

Northern Lakes Community Mental Health Authority
FY2020-2021 Annual Refresher-Recipient Rights **TEST**

1. A non-accidental act or provocation of another to act by an employee, volunteer, or agent of a provider that caused or contributed to the death, or sexual abuse of, or serious physical harm to a recipient is:
 - a) Abuse Class I
 - b) Abuse Class II
 - c) Abuse Class III
2. The NLCMH Office of Recipient Rights has unimpeded access to:
 - a) All staff
 - b) All service sites
 - c) All recipients
 - d) All information necessary to conduct an investigation
 - e) All of the above
3. If staff have knowledge of a potential rights violation, but did not directly see or hear it, they are not required to report it to the ORR.
 - a) True
 - b) False
4. A process that supports the person, honors abilities and focuses on strengths, needs, abilities and preferences is...
 - a) Respect
 - b) Informed Consent
 - c) Confidentiality
 - d) Competency
 - e) Person-Centered Planning
5. Staff are voluntary reporters of recipient rights violations.
 - a) True
 - b) False
6. People who receive public mental health services have to give up certain constitutional rights in order to be eligible for those services.
 - a) True
 - b) False
7. The failure to report abuse or neglect may result in your being charged with neglect as well.
 - a) True
 - b) False
8. All recipient rights complaints must be filed in writing.
 - a) True
 - b) False
9. If you witness a possible recipient rights violation, you must first report it to your supervisor and your supervisor will make the decision if it needs to be reported to the Office of Recipient Rights.
 - a) True
 - b) False