

Proactive Intervention  
Test

1. There can be too many staff members present during a particular shift.
  - a. True
  - b. False
  
2. Which of the following could be considered a "target" in regard to personal dress?
  - a. Necklace
  - b. Eyeglasses
  - c. Neckties
  - d. All of the above
  
3. The safest distance for people to maintain in their interactions with each other, while allowing for the most effective communication opportunity is:
  - a. Out of the room
  - b. 5 – 6 feet
  - c. 10 – 12 feet
  - d. All of the above
  
4. The use of "free time" as the primary component in any treatment facility's daily activity schedule is essential for the development of skills for more successful coping activity and social interaction.
  - a. True
  - b. False
  
5. Which of the following footwear would offer a person the best traction, comfort, and safety if they needed to move quickly?
  - a. Leather soled dress shoes
  - b. Composite soled shoes
  - c. Bare feet
  - d. Pumps/high heeled dress shoes
  
6. In trying to establish and maintain a safe, preventive environment, we always have control over:
  - a. The building construction
  - b. The development of our own awareness regarding potential hazards and impediments
  - c. The purchase of safe furniture
  - d. Having an alarm system installed

7. In understanding the concept of a "preventive environment", it's important to know that an "exit" from any given location is simply any open area that allows us to move to maintain a safe distance of 5 – 6 feet from an aggressive individual.

- a. True
- b. False

8. The term "verbal de-escalation technique" refers only to the verbal content used in the intervention.

- a. True
- b. False

9. Intermittent eye contact is nothing more than a good social skill that allows one to feel that they are being listened to.

- a. True
- b. False

10. When speaking to an agitated individual, maintaining a voice volume lower than theirs is so important because:

- a. Speaking louder than they are might be intimidating to the person
- b. Speaking at a voice volume lower than the agitated person is respectful and shows that the staff member is remaining in control
- c. If the individual lowers their voice in response, it is a reliable sign that the person is choosing to hear what the staff member has to tell them
- d. All of the above

11. The use of seclusion and restraints is very useful for teaching new skills and alternative behaviors to a person.

- a. True
- b. False

12. The staff content of verbal intervention strategy should remain

- a. Specific
- b. Concise
- c. Reinforcing
- d. Directive

13. All the behaviors identified at the level of Mild Agitation have the similar quality of being \_\_\_\_\_.

- a. Calming
- b. Exciting
- c. Disruptive
- d. Dangerous

14. If an individual chooses an appropriate behavior to meet his or her needs, the observing staff member should

- a. Reinforce the socially acceptable choice the person made, after the person has exhibited the appropriate behavior for a designated amount of time
- b. Return to their normal routine
- c. Take a break
- d. Continue to observe the formerly agitated individual for the rest of the shift

15. It is important to describe the observed, inappropriate behavior as inappropriate in the present physical setting because

- a. People always need to be reminded of the rules
- b. It helps staff to maintain their focus
- c. It's a treatment setting
- d. The behavior identified as inappropriate may be appropriate elsewhere

16. It is important to reinforce the observed alternative behavior when that behavior is recognized as being appropriate for the setting and situation. This is because the consistently applied reinforcement will help the individual become more aware of how his choices affect the consequences of his actions.

- a. True
- b. False

17. As the identified agitated behavior moves from Mild Agitation to Uncontrolled Mild Agitation at least one of two factors measuring the behavior increase. This increase may be recognized in either the \_\_\_\_\_ or the \_\_\_\_\_ of the exhibited behavior.

- a. Amplitude or the altitude
- b. Frequency or the duration
- c. Loudness or the crassness

18. The educational component of the verbal intervention process that allows for consequences of Previous behavioral choices to be evaluated and alternative choices for similar situations to be examined occur \_\_\_\_\_ the incident of agitation or aggression has calmed.

- a. Before
- b. While
- c. After
- d. Any of the above

19. An essential component in the problem definition phase of the incident closure continuum is

- a. Examining the "4ws"
- b. Accepting responsibility for one's part in the incident
- c. Developing a goal for alternative behavior choices in a similar situation
- d. All of the above

20. Which of the following is not a method for generating alternative solutions to problem situations

- a. Brainstorming
- b. Guessing
- c. Changing frame of
- d. Adapting a solution from a similar problem

21. Interrupting others, walking away from others during conversation, and inability to follow directions are examples of

- a. Limited communications skills
- b. Limited problem solving skills
- c. Limited coping skills with anger or anxiety
- d. None of the above

22. An excellent skill building exercise for limited \_\_\_\_\_ skills is to practice maintaining a conversation with a male/female individual for five or ten minutes, increasing the time as the skill develops.

- a. Problem solving
- b. Communication
- c. Coping
- d. Self awareness

23. Which staff characteristics are essential for the success of any verbal intervention strategy?

- a. Attentiveness
- b. Objectivity
- c. Consistency
- d. All of the above