a client with dementia and he is becoming very agitated. Which of the suggestions listed below would be helpful in dealing with Mr. Smith’s behavior?
  - a. Stay calm and be patient with Mr. Smith
  - b. Offer diversion or entertainment for Mr. Smith
  - c. Be agreeable with him
  - d. All of the above

## MAINTENANCE OF A CLEAN SAFE ENVIRONMENT

11. Which of the duties listed below would a homemaker/companion do to promote a safe home environment for the client?
  - a. Make sure to use proper infection control procedures including proper hand washing techniques
  - b. Make sure all poisons are locked up
  - c. Make sure all walkways are clear.
  - d. All of the above
  
12. The proper way to extinguish a grease fire is to:
  - a. Use a fire extinguisher to put out the fire
  - b. Smother it out with a lid
  - c. Pour baking soda over the fire
  - d. All of the above
  
13. Which product listed below is also a disinfectant?
  - a. Windex
  - b. Laundry detergent
  - c. Bleach
  - d. Liquid stain remover

## EMERGENCY PROCEDURES

14. What is the **BEST** procedure to follow when you have a fire in the home?
  - a. Tell the client to be calm, call the fire department, and then take the client out of the house
  - b. Get the client and yourself out of the house and call the fire department
  - c. Try and put the fire out yourself
  - d. Call your supervisor and the fire department, and then leave the house
  
15. What is the **MOST** important number to call in case of a medical emergency of a non-hospice client?
  - a. A family member
  - b. The doctor
  - c. The emergency medical service (Equivalent of 911 or the numbers in your area)
  - d. Your agency
  
16. You arrive at a client's home that lives alone. She does not answer the door when you knock and the door is locked. What do you do **FIRST**?
  - a. Call the emergency medical service
  - b. Call the client's family
  - c. Call the agency and report your findings
  - d. Go to the next client

## **INFECTION CONTROL**

17. Which is the best method for removing soiled linen from the client's bed?
- Shake the linen, then fold
  - Roll or fold linen hem to hem
  - Throw soiled linen on the floor
  - Inspect the linen for any tears
18. The proper procedure for hand washing includes all of the following **EXCEPT**?
- Wash two (2) inches above the wrist
  - Keep fingertips pointed downwards
  - Work up a good, soapy lather and use proper friction for at least 20 seconds
  - Turn off the faucet with wet hands when done

## **BODY MECHANICS AND POSITIONING**

19. Which of these statements describe good body mechanics?
- Carry heavy objects as far from your body as possible
  - Bend the knees when lifting an object off the floor
  - Bend over at the waist when lifting an object from the floor
  - Lift rather than push a heavy object
20. Which muscles are the best for lifting an object?
- Arm
  - Hand
  - Back
  - Leg

## **NUTRITION**

21. The Food Guide Pyramid is:
- A way to organize your shopping list
  - A listing of food and vitamins
  - A list of items that should be included in our diet each day
  - A guide that lists the food we should eliminate from our diet
22. When preparing a meal for the client, remember to:
- Consider the likes and dislikes of the client
  - Make the meal time an attractive and pleasant experience for the client
  - Take into consideration any cultural or religious preferences
  - All of the above

### **DEVELOPMENTAL NEEDS**

23. Mr. and Mrs. Williams are both in their 70's. They seem to be distressed about changes that are affecting their lives. Which of the following would be stressful?
- A change in Social Security benefits
  - One of them is diagnosed with a terminal illness
  - Moving from their home to a retirement community
  - All of the above
24. Which of the statements is true about any client with disabilities?
- They are sick and should be treated as such
  - They need as much help as you can give
  - They need to be as independent with self-care as possible
  - They need repeated instruction to do a task

### **ASSISTING WITH SELF-MEDICATIONS**

25. The homemaker/companion should:
- Remind clients to take their medications
  - Document and report to their supervisor if the client refuses to take their medications
  - Give the client water or other liquid, if allowed, to help in swallowing the medication(s)
  - All of the above

## **LEVEL I – HOMEMAKER/COMPANION TEST – ANSWER KEY**

1. a
2. c
3. d
4. d
5. c
6. d
7. d
8. d
9. d
10. d
11. d
12. d
13. c
14. b
15. c
16. c
17. b
18. d
19. b
20. d
21. c
22. d
23. d
24. c
25. d

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