KEY TO QUIZ
The following quiz is a combination of questions including: True or False, Fill in the Blank, Multiple Choice, and Multiple Answers. It will be indicated above the question if it is multiple answers. Place an “X” next to the best possible answer(s).

1. What do you need to know to treat a resident with the respect and dignity they deserve. (select all that apply)
   __ a. The resident’s history
   __ b. What is important to the resident
   __ c. How often their children visit
   __ d. Why they moved into your community

2. A resident does not have the right to refuse medications if it will make their condition worsen.
   __ True
   __ False

3. A resident must allow at least 14 days after their initial request to view their clinical or financial records in a healthcare community.
   __ True
   __ False

4. Whose job is it to be aware of and help advocate for resident’s rights?
   __ a. The Executive Director
   __ b. All management staff
   __ c. Only an ombudsman
   __ d. Every staff member

5. The number one cause of community licensing problems is related to violations with resident rights.
   __ True
   __ False

6. Which statement is NOT a resident right when living in a retirement community.
   __ a. To be free from abuse
   __ b. To receive mail unopened
   __ c. The right to choose when to go to bed and to turn the volume up enough to hear the television late at night
   __ d. To be fully informed, prior to admission, of services available in the community
   __ e. To form a resident council

7. It is perfectly alright to call residents honey, sweetie, dear or other terms of endearment.
   __ True
   __ False
8. If a resident keeps telling you the same story over and over again, you should:
   ___ a. Smile and listen with interest. This is demonstrating respect.
   ___ b. Pretend like you are listening but keep doing whatever you were involved in. You have to get your work done.
   ___ c. Remind them they already told you the story. It is better to remind them to help with memory problems.

9. Resident privacy is important but sometimes you have to spy on your memory impaired residents to make sure they are safe.
   ___ True
   ___ False

10. Since we want to encourage residents to join in all activities, you should demand that everyone attend Sunday’s church services.
   ___ True
   ___ False

11. Mrs. Jones was sent to the hospital late last night. Today at breakfast her table mates are asking where she is. You should:
    ___ a. Just pretend like you didn’t hear their question
    ___ b. Tell them the truth, she’s in the hospital and you hope she is okay
    ___ c. Tell them to ask her family
    ___ d. Politely explain that you do not want to misinform them so it would be better to check with the Executive Director.

12. It is okay to talk to your immediate family members about your residents. They really care about your job too.
    ___ True
    ___ False

13. If a diabetic resident continues to eat only her dessert at lunch and dinner, you should:
    ___ a. Report this information to the Executive Director
    ___ b. Firmly scold the resident and explain what these poor eating habits will do to them
    ___ c. Call their family
    ___ d. You shouldn’t do anything it is their choice

14. It is okay to let a resident’s apartment become extremely cluttered with objects even if it is a safety hazard.
    ___ True
    ___ False

15. The only means a resident has to voice a grievance is through the local ombudsman.
    ___ True
    ___ False