

Name: _____ Name: _____

Chapter 10: Exam

Multiple Choice. Choose the correct answer.

- Which of the following are considered forms of identification?
 - References and NA certificates
 - Driver's license and high school diploma
 - Social security card and driver's license
 - Job application and GED
- Which statement is true of references?
 - They should come from relatives.
 - They should come from former employers.
 - They should come from friends.
 - They should come from parents.
- Ideally speaking, how many pages long should a résumé be?
 - One page
 - Two pages
 - Three pages
 - As many pages as needed to convey all important information
- Why must an employer perform a criminal background check on new aides hired?
 - Aides are known to steal from facilities.
 - It is best never to trust anyone.
 - Employers like to have power over their employees.
 - The law requires it for the protection of residents.
- Which of the following statements is true of job applications?
 - The candidate should leave anything blank that he does not want to answer.
 - The candidate can write N/A for questions that do not apply to him.
 - The candidate should complete the application before reading it all the way through to save time.
 - The candidate should not tell the truth if certain answers will make him look bad.
- What should a candidate for a nursing assistant job be sure to do when going for an interview?
 - Find someone to care for her children so she does not have to take them along.
 - Put on all of her most striking jewelry.
 - Wear perfume so that she smells nice.
 - Wear flip-flops so that she feels comfortable and relaxed.
- Which of the following would be the least appropriate thing to say to a potential employer when interviewing for a job?
 - "I love the idea of making people's lives more comfortable and helping them get better."
 - "I have three younger siblings so I really started taking care of others as a child."
 - "I left my last job because my boss was always criticizing me even though I wasn't doing anything wrong."
 - "My last supervisor was fantastic and I learned a lot at that job, but I'm really excited to gain new skills as a nursing assistant."

8. Which of the following is one reason a job description is important?
 - (A) It can show the resident what the NA is supposed to do.
 - (B) It outlines the steps the NA needs to take if she has a disagreement with another care team member.
 - (C) It can reduce misunderstandings between the NA and her employer about the NA's job duties.
 - (D) The NA can refer to it if she forgets how to perform certain procedures.
9. The best response an NA can give to hostile criticism is
 - (A) "It's not my fault."
 - (B) "You'd better apologize to me."
 - (C) "You are being irrational."
 - (D) "I'm sorry you're disappointed."
10. Which of the following is a tip regarding appropriate body language to use when resolving conflict?
 - (A) Lean back in your seat and cross your arms as you talk to the other person.
 - (B) Maintain eye contact and lean forward slightly.
 - (C) Lean far forward in your seat and stare at the other person.
 - (D) Slouch to show you are relaxed.
11. Which of these statements is an example of constructive criticism?
 - (A) "You really need to remember to speak kindly to the residents, even when you're having a hard day."
 - (B) "You're rude and disrespectful."
 - (C) "I've never seen somebody take such a long time to learn this job."
 - (D) "Did you sleep through your entire training course? You should know how to do this."
12. Which department often maintains a state's nursing assistant registry?
 - (A) Department of Revenue
 - (B) Department of Homeland Security
 - (C) Department of Health
 - (D) Department of Agriculture
13. The federal government requires that NAs have ___ hours of continuing education each year.
 - (A) 10
 - (B) 12
 - (C) 14
 - (D) 16
14. Which of the following is true of stress?
 - (A) Only negative experiences cause stress.
 - (B) When a person recognizes stress, he can use simple methods to help manage it.
 - (C) A new job is never stressful.
 - (D) Everybody knows when they are experiencing stress.

15. Which of the following is a guideline for managing stress appropriately?
- (A) Drink whenever it makes you feel more relaxed.
 - (B) Get enough sleep.
 - (C) Skip meals in order to get more done.
 - (D) Take regular smoking breaks.
16. Which of the following people would be the most appropriate resource for an NA to discuss her work-related stress?
- (A) Resident's friend who visits almost every day
 - (B) Facility dietitian
 - (C) NA's supervisor
 - (D) Activities director