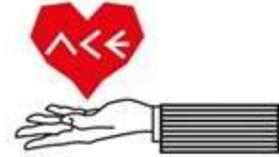


Training course Senior Service Worker

Basic concepts of senior service work in home and community based settings

WORKSHEETS

2014-1-CZ01-KA202-002058



Learning Unit 1: Basic concepts of gerontology

Theme 1: Introduction to theoretical foundations

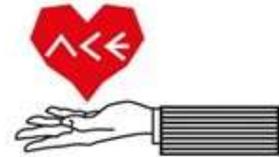
1. Complete age limits of the senior citizen age sub-groups:
 - a. Young-old from – to years
 - b. Middle-old from – to years
 - c. Oldest-old from – to years
2. What is a typical characteristic of the young-old senior sub-group?
 - a. A change of functional fitness
 - b. Problem solving self-sufficiency
 - c. Self-fulfillment
3. What is a typical characteristic of the oldest-old senior sub-group?
 - a. Adaptation to retirement
 - b. Atypical course of diseases
 - c. Problem solving self-sufficiency

Learning Unit 2: Basics of social work in HCBS

Theme 2: Quality standards of social care

1. Social services in European Union are subject to regulation with regard to three key requirements. Which of the following requirements is not among them?
 - a. Quality
 - b. Availability
 - c. Quantity
 - d. User protection
2. Choose which of the following statements **do not** apply to Quality Standards of social services.
 - a. Quality Standards of social services are part of the valid legislation.
 - b. Quality Standards of social services are – in brief - rules applying to work of social services.
 - c. Every registered social service provider must exercise its Quality Standards of social services, developed in accordance with the applicable legislation.
 - d. Quality Standards of social services are employed by social service workers, social service users and social service inspection as well.

Theme 3: Ethical standards of social care

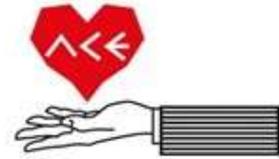


1. What is the name of the document, in which basic human rights (dignity, freedom, equality) of EU citizens are anchored?
.....

2. What is the name of the institution that is the last resort for EU citizens seeking justice in cases their basic human rights were violated?
.....

Theme 4: Client independence support

1. There are several forms of providing social services. Complete the right terms for the following service forms:
 - a. Social service, which is provided in a user's natural environment is called:
.....
 - b. Social service, which is provided to a user who visits a service provider is called:
 - c. Social service, which is provided to a user who lives at service provider's facilities is called:
.....
2. Which of the following statements **do not** apply to the service of personal assistance:
 - a. Personal assistance is a field service.
 - b. Personal assistance is provided to persons affected by reduced self-sufficiency because of the age, chronic illness or physical disability.
 - c. Personal assistance is provided only in a pre-defined time (usually during the day), in the natural social environment of the service users.
 - d. Personal assistance includes helping with common daily chores of the service user.
3. Mark the following expressions, which **do not** belong to the social service code:
 - a. Respecting a decision of the client.
 - b. Accommodating client's needs to selected type of services.
 - c. Maintaining the client's privacy.
 - d. Adhering to the rights of the clients.
4. Complete two of the five ways of a senior's reaction to aging (by D.B. Bromley):
 - a. Constructiveness,
 - b.
 - c. Defensive stance,
 - d. Hostility,
 - e.



Theme 5: Client abuse and violence prevention

1. Complete two of the five main types of EAN (Elder Abuse and Neglect):

- a.
- b. Psychological/emotional abuse,
- c.
- d. Sexual abuse,
- e. Neglect

2. What are general signs of maltreatment of elderly people? Please list at least five:

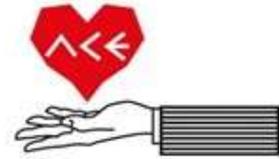
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Learning Unit 3: Foundations of social and professional communication

Theme 6: General communication skills

1. Complete the remaining forms of non-verbal communication:
 - a. Haptics – interaction involving touch
 - b. Facial expression
 - c.
 - d.
 - e.
 - f.

