

LEVEL I

Name of Aide

ID #

Completed Competency Testing
for
In-Home Aide Services

LEVEL I

Demonstrated Skills	Completed	Date Signature
1. Making an Unoccupied Bed		
2. Cleaning a Bathroom		
3. Meal Preparation		
4. Washing Clothes		
5. Iron Clothing		
6. Handwashing		
7. Identifying Medications for Clients		
8. Paying Bills		
9. Minor Repairs to Home/Furnishings/Clothing		
10. Shopping		
11. Infection Control		
12. General Cleaning Techniques		
13. Universal Precautions		
14. Providing Transportation		

Signature(s) of Competency Evaluator

Date

Name of Agency/Facility

Address of Agency/Facility

Signature of In-Home Aide

Date

2. LEVEL I - CLEANING A BATHROOM

Aide must meet ____ out of 16 of the numbered steps in order to be considered competent in this skill.

Demonstration	Date Attempted	Date Completed
1. Gathered equipment: -rubber gloves -bucket (optional) -broom/vacuum cleaner -toilet brush -cleanser/disinfectant -sponge -paper towels -mop/floor brush -glass cleaner		
2. Put on gloves.		
3. Removed soiled linen.		
4. Swept bathroom floor/removed hair from drain.		
5. Removed and wiped items on sink/counter/toilet tank.		
6. Applied cleanser to sink, tub, toilet bowl.		
7. Washed sink and faucets and rinsed.		
8. Washed tub and shower surfaces and rinsed.		
9. Washed shower curtain as needed.		
10. Used brush to clean toilet bowl.		
11. Used sponge or cloth to wash tank and toilet seat and outside of bowl.		
12. Cleaned mirrors.		
13. Emptied trash.		
14. Removed gloves and washed hands.		
15. Put items back on sink/counter/toilet tank as designated by client.		
16. Put out clean linen.		
Signature of Competency Evaluator		Date
Signature of In-Home Aide		Date

3. LEVEL I - MEAL PREPARATION

Aide must meet _____ out of 10 of the numbered steps in order to be considered competent in this skill.

Demonstration	Date Attempted	Date Completed
1. Asked client what foods to prepare.		
2. Cleaned counter/table/cutting board before preparing food.		
3. Demonstrated the use and cleaning of kitchen appliances: - oven - stove Demonstrated the use and care of other applicable appliances: - blender/food processor - can opener - coffee maker - dishwasher - electric mixer - garbage disposal/compactor - microwave oven - toaster - others		
4. Washed hands before and after handling food.		
5. Washed raw vegetables well; checked for spoilage.		
6. Cleaned top of can. Checked canned foods for spoilage before using.		
7. Cut up and cooked/seasoned food according to request of client.		
8. Set table conveniently for client.		
9. Stored food appropriately; refrigerated perishable goods immediately after use.		
10. Cleaned kitchen and washed dishes promptly after meal was completed. (Thoroughly washed cutting board between uses.)		

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4. LEVEL I - WASHING CLOTHES

Aide must meet ____ out of 9 of the numbered steps in order to be considered competent in this skill.

Demonstration	Date Attempted	Date Completed
1. Put on gloves.		
2. Sorted clothes by: - fabric - colors - degree of dirt		
3. Measured detergent/bleach according to washer load.		
4. Loaded washer appropriately.		
5. Removed gloves.		
6. Demonstrated correct use of clothes washer and dryer.		
7. Folded and stored laundry as directed by client.		
8. Laundered hand washables as directed by client.		
9. Dried clothes as directed by client.		

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5. LEVEL I - IRON CLOTHING

Aide must meet _____ out of 6 of the numbered steps in order to be considered competent in this skill.

Demonstration	Date Attempted	Date Completed
1. Ironing board was set up securely and board surface was padded and covered.		
2. Inspected iron and cord for damage.		
3. Iron was turned off when connecting or disconnecting to electrical outlet.		
4. Demonstrated correct use of iron (including use of steam iron).		
5. Ironed clothing per satisfaction of client (e.g. use of starch).		
6. Stored iron and board as directed by client.		

Signature of Competency Evaluator Date

Signature of In-Home Aide Date

6. LEVEL I - HANDWASHING

Aide must meet _____ out of 17 of the numbered steps in order to be considered competent in this skill.

