



## PCA CERTIFICATION TEST

---

Name: \_\_\_\_\_

Score: \_\_\_\_\_ Agency: \_\_\_\_\_

Date: \_\_\_\_\_

Pass/Fail: \_\_\_\_\_

**You must pass each section with a score of 70%. You may retake the test.**

*Read each question carefully and select the correct answer.*

---

### **TRUE OR FALSE**

**Circle either True or False for each question.**

### **1. Preventing Emergency Situations and What to do in an Emergency**

You should call 911 when the individual:

1. TRUE FALSE falls.
2. TRUE FALSE is complaining of chest pain.
3. TRUE FALSE is choking.
4. TRUE FALSE complains about a family member.
5. TRUE FALSE loses consciousness.
6. TRUE FALSE is having trouble breathing.

**TRUE OR FALSE**

**Circle either True or False for each question.**

**Emergency Procedures**

When there is an emergency you should:

1. TRUE FALSE Take the individual to the hospital in your own car.
2. TRUE FALSE Lift an individual up to a chair after a fall.
3. TRUE FALSE Immediately report the incident to your supervisor and the individual's care manager.
4. TRUE FALSE Never let an individual smoke near oxygen.
5. TRUE FALSE Look for all accessible exits in case there is a fire.
6. TRUE FALSE Wait in the emergency room with individuals who have dementia or Alzheimer's disease so you can assist hospital staff. Clear this with your agency.
7. TRUE FALSE Encourage the individual to use his/her walker or cane to prevent falls.
8. TRUE FALSE Let the individual navigate around furniture and clutter to get to the bathroom.
9. TRUE FALSE Let the individual turn the lights down low when she/he is walking.
10. TRUE FALSE Let the individual try to get up on her/his own after falling. You do not need to report falls when the individual seems to be okay.

**TRUE OR FALSE**

Circle either True or False for each question.

**2. Universal Precautions**

**Gloves**

When you are caring for the individual, you should always wear gloves when:

1. TRUE FALSE      You touch urine or stool.
2. TRUE FALSE      An individual is toileting.
3. TRUE FALSE      Handling laundry.
4. TRUE FALSE      It's cold outside.
5. TRUE FALSE      Taking out the garbage.

**Hand Washing**

When should you wash your hands?

6. TRUE FALSE      After changing the individual's Depends.®
7. TRUE FALSE      After toileting the individual.
8. TRUE FALSE      After you have used your cell phone.
9. TRUE FALSE      After taking out the garbage.
10. TRUE FALSE      After cleaning and disinfecting surfaces.

**TRUE OR FALSE**

**Circle either True or False for each question**

**3. Communication**

To communicate well with the individual, you should:

1. TRUE FALSE Allow the individual to tell you what he/she needs or wants.
2. TRUE FALSE Tell the individual your life story and your problems.
3. TRUE FALSE Ask questions if you don't understand.
4. TRUE FALSE Pay attention of the individual's body language such as facial expressions, tone of voice or body posture.
5. TRUE FALSE Spend time on your cell phone.
6. TRUE FALSE With individuals who have dementia or Alzheimer's disease, don't use too many words or long explanations because this may be confusing.
7. TRUE FALSE Some individuals may not be able to speak so just smile and go about your business.
8. TRUE FALSE Contact your supervisor and the care manager if you notice a difference in the individual's ability to move, gesture, or pained facial expressions.
9. TRUE FALSE Interrupt the individual if they are talking too long to tell you what they need and tell him/her to get to the point.
10. TRUE FALSE You should let the individual know how you feel about politics and religion.

**TRUE OR FALSE**

**Circle either True or False for each question.**

**4. Change in an Individual's Condition**

When there are changes in an individual's condition:

1. TRUE FALSE            You should report changes in condition immediately to your supervisor and the individual's care manager. Do not leave a voice mail. Speak to a live individual.
  
2. TRUE FALSE            If you see red spots on the individual's skin, it is okay to wait to report it until it gets worse.
  
3. TRUE FALSE            A sudden change of appetite should be reported immediately to your supervisor and the care manager.
  
4. TRUE FALSE            If the individual has difficulty urinating, constipation or frequent diarrhea, you can wait to see if it will get better.
  
5. TRUE FALSE            If the individual starts yelling, saying mean things and is angry all the time, you should report this to your supervisor and the care manager.
  
