

PHOENIX TRAINING GROUP

POST TEST

Name: _____

Date: _____

Your Facility: _____

1. WHEN FACED WITH A CRISIS SITUATION, YOU SHOULD **FIRST** INITIATE:
 - A. The strongest and most aggressive response right away
 - B. The most restrictive or restraint-oriented response immediately
 - C. The least restrictive response
 - D. The strongest medications available in order to render them unconscious

2. WHAT CRITICAL CRITERIA MUST A CLIENT DEMONSTRATE BEFORE STAFF HAS THE LEGAL RIGHT TO USE CONTAINMENT FORCE OR DEFEND ONESELF AGAINST THEM?
 - A. The client points their finger at the staff and yells very loudly
 - B. The client walks past, sneering and growling at staff and nearby visitors
 - C. The client exhibits a clear and imminent danger to themselves and/or others
 - D. The staff suspects that a client might be plotting an idea to attack the staff
 - E. All of the above

3. THE DEFINITION OF CRISIS IS:
 - A. Being forced to attend a training class today when you really don't want to
 - B. A disruption in a person's usual coping abilities, followed by an aggressive response
 - C. A client refusing their medications
 - D. A client hearing voices from the CIA as they are being admitted

4. TO HELP ACHIEVE THE BEST RESULTS AND AVOID A PHYSICAL OUTCOME TO AN ESCALATING CLIENT, IT'S HELPFUL TO HAVE THE FOLLOWING ELEMENTS IN PLACE:
 - A. Teamwork
 - B. Communication
 - C. Plan of Action
 - D. All of the above

5. IF A CLIENT BEGINS PACING, BREATHING HEAVILY AND SHOWING SIGNS OF ESCALATION, WHAT SHOULD YOU DO?
 - A. Don't make eye contact and keep walking because it's not your problem
 - B. Run out of the building and down the street without informing anyone
 - C. Yell at the client loudly to calm down and to stop the bad behavior
 - D. Inform your support staff of the situation, establish a plan of action and attempt to find out what the issue is that's causing the behavior

6. FOR THE CLIENT WHO IS FEARFUL AND MAY BECOME ASSAULTIVE, THE GOAL IS:
 - A. To establish a reduction in the level of threat the client feels or perceives
 - B. For the staff to show the same amount of fear in return so the client will feel that the staff understands them
 - C. For the staff to instill a feeling of intense fear back at the client
 - D. For the client to realize that there will be severe physical consequences for their actions
 - E. All of the above

7. HITTING, PUNCHING, BITING, PULLING HAIR AND CHOKING ARE CONSIDERED:
 - A. Grounds for staff to hold down the patient and beat the tar out of them
 - B. Fun and games
 - C. Appropriate coping skills from the client or staff
 - D. Assault and Battery
 - E. All of the above