

Onboarding Section 2 Quiz Name: _____

1. How do caregivers provide their work availability information?
 - a. In writing or email, following the time table provided
 - b. By phone, for the next month by the 15th
 - c. By text, every week for the next week
2. Caregivers should be very careful and accurate when providing availability information and report changes to their availability as soon as possible.
 - a. True
 - b. False
3. You have been assigned to a new client. Which of these should you NOT do?
 - a. Confirm your shifts
 - b. Talk to caregivers that are not on the case about the new client
 - c. Ask for the Plan of care if it is not provided in a reasonable amount of time
 - d. Make sure you know how to get to the client's house
 - e. Read the Plan of Care and notes thoroughly
4. When you receive a request for help do to a call-out or last-minute request you should:
 - a. Ignore it
 - b. Provide a response at your earliest opportunity
 - c. Plan to go to the shift but do not respond
5. Select ALL the FALSE statements
 - a. Caregivers may add, remove, or change shifts directly with the client
 - b. Caregivers may swap shifts with other caregivers without notifying the office
 - c. Being late is acceptable and has little impact on others
 - d. You are an independent contractor when working for us, not a W-2 Employee
 - e. If you must call out you should give the company as much notice as possible
 - f. Exaggerating or falsifying hours worked is a form of fraud and financial abuse
6. Which of these is TRUE about clocking in?
 - a. Clock in on time no matter where you are
 - b. Clock in only when you are ready to begin providing service to the client
 - c. Clock in on a paper time card
7. If it is necessary to stay more than 10 minutes later than scheduled, you should:
 - a. Do nothing, this is normal
 - b. Make a note on the care log
 - c. Report the reason to office staff by phone call or email
8. The approved ways to clock in/out are by the app or from the client's home phone.
 - a. True
 - b. False
9. Not following the call out policy and falsifying work hours or otherwise obtaining funds dishonestly are violations of company policy that result in termination.
 - a. True
 - b. False