Demonstration	Date Attempted	Date Completed
1. Collected soap, detergent, towel.		
2. Pushed wristwatch 4-5" above hand.		
3. Stood far enough away from sink so clothes did not touch sink.		
4. Turned faucet on and off using a paper towel (if policy of agency).		
5. Adjusted water until it was warm and a comfortable temperature.		
6. Wet wrists and hands thoroughly under running water.		
7. Kept hands lower than level of elbows throughout the procedure.		
8. Applied soap or detergent to hands, rinsed bar of soap before and after it was used.		
9. Worked up good lather by rubbing palms together.		
10. Washed each hand and wrist thoroughly and cleaned well between fingers.		
11. Cleaned well under fingernails by rubbing tips of fingers against palms.		
12. Continued washing for 10 to 15 seconds.		
13. Used nail file to clean under nails (optional).		
14. Returned soap to soap dish.		
15. Rinsed wrists and hands well under running water.		
16. Dried wrists and hands with towel.		
17. Correctly used an alternative method of handwashing (per policy of agency).		

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7. LEVEL I - IDENTIFYING MEDICATIONS FOR CLIENTS

Aide must meet ____ out of 9 of the numbered steps in order to be considered competent in this skill.

Demonstration	Date Attempted	Date Completed
1. Reminded client of designated times to take medication as per Plan of Care.		
2. Washed hands (as needed).		
3. Took to client (if necessary): a. Medication b. Teaspoon or tablespoon c. Glass of water or other cool liquid d. Straw e. Tissues or cotton balls f. Equipment for handwashing		
4. Allowed for privacy (as needed)		
5. Helped client to wash hands (as needed).		
6. Placed medication containers within the client's reach.		
7. Client confirmed that it was the correct medication (Be sure client has eye glasses if needed.)		
8. Loosened container lids as needed.		
9. Returned medication containers to their proper place.		

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8. LEVEL I - PAYING BILLS

Aide must meet _____ out of 5 (or 8) of the numbered steps in order to be considered competent in this skill.

Demonstration	Date Attempted	Date Completed
1. Asked what bills need to be paid.		
2. Matched amount of cash or check with each bill to be paid.		
3. Took bill and payment to proper place.		
4. Got receipt and correct change.		
5. Reported payments and returned receipts and change to client.		
AND/OR		
6. Wrote out checks for client's signature.		
7. Addressed and stamped envelopes as directed.		
8. Mailed check(s) to proper place(s).		

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9. LEVEL I - MINOR REPAIRS TO HOME/FURNISHINGS/CLOTHING

Aide must meet _____ out of 4 of the numbered steps in order to be considered competent in this skill.

Demonstration	Date Attempted	Date Completed
1. Replaced a screw on a household item.		
2. Hammered a nail or tack to a piece of wood.		
3. Mended a seam or hem in an article of clothing or household furnishing.		
4. Sewed a button or snap on an article of clothing.		

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10. LEVEL I - SHOPPING

Aide must meet _____ out of 6 of the numbered steps in order to be considered competent in this skill.

Demonstration	Date Attempted	Date Completed
1. Wrote a grocery list (or list for other household items) from verbal instructions. OR otherwise demonstrated how to remember items.		
2. Got sufficient funds from client to cover purchases.		
3. Selected food, clothing, or other household items as requested.		
4. Paid for items; got correct change and receipt.		
5. Returned requested items, change and receipt to client. Reviewed items on list against receipt with client.		
6. Stored purchases as directed by client.		

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11. LEVEL I - INFECTION CONTROL

Aide must meet ____ out of 3 of the numbered steps in order to be considered competent in this skill.

Demonstration	Date Attempted	Date Completed
1. Washed hands: a. before/after touching food; b. after putting hand to mouth while coughing or sneezing; c. after using the bathroom; d. after cleaning room or floors; e. after touching soiled linen.		
2. Wore latex (rubber) or disposable gloves: a. when changing soiled linen; b. when cleaning bathroom; c. when in contact with body fluids or blood; d. when aide has skin breakdown on hands.		
3. Demonstrated proper glove technique: a. Washed hands before putting on gloves; b. Inspected and noted any cuts or rashes on hands; c. Put on gloves; d. Checked and replaced gloves that were broken or damaged; e. Removed gloves without touching skin to outside of gloves; f. Threw gloves into plastic trash bag (or otherwise disposed of per agency policy).		

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12. LEVEL I - GENERAL CLEANING TECHNIQUES

Aide must meet _____ out of 4 (or 7) of the numbered steps in order to be considered competent in this skill.

