

Recipient Rights Training Refresher for Contracted Providers Test Questions (FY20)

Name: _____

Contact Number: _____

Date: _____

Part 1: Rights Office, Rights Process and Civil Rights

1. What is the purpose of the Rights Office?

- A. Prevention, Monitoring, Compliance, Complaint Resolution
- B. Prevention, Monitoring, Education, Complaint Resolution
- C. Protection, Monitoring, Enforcement, Compliant Resolution
- D. Punishment, Monitoring, Education, Complaint Resolution

2. Rights can be limited.

- A. True
- B. False

3. Johnny calls his assigned worker 3-5 times a day and more when he is upset. It is okay to limit Johnny's calls so that the worker can get their paperwork completed.

- A. True
- B. False

4. Alejandro's family speaks Spanish but the Recipient Rights Booklet is in English, so you:

- A. Give Alejandro's family the book that is available.
- B. Don't give him a book as he wouldn't understand it anyway.
- C. Decide to be helpful and read him the book in English.
- D. Ask the Rights Office for a Spanish version of the Recipient Rights Booklet for Alejandro.

5. Recipient Rights come from and are defined by:

- A. US Constitution, The Bill of Rights and Federal Rights
- B. State Constitution and Administrative Rulings
- C. Case Law and Attorney General Opinions
- D. MDHHS Master Contract, Agency Policy and Procedures
- E. All of the Above

6. Which of the following is a Right:

- A. The right to vote.
- B. Freedom from Abuse and Neglect.
- C. Person Centered Planning.
- D. Dignity and Respect.
- E. All of the above.

7. Only recipients or their guardians can make a complaint.

- A. True
- B. False

8. The Standard of Proof the Office of Recipient Rights uses to determine a substantiated complaint is guilty beyond a reasonable doubt.

- A. True
- B. False

9. To appeal the Rights Office's findings, the recipient can appeal to:

- A. The Consumer Advisory Team.
- B. Recipient Rights Advisory Committee.
- C. The Compliance Officer.
- D. The BCCMHA Appeals Committee.

10. Who determines if a right was violated and what it is categorized as?

- A. The complainant
- B. The accused
- C. The Executive Director
- D. The Rights Office

11. The violation of an individual's civil rights is also a violation of recipient rights.

- A. True
- B. False

12. What Rights does an employee have?

- A. Protection from Harassment and retaliation by the Mental Health Code
- B. Protection from adverse action taken by an employer for reporting by the Whistle Blowers Act
- C. Not to have disciplinary action divulged to a third party (with the exception of a Rights Summary Report) by the Bullard-Plawecki Act.
- D. All of the Above

Part 2: Abuse & Neglect

1. Abuse or Neglect investigations can be started the following day when it is more convenient.

- A. True
- B. False

2. Sammy asks you to help her fill out a rights complaint against her staff Pam. You know that Pam did not do what Sammy is accusing her of, you should:

- A. Tell her not to fill out a report because no one will believe her anyway.
- B. Tell her you can't find the form and hope she forgets.
- C. Help her fill out the complaint form using her words.
- D. Call Pam and ask her what to do.

3. The use of language that is degrading, humiliating, causes a loss of self-esteem, or insults a person's heritage, mental status, race, sexual orientation, gender or intelligence is a violation of:

- A. Dignity and Respect
- B. Abuse Class III
- C. Person Centered Process
- D. None of the above

4. Frank is yelling and throwing things at workers Cleo and Millie. Frank then hits Millie and she hits him back. She immediately apologizes stating that it was reflex. She gets Frank some ice cream and he calms down. Millie then writes an incident report and document the behaviors and lists redirection and offering ice cream as the intervention. Cleo also signs off on the IR as she was present for the entire incident. What right(s) was violated?

- A. Abuse
- B. Neglect – Failure to report
- C. Restraint
- D. Retaliation or Harassment
- E. Both A and B.

5. It is okay to develop a sexual relationship with a recipient as long as you both are happy.

- A. True
- B. False

6. Incident Reports should be written by:

- A. The recipient
- B. The observer
- C. The program manager
- D. Any staff on shift that has time

7. Incidents reports should be submitted to the rights office:

- A. Within 24 hours
- B. Within 72 hours
- C. When the supervisor gets back from vacation
- D. When the staff has time to catch up on their paperwork

8. Telling a Supervisor does not fulfill a staff's mandatory reporting requirements.

- A. True
- B. False

9. If I call CPS to report abuse or neglect, I write a note in the file to document this.

- A. True
- B. False

10. On the way to my office, the recipient falls and injures their knee. I have the RN check them for injury and they declined the need for EMS but accepted a Band-Aid. I write an incident report to document the injury. In my progress/service note I state:

- A. That I wrote an Incident Report
- B. I do not document the incident in any way, as I already completed the IR.
- C. The events, outcome, and that staff followed agency protocol. I do not reference the IR.
- D. I do not document but instead tell my supervisor.