6. TRUE FALSE            You notice that the individual is starting to sleep a lot more. You don't need to report this to your supervisor. Since the individual is tired, you put the individual in bed for naps more often.
  
7. TRUE FALSE            Individuals who cannot change position in bed or in a chair should be repositioned every two hours.
  
8. TRUE FALSE            A loss of appetite may be due to dentures that don't fit right which make it hard for the individual to chew food.

PCA Certification Test

9. TRUE FALSE It is important for an individual to drink enough fluids to prevent dehydration unless there is a fluid restriction in the individual's care plan.
10. TRUE FALSE Older people's skin tears very easily and it is important to prevent bumps and scrapes.

**TRUE OR FALSE**

Circle either True or False for each question.

**5. Positioning**

Why is Proper Positioning Important?

1. TRUE FALSE To relieve the pressure on various body parts.
2. TRUE FALSE To help the individual see the television.
3. TRUE FALSE To help the individual be comfortable.
4. TRUE FALSE To prevent health problems from being in bed a long time.
5. TRUE FALSE To prevent bed sores.

What are the Procedures for Proper Positioning?

6. TRUE FALSE Have all necessary assistive equipment ready.
7. TRUE FALSE Make sure the individual is safe and comfortable.
8. TRUE FALSE Pull the individual across the bed.
9. TRUE FALSE Reposition the individual every two hours unless the individual is sleeping.
10. TRUE FALSE Take note of redness or irritation on the skin so you can report it if it gets worse.
11. TRUE FALSE Get assistance if the individual is too heavy.

**TRUE OR FALSE**

Circle either True or False for each question.

**6. Lifting**

What are the Proper Procedures for Lifting?

1. TRUE FALSE      Bend over, grab the individual under the arms and lift
  
2. TRUE FALSE      Stand close to the individual.
  
3. TRUE FALSE      Use as many muscle groups as possible for moving the individual to reduce the stress on the back.
  
4. TRUE FALSE      Squat and stand to lift a heavy individual.
  
5. TRUE FALSE      Figure out on your own how to use a Hoyer lift to lift a heavy individual.
  
6. TRUE FALSE      Coordinate your movements with the individual's movements.
  
7. TRUE FALSE      To change the direction of the individual's movement, twist your body, bend over and lower the individual.
  
8. TRUE FALSE      Keep your back straight, knees and hips flexed, with weight distributed on both feet.
  
9. TRUE FALSE      When you are lifting, you should hold the individual about 12 inches away from you.
  
10. TRUE FALSE      Do not attempt to lift an individual who is too heavy for you.

**True or False**

**Circle either True or False for each question.**

**7. Transfers**

How do you transfer an individual safely?

1. TRUE FALSE      The individual should be wearing shoes or slippers.
  
2. TRUE FALSE      The position of the wheelchair is not important as long as the wheels are locked.
  
3. TRUE FALSE      The individual's commode should be next to the bed so the individual can be transferred easier.
  
4. TRUE FALSE      When toileting the individual, you should assist the individual to a standing position, help the individual pull down her/his pants, and safely place the individual on the toilet.
  
5. TRUE FALSE      If the individual appears to be steady, you can allow the individual to transfer himself/herself.

**TRUE OR FALSE**

**Circle either True or False for each question.**

**8. Medication**

What are the proper procedures for helping an individual to take medication?

1. TRUE FALSE      The PCA may take the pills out of the containers and give them to the individual.
2. TRUE FALSE      The PCA never gives the individual injections.
3. TRUE FALSE      The PCA may assist the individual with opening the pill bottle and remind the individual to take the medication as prescribed.
4. TRUE FALSE      The PCA may take some of the individual's pills.
5. TRUE FALSE      The PCA may give the individual medications even though the pills have fallen on the floor.
6. TRUE FALSE      If you drop the med box, do not give the individual the pills and contact your supervisor.
7. TRUE FALSE      It is okay for the PCA to crush medicine and put it in applesauce or pudding if the individual doesn't want to take their pills.
8. TRUE FALSE      If the medications look different or messed up, you should notify your supervisor after you give the medication to the individual.
9. TRUE FALSE      Do not give pills or medicine, like cold medicine, you get from the store.

**TRUE OR FALSE**

Circle either True or False for each question.

**9. Caregiver Boundaries**

Which of these are considered good boundaries?

