

## Recipient Rights Refresher Training Test

**Instructions: Please circle the answer to each question on the attached Answer Sheet. Twelve correct answers (80%) are required to pass this course. Once you have completed the test, turn into your manager.**

1. When must I call the Recipient Rights Office and make a report?
  - a. If I witness a co-worker lose his temper and call a recipient an obscene word.
  - b. Any time I suspect any form of abuse or neglect has occurred.
  - c. Any time a recipient exhibits an injury that is unexplained.
  - d. When my co-worker doesn't pull his weight and I have to do all the work.
  - e. a and b
2. When should I call the Recipient Rights Office?
  - a. When I have a question if something may or may not be abuse or neglect.
  - b. When my supervisor says I should file a recipient rights complaint.
  - c. When a recipient says he or she wants to file a complaint and needs help dialing the phone.
  - d. All of the above
3. I can use physical management or force when ...
  - a. A recipient doesn't do what I tell him to do.
  - b. I must protect a recipient, myself or someone else from an imminent risk of physical harm, I utilize approved techniques and I have exhausted all of my other options.
  - c. I want to show a recipient that I'm in charge.
  - d. I need to prompt someone to get in the van.
  - e. None of the above
4. "Force" is...
  - a. Necessary sometimes because I consider recipients to be like my family.
  - b. Never an option.
  - c. The use of power or violence to compel or restrain.
  - d. An intervention strategy sometimes found in a behavior treatment plan.
  - e. None of the above
5. These recipient rights cannot be limited:
  - a. To be free from abuse, neglect and mistreatment.
  - b. To be treated with dignity and respect.
  - c. To consult with an attorney or legal representative.
  - d. To refuse treatment.
  - e. All of the above

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6. Information contained in the recipient's clinical record:
  - a. Is confidential.
  - b. Can be reviewed by the competent adult recipient.
  - c. Can be shared with other mental health or public agencies when there is a strong chance that the recipient or others will be seriously hurt if no action is taken.
  - d. All of the above

**What would you do? Review the brief paragraphs and select your best option.**

7. You have been assigned to work with another employee who treats recipients like toddlers. His tone of voice is irritating. He is rude and dismissive at the same time. It's frustrating because his way of interacting with recipients seems to put people on edge and you're convinced he has no idea. You should:
  - a. Provide constructive feedback to the other employee. If nothing improves, share your concerns with your supervisor.
  - b. Tell the other employee if he doesn't change his personality, you're going to file a recipient rights complaint.
  - c. Forget about talking with the other employee or your supervisor, just go ahead and file a recipient rights complaint.
8. You're standing in a conference room with a recipient talking about the upcoming holiday party. Another employee walks into the room, smiling and holding a broom. The other employee stops a few feet behind the recipient and pokes the recipient in the back with the broom handle a few times. At first, the recipient doesn't seem to react, but after the fourth poke, the recipient turns around, yells, "Stop it!" and begins to cry. You should:
  - a. Tell the recipient to calm down because it's obvious the other employee is just playing around.
  - b. Set a clear limit with the other employee to "Stop!" If the recipient expresses an interest in making a recipient rights complaint, assist as needed.
  - c. Watch and wait to see what happens next because this is funny stuff and people shouldn't be so sensitive.

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9. Ned is eighteen years old and he is new to your program. Ned is fairly independent and his treatment plan contains no formal standard for continuous staff supervision. You realize he is missing from your program and no one has seen him in about an hour. Ned's treatment plan requires you to call the police when he goes missing. You should:
  - a. Call the police and complete an incident report.
  - b. Hope Ned comes back on his own. If he does, give him an earful about leaving the program without telling anyone.
  - c. Do nothing because Ned is a capable guy and you hope he just comes back.
  - d. Complete a recipient rights complaint because common sense dictates that staff should do a better job of keeping track of people in your program.
  - e. None of the above
10. You are attending a staff meeting. During a break, your co-worker tells you about an incident that sounds like an allegation of abuse involving one of your favorite recipients. Your co-worker witnessed the incident but you were not working at the time. You should:
  - a. Report the allegation to the Recipient Rights Office.
  - b. Ignore it.
  - c. Do your best to persuade your co-worker to report the allegation to the Recipient Rights Office immediately. It is his experience and he is responsible for reporting it.
  - d. Confront the staff person who may have behaved badly toward your favorite recipient.
11. While at work, you receive a telephone call from someone identifying himself as an attorney representing the affairs of a recipient of your program. The caller asks questions regarding the recipient's diagnosis and medications. You should:
  - a. Hang-up.
  - b. Tell the caller that the information is private and you cannot discuss the recipient's confidential information.
  - c. Go ahead and answer the caller's questions because attorneys have a right to know these things.
  - d. Take a message, disclose nothing and notify your supervisor and the recipient's case manager.