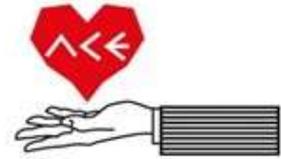
2. What communication style is employed in interaction between a social service worker (personal assistant) and his/her client?
 - a. Conventional communication style
 - b. Conversational communication style
 - c. Operational communication style
 - d. Negotiation communication style

3. Which of the following statements is/are **not true** for a person when acting assertively:
 - a. Formulating clearly and accurately opinions, needs, requirements and feelings.
 - b. Listening to the counterparty and respecting it.
 - c. Ability to strike a compromise.
 - d. Never asking for a favour
 - e. Rejecting an unacceptable demand
 - e. Being reasonably confident

4. List three basic means of communication of people with hearing disability:
 - a.
 - b.
 - c.

Theme 7: Psychology of social care

1. Which of the following statements is/are wrong?
 - a. Personality is a collection of factors, which either stimulate, support and activate an individual or, conversely, attenuate and hamper him/her.
 - b. Personality is an individual union of and biological, psychological and sociological aspects of every individual.
 - c. Personality formation is affected by inherited pre-dispositions, upbringing and the physical, social and religious environment.
 - d. Personality is a collection of psychic phenomena in an individual.

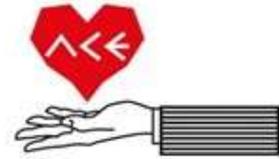


2. Complete characteristics of the missing two types of personality, according to their temperament:
 - a. Sanguine – emotionally stable and open
 - b.
 - c. Melancholic - closed and emotionally labile
 - d.

Theme 8: Psychopathology

1. Complete one of the three most frequent psychic disorders of the old age:
 - a.
 - b. depression
 - c. delirium

2. Which of the following displays is/are not characteristic of a depression?
 - a. Morbid grief
 - b. Loss of interest in favourite activities and one's surroundings
 - c. Feeling of hopelessness and guilt
 - d. Suicidal thoughts
 - e. Memory disorders



Learning Unit 4: Concepts, core activities and institutional framework in senior service fields

Theme 9: Concepts and core skills

1. List the main criteria for evaluation of self-sufficiency of the elderly:

- a.
- b.
- c.
- d.
- e.
- f.
- g.
- h.

2. What are the causes of bedsores formation?

.....
.....

Theme 10: Client activation methods

1. Complete two missing components of an activation programme:

- a. Objective
- b. Content
- c.
- d. Means and tools
- e.
- f. Safety measures

2. What is occupational therapy?

- a. Occupational therapy is an activity/work therapy that stimulates motoric skills
- b. Occupational therapy is a systematic exploitation of books with the goal of inducing the optimal emotional state of an individual.
- c. Occupational therapy is an exploitation of artistic tools with the goal of inducing changes in one's way of thinking, behaviour and emotions.
- d. Occupational therapy is an exploitation of domestic animals with the goal of acting on psychic of the elderly to achieve their calming and relaxation.

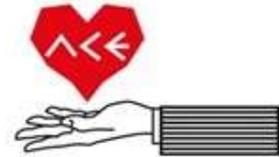
Theme 11: Institutional framework [links to language-specific questions](#)

Theme 12: Crisis intervention

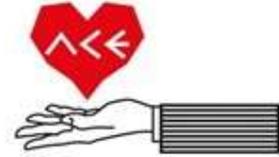
1. Which of the following statements on crisis intervention **is/are not** true?



Erasmus+



- a. Crisis intervention is a quick psychological and social help to an individual in a critical condition, who is unable to handle it on his/her own.
 - b. Crisis intervention provides a comprehensive long-term help to an individual in a critical condition.
 - c. The objective of crisis intervention is returning behaviour of an individual back under his/her full control.
2. Complete one of the main characteristics of crisis intervention”
- a.
 - b. Limiting the threats
 - c. Temporal confinement
 - d. Intensive contact
 - e. Individual approach



Learning Unit 5: Concepts of professional development

Theme 13: Pedagogy and learning

1. What is andragogy?
 - a. Andragogy is a scientific discipline engaged in education and training of senior citizens.
 - b. Andragogy is a scientific discipline engaged in education and training of adults.
 - c. Andragogy is a pedagogical discipline engaged in studying forms, methods and goals of education and training.

2. What are the three conditions of successful adult education?
 - a. Ability to learn, motivation to learn, possibility to learn.
 - b. Ability to lecture, ability to test and to present.
 - c. To have a teacher, to have time, to have financial resources.

Theme 14: On-line communication

1. Name at least three information look up and search websites:
 - a.
 - b.
 - c.

2. Name the currently most popular social network site of the world:
.....

Theme 15: Self-management

1. Which of the following contradicts to principles of a good teamwork?
 - a. High degree of motivation of team members
 - b. Ability to work for a team
 - c. Good communication skills and a positive attitude
 - d. Ambition to act as a team leader

2. What is the last phase of the burn-out syndrome?
 - a. Initial enthusiasm and voluntary overworking
 - b. Sobering
 - c. Frustration and disappointment
 - d. Apathy and negative feelings towards the profession
 - e.