1. TRUE FALSE                      You and the individual give each other gifts for holidays, birthdays and other occasions.
  
2. TRUE FALSE                      The individual needs some items at the store so you take the debit card to shop during the individual's nap. You can also buy some items for yourself if the individual says it's okay.
  
3. TRUE FALSE                      You should always get a receipt when using the individual's money to buy things.
  
4. TRUE FALSE                      You ask your friend to deliver food for you at the individual's home.
  
5. TRUE FALSE                      You are an employee in the individual's home.
  
6. TRUE FALSE                      If the individual goes to a nursing home, you should visit the individual while you are off duty.
  
7. TRUE FALSE                      If you can't find a babysitter and there is no one to replace you, it is okay to bring your children to the individual's home while you are working.
  
8. TRUE FALSE                      You can tell the individual when you are having problems like not having enough money, problems with your boyfriend/girlfriend or your children.
  
9. TRUE FALSE                      If you don't have a car and don't want to take the bus, you can have your boyfriend/girlfriend take you to work at the individual's home.

10. TRUE FALSE      You should never friend the individual on Facebook and never post anything about her/him such as pictures or comments, good or bad.

**TRUE OR FALSE**

Circle either True or False for each question.

**10. Individuals with Acquired Brain Injury**

An individual with an acquired brain injury might:

1. TRUE FALSE                      Might not understand what you say.
  
2. TRUE FALSE                      Remember everything he/she hears you and others say.
  
3. TRUE FALSE                      Not be able to say what they want to say.
  
4. TRUE FALSE                      Be very focused and totally concentrate on things.

If an individual becomes angry, you should:

1. TRUE FALSE                      Tell the individual he/she needs to calm down and stop talking.
  
2. TRUE FALSE                      Move fast and stand close to the individual.
  
3. TRUE FALSE                      Remain calm and speak softly.
  
4. TRUE FALSE                      Threaten the individual with negative consequences if he/she doesn't calm down.
  
5. TRUE FALSE                      Put the individual in a corner of the room and limit where he/she can move.

**TRUE OR FALSE**

**Circle either True or False for each question.**

**Causes of Agitation and Aggression in Individuals with Dementia or Alzheimer's Disease**

1. TRUE FALSE Individuals usually get angry for a reason so it is helpful if you can figure out the reason the individual is angry.

2. TRUE FALSE If the individual starts getting stressed and frustrated, try to help before she/he gets upset.

3. TRUE FALSE Individuals who need PCA services are usually lonely so you should encourage a lot of people to come over and have a lot of loud music in the home to cheer her/him up.

4. TRUE FALSE If you are a new PCA meeting the individual for the first time, and she/he gets upset and says mean things to you, it's just because the individual is unfriendly and grouchy.

6. TRUE FALSE The individual may not be able to tell you that he/she is sitting on a wet Depends®, has to go to the bathroom and start getting upset and angry.

**TRUE OR FALSE**

**Circle either True or False for each question.**

**10. Reporting Abuse, Neglect, Exploitation and Abandonment**

1. TRUE FALSE                      For individuals who are aged 65 and older, you and your agency are legally required to report abuse, neglect, exploitation and abandonment to Protective Services for the Elderly.
  
2. TRUE FALSE                      You should contact your supervisor and the care manager immediately if you see or suspect abuse.
  
3. TRUE FALSE                      You arrive for your shift in the morning and discover that no one has been with the individual since the evening before. Since the individual is fine, there is no need to report this.
  
4. TRUE FALSE                      The individual tells you that a relative has been taking money out of his/her bank account, using the individual's EBT card to buy their own groceries and using the individual's credit card to shop. This is an example of neglect.
  
5. TRUE FALSE                      When you arrive for your shift, you see the individual's neighbor yelling, threatening to hit the individual, and shove him/her. This is an example of abuse.

**TRUE OR FALSE**

**Circle either True or False for each question.**

**11. Bathing**

1. TRUE FALSE                      Safety in the bathroom is very important.
  
2. TRUE FALSE                      It is okay to leave the individual alone in the bathtub or shower if you have to answer the phone.
  
3. TRUE FALSE                      Never let the individual step into the bathtub or shower until you check the water temperature.
  
4. TRUE FALSE                      You should wash the genital area from back to front.
  
5. TRUE FALSE                      Do not cut fingernails or toenails.

**TRUE OR FALSE**

Circle either True or False for each question.