Demonstration	Date Attempted	Date Completed
1. Demonstrated use of vacuum cleaner (e.g. change bag, use of attachments on floor and furniture).		
2. Mopped/washed floor as directed by client.		
3. Swept floors (e.g. moved small furniture and rugs, used dust mop on hard wood floors).		
4. Dusted as directed by client.		
Optional Tasks		
5. Cleaned oven/stove (kept client out of room while spraying and cleaning oven, wore gloves). Cleaned "drip pan" under burners on stove.		
6. Cleaned refrigerator (e.g. removed spoiled food, wiped surfaces and cleaned drawers).		
7. Cleaned windows.		

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13. LEVEL I - UNIVERSAL PRECAUTIONS

Aide must meet _____ out of 16 of the numbered steps in order to be considered competent in this skill.

Demonstration	Date Attempted	Date Completed
1. Reported on past and current health status regarding infectious diseases or chronic conditions (e.g. frequent colds, skin lesions, abrasions or rashes, renal disease and use of anticancer and steroid therapies, etc.).		
2. Put gloves on when chance of exposure to blood or body fluids.		
3. Removed gloves without touching outside of gloves with skin surfaces. (Disposed of gloves in plastic bag and tightly sealed or as directed by agency policy.)		
4. Put on disposable gown covering clothing and skin surfaces when there was a chance of exposure to blood or body fluids.		
5. Removed gown without exposing clothes or skin surfaces to outside of gown.		
6. Folded gown inside out without touching clothes or skin surfaces to outside of gown. (Disposed in plastic bag and tightly sealed or as directed by agency policy.)		
7. Put on and removed mask and eye shields without exposing clothes and skin surfaces to outside of mask and eye shields. (Disposed in plastic bag and tightly sealed or as directed by agency policy.)		
8. Flushed bodily waste products down the toilet.		
9. Spills of blood or body fluids were wiped up immediately with soap and hot water and then wiped surface with 1 part bleach to 10 parts water. Disinfected sponge for 5 minutes with hot water and bleach solution. (Used separate sponges for bathroom type cleaning and kitchen cleaning.)		

13. LEVEL I - UNIVERSAL PRECAUTIONS (continued)

Demonstration	Date Attempted	Date Completed
10. Disposed of sharp objects, needles, blades etc. by carefully placing in a puncture resistance container (coffee can, etc.) and disposed of container according to local rules. Did not bend or recap needles.		
11. Reported to agency immediately if Aide's skin is punctured with any object used by the client.		
12. Cleaned reusable utensils in <u>hot</u> water and detergent and rinsed with <u>hot</u> water. (Water must be hot enough to require gloves.) A dishwasher is preferred.		
13. Kept soiled laundry in plastic bag. Used gloves when putting linen in washer (Aide did not touch soiled items to own clothing or skin.).		
14. Washed soiled linen separately using hot water and soap. Clothes were placed in dryer on "high" cycle.		
15. Isolated waste products contaminated with blood and body fluids in plastic bag and secured tightly. Disposed with other household trash or as directed by agency policy.		
16. Used proper handwashing technique at all times.		

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14. LEVEL I - PROVIDING TRANSPORTATION

Aide must meet _____ out of 8 of the numbered steps in order to be considered competent in this skill.

Demonstration	Date Attempted	Date Completed
1. Aide presented a current, valid NC driver's license.		
2. If driving personal car, presented appropriate insurance coverage.		
3. Correctly assisted an ambulatory adult into and out of the passenger seat of an automobile or van.		
4. Correctly put child into and out of a child car seat (if applicable).		
5. Ensured seat belt was fastened around passenger(s).		
6. Drove to location requested (consistent with Plan of Care); drove home.		
7. Assisted client, as needed, in walking into/out of requested location (store, doctor's office etc.).		
8. Correctly recorded mileage driven in making the trip (as appropriate).		

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In-Home Aide Services

LEVEL I

Demonstrated Knowledge	Question(s)	Date Completed	Signature
1. Communication Skills/Emotional Support	(1-7)		
2. Changes in Client Condition/Environment	(8, 9 & 27)		
3. Emergency Measures	(10, 11 & 28)		
4. Confidentiality	(12 & 13)		
5. Value Systems/Family Dynamics	(14 - 17)		
6. Abuse/Neglect	(18 - 22)		
7. Appropriate/Inappropriate Tasks; Unethical Behaviors	(23 - 26, 29 & 30)		

Out of _____ questions, the examinee answered _____ questions correctly.