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12. A recipient in your program tells you that a staff person in his foster care home grabbed him by the elbow and shoved him into the van this morning. You did not see this happen, but you notice some redness near the back of his left arm. You should:

- Determine if you have reasonable suspicion of abuse. If yes, report this information to the Recipient Rights Office immediately.
- Call the foster care home and ask the staff person why he grabbed the recipient.
- Offer to assist the recipient in writing a formal complaint and forward the complaint to the Recipient Rights Office.
- a or c

13. A recipient asks to talk with you in private. He shows you his telephone and claims he has been involved in a sexual relationship with his therapist. He hands you his phone and asks you to read intimate text messages from someone he claims to be his therapist. The recipient shows you intimate photo images of himself and his therapist together in her car. You recognize the phone number in the text messages as the therapist's personal phone. You don't want to believe this is possible, but you feel like you have reasonable suspicion of abuse and you don't feel like you can ignore the recipient's claims. You should:

- Tell the recipient that they are in trouble.
- Report your concerns to your supervisor and assist the recipient in making a report to the Recipient Rights Office and the police.
- Contact the therapist and tell her what you think is wrong with this scenario.
- None of the above

14. A new recipient transferred into the program where you work. The recipient uses a wheelchair and the restroom door is not wide enough to allow the recipient to pass through. The recipient is not able to speak for himself. You should:

- Notify your supervisor and the recipient's case manager.
- Report an allegation of neglect to the Recipient Rights Office.
- Suspend the recipient until the door can be modified.
- None of the above

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15. It's Friday afternoon. Your co-worker is having a bad day and he is looking forward to the end of the workweek. Ten minutes before the end of the shift, Benny, a recipient, walks into the room and punches your co-worker in the back of the head. Your co-worker whirls around and slaps Benny's face. You should:

- Ask your co-worker and Benny to apologize to each other. Allow your co-worker to leave early.
- Ask your co-worker to leave the room until he calms down.
- Separate your co-worker and Benny to avoid escalation of the incident. Report the incident to the Recipient Rights Office and the police.
- Tell your co-worker that since there was no evidence of an injury, you won't report it this time, but he needs to be more careful next time.

Training Unit  
**Answer Sheet**

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

Agency: \_\_\_\_\_ Work Location: \_\_\_\_\_

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

<b>Course (Circle one):</b>	Blood Borne Pathogens/Infection Control	Cultural Competency & Diversity
	HIPAA Privacy & Security	Environmental Safety
	Person Centered Planning	De-Escalation Skills
	Corporate Compliance	Limited English Proficiency
	Recipient Rights Refresher	Trauma Informed Care
		Appeals and Grievances

I attest, by filling out below, that I have reviewed the content for the circled course above and have completed the test to the best of my ability.

**Once you have completed the test, turn into your manager.**

Choose the one best answer for each question. Mark your answer below by circling the appropriate letter for each question.

1	A	B	C	D	E	14	A	B	C	D	E
2	A	B	C	D	E	15	A	B	C	D	E
3	A	B	C	D	E	16	A	B	C	D	E
4	A	B	C	D	E	17	A	B	C	D	E
5	A	B	C	D	E	18	A	B	C	D	E
6	A	B	C	D	E	19	A	B	C	D	E
7	A	B	C	D	E	20	A	B	C	D	E
8	A	B	C	D	E	21	A	B	C	D	E
9	A	B	C	D	E	22	A	B	C	D	E
10	A	B	C	D	E	23	A	B	C	D	E
11	A	B	C	D	E	24	A	B	C	D	E
12	A	B	C	D	E	25	A	B	C	D	E
13	A	B	C	D	E						

**Instruction for Manager:** If CLS or B-Contract, grade and keep for your own records. Records will be reviewed during site visits. If A-Contract, send completed (ungraded) answer sheet to the Training Unit.

Grade\*: \_\_\_\_\_ out of \_\_\_\_\_ \*must equal 80% or above to pass ManagerInitials \_\_\_\_\_