



APC Policy Quiz #1

Score: _____ / 23

INSTRUCTIONS: Please write the letter of your answer in the box in the far right column. Please give only ONE answer per question. Please refer to the Caregiver Handbook for your answers.

Name: _____ Date: _____

Question	Choices	Answer
1. Timesheets are required on:	(a) Elder care jobs (b) Child care jobs (c) Facility jobs (d) All jobs	
2. Timesheets for Monday, Jan 1-Sun, Jan 7 are due in to the agency no later than the close of business on:	(a) Monday, Jan 8 (b) Tuesday, Jan 9 (c) Wednesday, Jan 10 (d) Thursday, Jan 11	
3. Nursing Notes (care notes) are to be completed and submitted to the agency on:	(a) Every elder care job (b) Every personal assistant job (c) Every nanny job (d) Every job	
4. Accepting direct work from an agency client outside of the agency is:	(a) Expected (b) Permitted (c) Prohibited (d) Recommended	
5. The following caregiver error can cause an insurance company to delay or disallow payment:	(a) There is a spelling error on the nursing notes (b) The dates and times worked reported on the timecard and on the nursing notes don't match up (c) There isn't an entry for every day of the week (d) Something in the notes is illegible	
6. Discussing your personal problems with a client while working on the job is:	(a) Strictly prohibited (b) Not recommended (c) Encouraged (d) Required	
7. It is 10:00pm and you discover that you cannot go to tomorrow's assignment. You should:	(a) Arrange your own replacement (b) Call the agency immediately and leave a voicemail (c) Call the agency in the morning (d) Call the agency immediately and reach the on-call counselor	

8. Which are requirements to work with the agency?	(a) Driver's license, CPR, Auto Insurance and DMV Printout (b) First Aid, Green Card, Resume and AIDS test (c) Background check, TB test, CPR and First Aid (d) TB test, DMV Printout, CPR and Driver's License	
9. After starting an assignment, the client starts changing the schedule and adding more hours. You should:	(a) Keep the changes between you and the client (b) Inform the agency (c) Politely refuse the additional hours (d) Inform the agency only if you cannot work the additional hours	
10. If a client needs health-care supplies, the best way to help get them is to:	(a) Check the APC resource center to see if we offer them (b) Go to the store and buy the supplies and bring them to the client (c) Drive around the neighborhood to see what stores there are (d) Look in the phone book	
11. A referral fee will be paid for all caregiver referrals once the person referred:	(a) Comes into the office to apply (b) Works for 3 days (c) Calls for an appointment (d) Passes the probationary period	
12. Having a valid driver's license, working car and auto insurance:	(a) Is required to work with the agency (b) Will allow you to get called for more jobs (c) Will mean that you will automatically earn more money (d) Will make no difference when assigning jobs to you	
13. The agency defines a job as being confirmed by the caregiver:	(a) At the moment it is assigned to the caregiver (b) After the caregiver confirms with the client and notifies the agency (c) After the caregiver arrives on the job and notifies the agency (d) When the caregiver turns in his/her timesheet(s)	
14. Being late to an assignment is:	(a) Expected from all workers (b) Allowed within reason (c) A serious employment issue (d) Unavoidable so don't worry about it	
15. What items are acceptable to wear at work?	(a) Scrubs, sneakers and latex gloves (b) Earrings, bracelets and rings (c) Expensive designer clothing items (d) All of the above	
16. The client has not paid you as promised. You should:	(a) Just take whatever the client gives you (b) Quit the job immediately (c) Inform the agency immediately (d) Help yourself to the client's valuables	
17. You are on a payroll job and you have a question about your paycheck. You should discuss the issue:	(a) With the client while working (b) With the client after the shift (c) With the client and the agency (d) With the agency after the shift	

18. When on a day assignment at a client's home, it is ok to	(a) Bring over your friends or relatives to keep you company (b) Borrow the client's car to get your dry-cleaning (c) Take a nap if you feel tired (d) Use the client's phone to call the agency	
19. If a dementia patient gets upset and tells you to leave his home, you:	(a) Must not leave until a replacement arrives and you should also notify the agency (b) Should not leave until a replacement arrives and you must also notify the agency (c) Must leave the home immediately and you should also notify the agency (d) Should leave the home immediately and you should also notify the agency	
20. If your patient is taking illegal narcotics or drinking alcohol excessively, you should	(a) Ignore it, it is not your business (b) Contact the agency for direction (c) Confiscate the drugs or alcohol and throw them away (d) Call the police	
21. If you are on an assignment and get a call from a relative with an emergency, you should	(a) Leave immediately and go handle the emergency (b) Call a friend to come replace you on the assignment (c) Take the patient with you to go handle the emergency (d) Contact the agency for direction	
22. If you want to pick up your paycheck from the agency, you need to	(a) Just come to the office to get it (b) Call the agency by Thursday 5pm and tell them you want to pick it up (c) Make an appointment (d) Bring your photo ID with you	
23. In between agency assignments, you	(a) Are still considered employed by the agency (b) Are eligible to file for unemployment insurance benefits (c) Have no obligation to adhere to the agency contract (d) Are still covered by the agency's worker's comp insurance	