Total Score: _____ %

Area(s) where aide needs review, if any:

Signature of Competency Evaluator

Date

Name of Agency/Facility

Address of Agency/Facility

Signature of In-Home Aide

Date

Name

ID#

LEVEL I

DEMONSTRATED KNOWLEDGE (ORAL OR WRITTEN)

1. The best way to have good communication with your clients is to (Choose the **one** best answer):
 - (a) Listen carefully and allow them to tell their feelings.
 - (b) Tell them what you think they should do.
 - (c) Let them know everything will be fine.
 - (d) If they begin to talk about death, you begin to talk about something else.

2. Your client asks you to do something for her which goes against what your supervisor told you to do. You should (Choose the **one** best answer):
 - (a) Do as she asks and make her promise not to tell anyone.
 - (b) Ask her how much she will pay you to do what she wants.
 - (c) Tell her that no one can make changes in the work plan or schedule.
 - (d) Carefully explain what your supervisor told you to do. Tell her you will discuss with your supervisor what she asked you to do.

3. You are afraid of your client's dog which is kept indoors. You should (Choose the **one** best answer):
 - (a) Explain your fear of dogs to your client and ask if there is a way the dog can be "put up" while you are there working.
 - (b) Quit your job.
 - (c) Ask your client to give away his dog.
 - (d) Tell your client that he/she should not keep his/her dog indoors because dogs are dirty and smell bad.

4. Your supervisor asks you to do a task that you don't know how to do. You should (Choose the **one** best answer):
 - (a) Do the best you can.
 - (b) Ignore what your supervisor has asked.
 - (c) Refuse to do the task and go home.
 - (d) Tell her you don't know how to do it and ask for training.

5. One of your clients often complains about your work. You should (Choose the **one** best answer):
 - (a) Not pay any attention to your client.
 - (b) Work harder to please your client.
 - (c) Tell your supervisor to give you a different client.
 - (d) Report to your supervisor what the client has said, plus your own point of view.

6. On the past three (3) visits, your client has refused to let you do one or more of the tasks on the In-Home Aide Service Plan. You should (Choose the **one** best answer):
- (a) Go ahead with the work you were told to do.
 - (b) Leave and move on to your next client.
 - (c) Find out why she is refusing, but respect her decision; report repeated refusals to your supervisor.
 - (d) Try again on your next visit.
7. Your client is sad and has not been sleeping well for a few days. She tearfully tells you that she wishes she could get out and around like she did in the past. You should (Choose the **one** best answer):
- (a) Call her doctor right away and report that she is sad and is thinking about killing herself.
 - (b) Tell her to be grateful for your help and to quit complaining.
 - (c) Tell her that you understand why she might feel "cooped up". Do something special, like prepare her favorite food. Report to your supervisor if your client is still very sad.
 - (d) Help her into your car and drive her to the beach for the weekend.
8. Your client is less alert and much weaker over the last two days, but she has not had any signs or symptoms of a cold or flu. This morning your client told you she was too tired to get out of bed or eat. You should (Choose the **one** best answer):
- (a) Call your supervisor right away to report any signs of change in the client's condition.
 - (b) Call an ambulance to take your client to the hospital.
 - (c) Call the client's family member and ask him/her to come cheer her up.
 - (d) Finish your work as quickly as possible and see if she is feeling better tomorrow.
9. Your client's roof is leaking when you go to work one morning. Later in the day the ceiling begins to sag in the client's bedroom. You should (Choose the **one** best answer):
- (a) Get assistance to fix the leak.
 - (b) Ask your client how she plans to take care of the leak and report the problem to your supervisor.
 - (c) Move the client's bed to another part of the house, finish your work as quickly as possible, and leave.
 - (d) Pack some clothes for the client, help her into your car, and take her home with you.
10. When you arrive for work, you find your client passed out on the floor. You should (Choose the **one** best answer):
- (a) Carry her to her bedroom and put her in bed.
 - (b) Call the rescue squad and wait for them out in the street.
 - (c) Leave her lying where she is, find out if she is breathing, try to wake her up, and call the rescue squad.
 - (d) Go outside and yell for help.

