

Shelter Tech Training Study Guide

Chapter 1 - Confidentiality

HIPAA stands for the _____.

Laws to A_____, R_____, and R_____.

- Be professional at all times;
- Exhibit the qualities of t_____ and h_____;
- Do not share private information with other shelter workers unless it needs to be shared;
- Do not participate in gossip, or discuss patients with others;
- Keep written documents covered or out of site;
- Provide a _____ to any documents you may have.

Information that must be shared with the proper authorities includes information about:

- Abuse
- Foul play
- Criminal Activity

Major Takeaway- Information is **private** and is only given on a **Need to Know** basis.

Chapter 2 – Professionalism

Qualities of a professional:

C_____ C_____ C_____

A_____ I_____ H_____

Follow C_____ R_____ S_____

A_____ T_____ R_____

C_____ C_____ Be P_____

Stay P_____ R_____ A_____

- Achievement with F_____

Major Takeaway- At all times practice **ethical behavior**.

Chapter 3 - Cultural Sensitivity

How people respond to the stress of a disaster is influenced by:

- Age
- Education level
- Ability or disability
- Cultural Background

We, the volunteers, need to remain _____ and _____ of culture while we provide for the safety and comfort of shelter clients.

We should not **stereotype** or **prejudge** our clients based on:

- How they _____,
- What they are _____,
- The color of their _____,
- Or, the information they _____.

Culture can provide us with a sense of _____ that gives us _____ during a time of uncertainty.

We must also be aware of our own _____.

Major Takeaway- Treat everyone with respect and dignity and keep in mind that we all have our own cultural beliefs.

Chapter 4 – Initiating Conversation with the Disaster Victim

It is helpful to allow people the opportunity to express their _____ and _____.

It is important that we are _____, compassionate & kind.

Major Takeaway- Practice honesty and compassion.

Chapter 5 – Dealing with Conflict in the Disaster Shelter Environment

Shelter seekers are more stressed than normal; they are in _____ surroundings, they have loss of _____, they have been separated from _____ and _____, they are frightened and _____.

To be effective in dealing with conflict, the most important aspect is your ability to maintain and demonstrate _____.

Major Takeaway- Remember this is a stressful situation for everyone so it is important to remain calm and respectful.

Chapter 6 – Children with ADHD

How to assist these children:

- Using _____ and set times for activities, displaying a _____.
- Create a quiet place, teach them _____.
- Give them clear _____ and rules.
- They respond well to organized _____.
- Reinforce positive _____. Encourage eating _____.
- Participate in _____. Healthy _____.

Major Takeaway- Children with ADD/ADHD may have different needs and may need help redirecting their behavior.

Chapter 7- Children in the Disaster Shelter Environment

When working with children keep in mind children will be _____, _____, and _____.

Children experience disasters in a variety of ways. Things we can do:

P _____ environment, R _____, R _____, Limit _____,

Allow them to express themselves _____, give them a safe place to talk, find things_____.

Major Takeaway- Help to provide safe, reassuring, and open environment.

Chapter 8- Universal Precautions

Blue Bag Items:

- N _____ with list.
- B _____ to contain body fluids such as _____.
- G _____ - Use when coming into contact with _____.
- PPE _____.
- Protect face against splashing with _____.
- Sanitary wipes, flashlight and blood pressure cuff.

Major Takeaway- It is important to prevent transmission of germs and to protect ourselves.

Chapter 9- Sharps

Red Shelter Bag contains sharps container for contaminated/used sharp objects such as syringes or lancets. Use care not to spill container.

When container is full press down to lock it.

Major Takeaway – Take precautions to make sure that no one accidentally gets stuck with a contaminated sharp.

Chapter 10- Hand washing 101

1. Before turning sink on, prepare paper towel.
2. Turn on water to a comfortable temperature.
3. Wet hands, add soap and scrub for approximately 30 seconds.
4. Rinse off hands.
5. Use paper towel to turn off the water after drying hands.

Major Takeaway- Protect yourself and others by washing your hands often and very thoroughly.

Chapter 11- Gloves

Always wear gloves before coming into contact with any bodily fluids, hazardous materials or surfaces.

Take care not to contaminate your hands while removing gloves. Place dirty gloves in appropriate trash receptacles.

Major Takeaway- Gloves are an important barrier between you and germs.

Chapter 12- Blood borne Pathogens

Every patient will be treated with _____ but also must be treated as if they were carrying a _____.

This means that we will take the _____ and use our _____.

Blood borne Pathogens can enter through:

- Broken skin
- Mucous membranes
- Needle sticks

Major Takeaway – protect yourself and the shelter population from the possibility of blood borne pathogens.

Chapter 13- Respiratory Etiquette

When you cough you should _____.

When you sneeze you should _____.

Major Takeaway- Prevent the spread of germs with proper etiquette for sneezing and coughing.

Chapter 14- Cleansing Areas

To disinfect areas one will need the following supplies b_____, d_____, w_____, and p_____ t_____ or some other type of disinfecting cloth.

Also remember to clean off certain supplies like the r_____ or t_____.

Other areas to clean may be d_____, c_____, b_____ or other secondary areas.

Remember to wash hands after cleaning.

Major Takeaway- Help prevent the spread of germs by disinfecting areas where germs can linger.

Chapter 15- Aiding Patient from Bed to Wheelchair

1. Move wheelchair as close to bed as possible and make sure breaks are _____.
2. Have patient sit up straight and _____.
3. Remind patient to put weight on _____.
4. Assist patient with lifting up and shifting into wheelchair.

Major Takeaway- Use caution to protect yourself and the client when assisting with moving from bed to wheelchair.

Chapter 16- Aiding Patient from Wheelchair to Chair

1. Move wheelchair as close to chair as possible and turn brakes _____.
2. Have patient put weight on _____.
3. Assist patient with standing making sure to stand with your feet _____.
4. Assist patient with easing down into chair.

Major Takeaway- In assisting patient from wheelchair to chair your role is to help prevent the client from falling.

Chapter 17- Aiding patient from Chair to Bed

1. Stand close enough to patient on their _____ side.
2. Tuck arm under patient and assist them with standing.
3. Assist patient to bed making sure to _____.

Major Takeaway- Keep client's body close to your own to protect you and client from injury.

Chapter 18- Wheelchairs

After finding wheelchair in folded upright position simply _____.

Observe foot pedals and ensure they are _____ until someone sits in the wheelchair.

Observe where the brakes are located. They are on when _____. They are off when _____.

Observe how to maneuver foot pedals if you need to move them out of the way.

To remove arm rests _____. Make sure the arm rests are securely in place when putting them back.

Major Takeaway- Always make sure the breaks are on when a patient is moving into or out of the chair.

Chapter 19- Oxygen

Red bag items

- Red Shelter Bags have tubing for oxygen tanks including adult and pediatric tubing as well as nasal cannulas.
- You may connect the tubing but may NOT _____ oxygen on.
- Slip the nasal cannula in the patient's _____ and around their _____.

Chapter 20- Dentures

If gloves are not available you may use _____ or _____.

Use household _____ mixed with _____ 5 to 8%.

If the client has a _____ denture, you may NOT place this in the bleach; instead _____.

After brushing the dentures vigorously rinse the dentures and _____.

Chapter 21- Hearing aids

There are various types of hearing aids.

General care and maintenance includes the following.

- At night _____ the battery door to _____ the battery.
- To use the hearing aid _____ the battery door and _____.
- To remove, pull the _____ and pull gently.