

PHOENIX TRAINING GROUP

POST TEST QUESTIONS

(PLEASE DO NOT WRITE ON THIS EXAM. USE THE PROVIDED ANSWER SHEET**)**

1. WHEN FACED WITH A CRISIS SITUATION, YOU SHOULD FIRST INITIATE:
 - A. The strongest response
 - B. The most restrictive response
 - C. The least restrictive response
 - D. The strongest medications available

2. WHAT IS THE OBJECTIVE OF CRISIS INTERVENTION?
 - A. To help the client regain emotional control
 - B. To help the client re-establish cognitive clarity
 - C. To help the client implement effective coping behaviors
 - D. All of the above

3. IF YOU ENCOUNTER A CLIENT ESCALATING, WHAT RESPONSES FROM THE STAFF CAN MAKE THE SITUATION WORSE OR CAUSE INJURIES TO CLIENTS AND STAFF?
 - A. The staff not notifying their support staff and entering into a potentially assaultive situation alone
 - B. The staff, either alone or with other staff as backup, entering into a potentially assaultive situation too early before establishing a plan of action
 - C. The staff not using a team approach in making decisions or responding
 - D. The staff not being aware of their own bad attitudes or personal issues on the job
 - E. All of the above

4. WHAT CRITICAL CRITERIA MUST A CLIENT DEMONSTRATE BEFORE STAFF HAS THE LEGAL RIGHT TO PLACE THEIR HANDS ON THEM AGAINST THEIR WILL?
 - A. The client points their finger at the staff and yells very loudly
 - B. The client exhibits a clear and imminent danger to themselves or others
 - C. The client walks past, sneering and growling at staff and visitors
 - D. The staff suspects that a client might have anger issues toward another client
 - E. All of the above

5. WHICH IS THE 3RD PHASE OF THE ASSAULT CYCLE?
 - A. Post-Crisis Depression
 - B. Escalation
 - C. Trigger
 - D. Crisis
 - E. Recovery

6. INTERVENTION DO'S INCLUDE:
 - A. Stay calm when talking to the client
 - B. Active, attentive listening
 - C. Attempt to find out what the issue is and what the staff can do to help
 - D. All of the above

7. THE DEFINITION OF CRISIS IS:
- A. Being forced to attend a training class today when you really don't want to
 - B. A client refusing their medications
 - C. A disruption in a person's usual coping abilities, followed by an aggressive response
 - D. A client hearing voices from the CIA as they are being admitted
8. BASIC PATIENT RIGHTS INCLUDE:
- A. The right to considerate and respectful care
 - B. The right to know complete information about his or her treatment and condition in terms that the patient can reasonably understand
 - C. The right to have privacy and confidentiality concerning his or her treatment
 - D. The right to be informed of hospital rules and regulations
 - E. All of the above
9. WHICH OF THESE IS NOT INCLUDED IN THE DEFINITION OF ASSAULT AND BATTERY?
- A. Touching a person therapeutically with their consent
 - B. Spitting at or on a person
 - C. Kicking a person
 - D. Pinching a person
10. CAUSES OF ASSAULT MAY RESULT FROM:
- A. Fear
 - B. Frustration
 - C. Mixed messages from staff
 - D. Intoxication
 - E. All of the above
11. WHICH STAGE IS NOT A PART OF THE ASSAULT CYCLE?
- A. Crisis
 - B. Post-Mortem Depression
 - C. Escalation
 - D. Trigger
12. 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 away as quickly as possible without informing anyone
 - C. Yell at the client to calm down and stop the 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
13. WHEN A CLIENT IS ESCALATING INTO CRISIS, WHERE MIGHT YOU FOCUS TO HELP?
- A. On what you first see and on the object that the patient is focusing on so they focus on it
 - B. On what the client is yelling at you in order for you to take what they're saying personally
 - C. On the staff who are talking to the client all at once so the patient feels confused
 - D. On what is behind the behavior and the motivating factor for why the patient is acting out
14. FOR THE CLIENT WHO IS FEARFUL AND MAY BECOME ASSAULTIVE, THE GOAL IS:
- A. For the staff to instill a feeling of defensive aggression back at the client
 - B. For the staff to show the same amount of fear in return so the client will feel that the staff understands
 - C. To establish a reduction in the level of threat the patient feels or perceives
 - D. For the client to realize that there will be physical consequences for his actions
 - E. All of the above

15. WHAT ARE THE GOALS WE AS STAFF HOPE TO PROVIDE FOR THE CLIENTS, AS WELL AS THE EMPLOYEES WITHIN THE FACILITY?
- A decrease of hands-on responses as much as possible or altogether
 - Increased focus on therapeutic intervention
 - To decrease the injuries to clients and staff
 - To increase client and staff satisfaction and morale
 - All of the above
16. WHICH OF THE FOLLOWING IS THE CORRECT ASSAULT CYCLE?
- | | |
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| <ol style="list-style-type: none"> 1. Trigger 2. Escalation 3. Crisis 4. Recovery 5. Post-Crisis Depression | <ol style="list-style-type: none"> 1. Pre-Action 2. Beginning 3. Middle 4. End 5. Post-Action |
| <ol style="list-style-type: none"> 1. Pre-Crisis 2. Escalation 3. Active Crisis 4. Post-Crisis 5. Re-Evaluation | <ol style="list-style-type: none"> 1. Identification 2. Response 3. Containment 4. Retaliation 5. Debriefing |
17. HITTING, PULLING HAIR, BITING AND CHOKING ARE CONSIDERED:
- Accepted behavior for the workplace these days
 - Fun and games
 - Assault and battery
 - Appropriate coping skills
 - All of the above
18. 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:
- Teamwork
 - Communication
 - Plan of Action
 - All of the above
19. REDIRECTION AND DISTRACTION IS THE PROCESS WHERE THE STAFF MEMBER TAKES THE INITIATIVE TO DIRECT THE ATTENTION OR ACTIONS AWAY FROM THE CRISIS AND TOWARD A DIRECTION THAT THE STAFF IS IN CONTROL OF, INSTEAD OF ALLOWING THE CLIENT TO CONTROL THE OUTCOME:
- True
 - False
20. IF BEING BITTEN BY A CLIENT, YOU SHOULD ALWAYS PULL AWAY FROM THE BITE TO AVOID INJURY:
- True
 - False