11. You are preparing your client's lunch when he asks you to help him to sit down at the table. When you turn around, you discover that the oil in the frying pan has caught on fire. You should (Choose **one** the best answer):
- (a) Pour water into the frying pan.
 - (b) Yell "fire," and run out of the house alone.
 - (c) Quickly put a lid on the frying pan and remove it from the heat using a pot holder or towel.
 - (d) Help the client out of the house, ask a neighbor to call the fire department, and then go back into the house to save some of your client's personal belongings.
12. One of your co-workers is also your client's neighbor and she is always asking you about the client's condition. You should (Choose the **one** best answer):
- (a) Refuse to tell her anything about the client.
 - (b) Tell your co-worker everything you know about your client.
 - (c) Offer to show your client's plan of care to your co-worker.
 - (d) Tell your client that her neighbor is very nosy.
13. You answer the telephone for your client who is hard of hearing. It is someone you do not know who asks; "How is Aunt Sally doing?" You should (Choose **one** the best answer):
- (a) Tell the caller all about her problems.
 - (b) Invite him to come over and visit her.
 - (c) Tell him you can't really say anything about how Aunt Sally is doing but you would be happy to ask Aunt Sally if she is able to talk to him at this time.
 - (d) Ask for his name and why he hasn't checked on Aunt Sally before now.
14. Your client and her family belong to a religion which is strange to you. You should (Choose the **one** best answer):
- (a) Refuse to be in the same room with your client if she talks about her beliefs.
 - (b) Allow your client to discuss her beliefs if she chooses and listen patiently.
 - (c) Tell your client and her family that their religious beliefs are wrong.
 - (d) Tell your co-workers and your client's neighbors that your client's religious beliefs are strange.
15. Your client is not legally married to his live-in companion. You should (Choose the **one** best answer):
- (a) Refuse to work for the client until his companion moves out of his house.
 - (b) Try to convince your client to get married.
 - (c) Freely discuss your client's living arrangements with his neighbors.
 - (d) Do your work and not criticize your client's living arrangements with anyone.

16. You are asked to work for a family of another race or from another country. You should (Choose the **one** best answer):
- (a) Refuse to touch the family members even when it is necessary to do your work.
 - (b) Watch your belongings carefully when in the family's home.
 - (c) Make fun of the family's speech, clothing, and customs.
 - (d) Do your work and show respect for the family's background and customs.
17. You are asked to work in a home where a mother is caring for her ill son. The family discovers that he has AIDS and you wonder if you should continue to work in this home. You should (Choose the **one** best answer):
- (a) Tell the mother and son all the bad things you have heard about the disease.
 - (b) Tell them your feelings about the kind of people who get AIDS.
 - (c) Refuse to touch the son, even when it is necessary to carry out your work.
 - (d) Tell your supervisor about your feelings and why you are concerned.
18. Your client has several bruises on her back and face when you arrive for work, but she cannot or will not tell you what caused them. You should (Choose the **one** best answer):
- (a) Ask the neighbors what happened to the client.
 - (b) Call the police and accuse her primary caregiver of physical abuse.
 - (c) Report the injuries to your supervisor right away.
 - (d) Mind your own business and finish your work as quickly as possible.
19. There is very little food in your client's kitchen when you arrive for work after three days off. Your client tells you that he has not eaten since the day after you last worked. Your client's son lives with him and is responsible for keeping food in the house. You should (Choose the **one** best answer):
- (a) Call your client's son at work and accuse him of neglect.
 - (b) Call your client's son at work and tell him to bring groceries home with him.
 - (c) Mind your own business and complete your work as quickly as possible.
 - (d) Quickly find something in the house for the client to eat and report the problem to your supervisor.
20. You do not like the way your client's son and daughter-in-law talk to him when they visit. Among other things, they want to have control over his money. You should (Choose the **one** best answer):
- (a) Keep this to yourself; it is none of your business.
 - (b) Have a talk with them about how they are acting towards your client.
 - (c) Discuss your feelings and what you have seen or heard with your supervisor.
 - (d) Tell your client they are out to get his money.