**12. Bathing Individuals with Dementia, Alzheimer's Disease or Cognitive Deficits**

1. TRUE FALSE      You should give them a bath or shower at a different time every day because they get bored with the same daily routine.
  
2. TRUE FALSE      Many older people don't like bathing because they are afraid of being too hot.
  
3. TRUE FALSE      If the individual does not want to bathe, don't argue. Instead, use a calm, soothing tone of voice.
  
4. TRUE FALSE      If the individual does not want to bathe, talk about something the individual likes or something positive and they may change their mind.
  
- 5.TRUE FALSE      Tell the individual what you are doing to keep her/him calm.

**TRUE OR FALSE**

**Circle either True or False for each question.**

**13. How to Give a Bed Bath**

1. TRUE FALSE      You do not need to check water temperature since the water is in a basin and it will cool off.
  
2. TRUE FALSE      Make sure the individual cannot fall out of bed.
  
3. TRUE FALSE      Report any sores or redness to your supervisor.
  
4. TRUE FALSE      You should wash the soap off of the individual.
  
5. TRUE FALSE      Wash the genital area first.

**TRUE OR FALSE**

**Circle either True or False for each question.**

**15. Washing Hair**

1. TRUE FALSE      Ask if they want to wash their hair first. The individual can wash their own hair if they are able to do it.
2. TRUE FALSE      If the individual doesn't ever want their hair washed they don't have to. This is easier than trying to convince the individual to wash their hair and stressing over it.
3. TRUE FALSE      You should report any redness, a lot of dandruff or concerns over lice to your supervisor.
4. TRUE FALSE      Many people don't like water in their face so you should face the individual away from direct water to the face.
5. TRUE FALSE      If the individual seems steady in the shower, it is okay to leave and put the dirty clothes in the laundry and fold the clothes from the dryer.

**TRUE OR FALSE**

Circle either True or False for each question.

**16. How to Wash Hair in Bed**

1. TRUE FALSE      Make sure you have all of the supplies you need before you get started.
  
2. TRUE FALSE      You should start pouring water on the individual's head. Don't worry about the pillows getting wet.
  
3. TRUE FALSE      Try to keep the floor dry by putting a bucket or large bowl on the floor and put a sheet or towel underneath.
  
4. TRUE FALSE      If the individual has short hair, instead of pouring water to wet the hair; you can rub a wet washcloth over the hair.
  
5. TRUE FALSE      Make sure the room temperature is warm and check the water temperature before starting.

**TRUE OR FALSE**

**Circle either True or False for each question.**

**17. Mouth Care**

1. TRUE FALSE      Good mouth care is important for general health, to prevent gum disease, cavities, toothaches, pain and other health problems.
  
2. TRUE FALSE      Wearing gloves isn't necessary because you won't be touching the individual's mouth.
  
3. TRUE FALSE      Brush the teeth really hard to make sure they get clean.
  
4. TRUE FALSE      Start brushing at the top and move downward because it moves plaque away from the gums.
  
5. TRUE FALSE      Report any redness, bleeding or sores to your supervisor.

**TRUE OR FALSE**

Circle either True or False for each question.

**18. Mouth Care for Individuals with Dementia, Alzheimer's Disease or Cognitive Impairment**

1. TRUE FALSE Smile, ask the individual if they want to have their teeth brushed.
2. TRUE FALSE Tell the individual their teeth are dirty so you have to brush their teeth.
3. TRUE FALSE If the individual gets upset, ask what is upsetting her/him.
4. TRUE FALSE Tell your supervisor if you see redness, sores, bleeding or broken teeth.
5. TRUE FALSE If the individual refuses, tell her/him all of the good things about brushing their teeth. If this doesn't work, try again at another time.

**TRUE OR FALSE**

Circle either True or False for each question.

**19. Dressing**

1. TRUE FALSE                      Wash your hands before you begin dressing the individual.
  
2. TRUE FALSE                      You should set out a lot of different clothes with a variety of shirts, pants, skirts, dresses, suits and ties.
  
3. TRUE FALSE                      If the clothes won't come off, you can push and pull them off.
  
4. TRUE FALSE                      Make sure the individual does not get too tired or dizzy. Help her/him to sit down if they need to.
  
5. TRUE FALSE                      It is easiest to use simple elastic clothing or clothes with Velcro fasteners.