Part 3: Confidentiality

1. A 15yr old recipient requests an intake and to be considered as a minor without parental consent. Three weeks later mom calls and requests to know when the next appointment is. You:
 - A. Give her the date and time as she is a parent of a minor
 - B. State that you can't confirm or deny whether her child is receiving services
 - C. Tell her that you can only give that information to the recipient, so she will need to call herself
 - D. None of the above

2. HIPAA is more restrictive than Confidentiality
 - A. True
 - B. False

3. All information obtained through your employment is confidential and shall not be open for public inspection.
 - A. True
 - B. False

4. It is okay to share work stories with my significant other because they care about me and want to share in my day and will not tell anyone.
 - A. True
 - B. False

5. A recipient, parent of a minor or legal guardian can see what I write in my documentation.
 - A. True
 - B. False

6. A Police Officer comes to the facility and asks to speak to Recipient John. You:
 - A. Call John to meet with the officer
 - B. Tell the Officer that you cannot confirm or deny if John is receiving services
 - C. Ask if they have a search warrant/court order
 - D. B and C

7. Michigan Protection and Advocacy can have full access to recipient's record if they receive a complaint on behalf of the recipient.
 - A. True
 - B. False

8. Duty to Warn applies to a threat of physical violence when:
 - A. There is an identifiable victim
 - B. It is in the foreseeable future
 - C. The person has the ability and intent to perform the act
 - D. Only when A, B and C are met.

Part 4: Suitable Services

1. Examples of Dignity and Respect include:

- A. Calling a person by their preferred name
- B. Using positive language
- C. Encouraging the person to make choices rather than making assumptions about what they want
- D. Taking the person's opinion seriously
- E. All of the above

2. Dignity and respect includes tone of voice, attitude and body language

- A. True
- B. False

3. Johnny's mother is very demanding and sometimes rude in conversations with staff. Staff do not need to worry about treating Johnny's mother with dignity and respect because she isn't the client.

- A. True
- B. False

Part 5: Rights Overview

1. Prior to implementing a health and safety modification to a Recipients Plan, the following must be done:

- A. Training on the Plan.
- B. Approval through Behavior Treatment Plan Review Committee.
- C. Document the modification in the IPOS, Behavior Plan, Lease agreement and/or doctors' order.
- D. Ensure that the modification only limits the individual and does not infringe on the rights of others.
- E. All of the above.

2. It is okay to direct a recipient to go to their room for time out.

- A. True
- B. False

3. Tom has a history of displaying significant physical aggressive behaviors toward staff and is being referred to Behavior Treatment Plan Review Committee for physical management to be included as part of his behavior plan. As a voting member of BTPRC should you approve adding physical management to the plan?

- A. Yes
- B. No

4. Bob is increasingly upset with staff and elopes from his home. Worker Jane sees him walking toward the side walk and follows him for 30minutes while offering redirection and encouraging him to return to the home. Is Bob's elopement neglect?

- A. Yes
- B. No

5. Fran was very upset and requested a PRN Ativan from her direct care worker, who dispensed the medication as prescribed. The worker does not need to complete an incident report as the medication is prescribed.

- A. True
- B. False

6. Recipients are celebrating Christmas at their AFC home and as a staff you:

- A. Take pictures with your personal cell phone and post to FB so your friends can see how much you love your job.
- B. Take pictures with the home's camera and display them in the AFC home
- C. Display only pictures of the recipients who have a valid consent to share photos
- D. Both B and C

7. Recipient Sally is displaying aggressive behaviors including yelling, swearing, throwing objects, hitting walls and so you use your personal phone take video to show to your manager. Is this a violation?

- A. Yes
- B. No

8. If I have client information on my phone either written, photographs, or video I can be asked by administration to go through my phone and my phone could be remotely wiped.

- A. True
- B. False

9. Restraint and seclusion are not allowed per BCCMHA policy.

- A. True
- B. False

10. Person Centered Planning is best practice but not a law.

- A. True
- B. False.

11. A Treatment Plan (IPOS) should:

- A. Establish meaning and measurable goals in partnership with the recipient
- B. Include recipients need for food, shelter, clothing, health care, employment, etc.,
- C. Only be reviewed annually
- D. Be kept current and be modified when needed but not less than annually
- E. All but C

12. Restrictions apply to the entire population and are dependent of setting and policy.

- A. True
- B. False

13. Limitations are placed on an individual and require which of the following?

- A. Documentation in the IPOS
- B. Review by Behavior Treatment Plan Review Committee
- C. Time limitations and review
- D. Least Restrictive measures
- E. All of the above

14. Staff Sarah is very busy today but needs Recipient Sam to sign paperwork. Sarah hands him the Treatment plan and releases of information and says sign here and here. Is this an example of informed consent?

- A. Yes
- B. No

15. Recipients have the right to possess and use their own property.

- A. True
- B. False

16. You see Recipient Sam leave his room and ask if he needs anything and he says he is hungry and goes into the AFC home's kitchen and opens the cupboard. Staff Jenny comes into the kitchen and tells him that it is 11pm and he needs to go to bed since bedtime was 9pm. He returns to his room with no snack. You:

- A. Do nothing, it's late and he should be in bed
- B. Complete a Rights complaint that staff Jenny is enforcing a 9pm bedtime in the home
- C. Report a Rights complaint that Jenny did not allow Sam to get a snack
- D. Text your coworker Jim and complain that Jenny is being mean to recipients
- E. Both B and C

I attest that I, _____ have reviewed the course material for Recipient Rights Training and understand the information provided. I understand that if I have any question or concerns related to recipient rights, I can contact the Office of Recipient Rights at 269-948-8041.

Signature _____

*****Please give to your Training Coordinator through your Fiscal Intermediary/AFC Home when completed*****

To be completed by Contracted Agency Coordinator

Please remember that New Hire 30day Training must be completed in person

Annual Refresher: _____ COVID19: _____ (Exception for State of Emergency – In person will be held later)

Employee: Date of hire _____ Date test was completed: _____

Agency Coordinator _____

To be completed by BCCMHA Office of Recipient Rights

Date Received: _____

Score Part 1: _____

Score Part 2: _____

Score Part 3: _____

Score Part 4: _____

Score Part 5: _____

Date Certificate sent: _____ by : _____

Comments: _____