21. This week when you arrive at your client's home her two children (aged two and four years) are home alone, have diarrhea, and are too weak to get out of bed. You should (Choose the **one** best answer):
- (a) When she returns, get after your client to keep the children clean and fed.
 - (b) Call your supervisor at once about what you have seen. Stay with the children and follow her instructions about which of you will call Child Protective Services at the Department of Social Services.
 - (c) Give the children a bath and fix them something to eat.
 - (d) Talk to your co-workers about this problem.
22. Your client, who lives alone, has no family or friends. He has been getting more and more forgetful and confused. When you arrive on a cold Monday in February, you find your client wandering around his yard, barefooted and without a jacket. When you get him inside, you find he has eaten very little all weekend and he really does not remember when he ate last. You should (Choose the **one** best answer):
- (a) Call the police.
 - (b) Ask your client's neighbor to look in on him in the evenings.
 - (c) Call your supervisor quickly and tell her what you have observed. Follow her instructions about which of you will call Adult Protective Services at the Department of Social Services.
 - (d) Carry out your usual assigned tasks.
23. Your client asks you to go to the bank for him and cash a check. Your agency does **not** allow you to do this. You should (Choose the **one** best answer):
- (a) Tell him you will do it just this time but never again.
 - (b) Make an excuse that you "don't have time today".
 - (c) Find someone else to do it.
 - (d) Explain your agency's rule; tell him you will talk with your supervisor about this problem.

THE REST OF THE QUESTIONS HAVE MORE THAN ONE CORRECT ANSWER. READ EACH QUESTION CAREFULLY AND MARK ALL CORRECT ANSWERS.

24. Which **two** (2) of the following things can an In-Home Aide do?
- (a) Talk about a client's condition with your supervisor.
 - (b) Take money or an expensive gift offered by a client.
 - (c) Report work time (hours) for visits you have not made.
 - (d) Refuse to tell your friends the names of your clients.
 - (e) Help a client write his will.

25. Which **four** (4) of the following things are Aides not allowed to do by most agencies?
- (a) Sleep during work time.
 - (b) Arrive at work on time.
 - (c) Drink alcohol or use drugs in the client's home.
 - (d) Be cheerful while you work.
 - (e) Be rude or "talk ugly" to the client.
 - (f) Arrive at work with body odor or dirty clothes.
26. Which **two** (2) of the following are never appropriate for an In-Home Aide to do?
- (a) Fix meals for your clients.
 - (b) Accompany you client on a walk around the neighborhood.
 - (c) Give the client a "shot".
 - (d) Sign a check for the client.
27. Which **three** (3) of the following changes in your client's everyday routine should be reported to your supervisor?
- (a) For two days in a row she has not eaten the supper meal you left for her.
 - (b) She has begun to take a nap in the afternoon so she can watch television later.
 - (c) She has not been taking the medicine in her pill tray.
 - (d) She complains that she has not had a bowel movement for a week.
 - (e) She decided to move the furniture around in the living room.
28. You arrive at the client's home and discover smoke and flames coming out of the spare bedroom. Which **three** (3) of the following should you do?
- (a) Help your client and any other people in the house to get out.
 - (b) Call the 911 emergency number or call the fire department.
 - (c) Go back into the spare bedroom to find out the cause of the fire.
 - (d) Cover your face with a damp cloth and stay close to the floor if smoke is heavy.

NOTE TO AGENCY ADMINISTERING THE TEST: Use questions 29 and 30 for individuals who only provide Level I of the In-Home Aide Service. The questions are not appropriate for aides who also provide higher levels of the service.

29. Which **three** (3) of the following are things that a Level I In-Home Aide can do for the client?
- (a) Shop for food.
 - (b) Mend clothes.
 - (c) Give a bath.
 - (d) Lift a client out of bed.
 - (e) Clean a bathroom.

30. As a Level I In-Home Aide, which **two** (2) of the following tasks are not appropriate for you to do?

- (a) Vacuum the living room.
- (b) Do laundry.
- (c) Give an enema.
- (d) Fix meals.
- (e) Wash the client's hair.
- (f) Take medication bottles to the client at his request.

LEVEL I

DEMONSTRATED KNOWLEDGE
ANSWER KEY

Question:

1. (a)
2. (d)
3. (a)
4. (d)
5. (d)
6. (c)
7. (c)
8. (a)
9. (b)
10. (c)
11. (c)
12. (a)
13. (c)
14. (b)
15. (d)

Question:

16. (d)
17. (d)
18. (c)
19. (d)
20. (c)
21. (b)
22. (c)
23. (d)
24. (a), (d)
25. (a), (c), (e), (f)
26. (c), (d)
27. (a), (c), (d)
28. (a), (b), (d)
29. (a), (b), (e)
30. (c), (e)