

FY20 Passenger Emergencies Test with Answers

Keith Shaw, RTAC Instructor

1. The agency has the responsibility of explaining all policies and procedures to employees so they understand how to apply them in a variety of situations.
 - A. True
 - B. False
2. Drivers must maintain focus during an incident, apply what is learned in practice situations, and ask questions afterward if anything about the incident is unclear.
 - A. True
 - B. False
3. The single most effective tool in managing difficult situations and passengers on board is:
 - A. Eye Contact
 - B. Policies
 - C. Paraphrasing
 - D. Communication
4. _____ is perhaps the most needed and often the least practiced communication skill.
 - A. Eye contact
 - B. Listening
 - C. Nonverbal Cues
 - D. Paraphrasing
5. Using terms such as “handicapped” or “wheelchair bound” dehumanizes the individual and categorizes them on their basis of disability.
 - A. True
 - B. False
6. General demeanor, language, maintaining personal control, body language, and _____ are ways to diffuse a situation with an angry passenger.
 - A. Communication
 - B. Tone of Voice
 - C. Trust
 - D. Procedures
7. Document all incidents that occur with the passengers that are considered as unacceptable behavior.
 - A. True
 - B. False

8. When should operators and staff have refresher training to keep employees updated on policies and procedures?
- A. Quarterly
 - B. Every 2 years
 - C. Every 6 months
 - D. **Annually**
9. Clearly defined expectations will reduce passenger frustration and potentially disruptive behavior.
- A. **True**
 - B. False
10. It is the driver's responsibility to diffuse situations that involve an angry passenger. The best way to help deescalate an irate passenger is to:
- A. Respond with anger and aggression
 - B. Yell loudly at the passenger until the person displays appropriate behavior
 - C. **Remain calm and composed; keep your voice tone low and steady while maintaining personal control**
 - D. All of the above
11. Which of the following are considered as Active Listening techniques?
- A. Paraphrase or restate in your words what you heard
 - B. Ask clarifying questions
 - C. Make eye contact with the passenger
 - D. Use non-verbal cues such as nodding and facial expressions
 - E. **All of the above**
12. The best example of Assertive Language usage is:
- A. "You never buckle your seatbelt, and you know the agency policy. If you don't buckle up, we'll just have to sit here until you do."
 - B. **"The transit agency has a policy that states all passengers must wear a seat belt. I must follow agency policies. I also want to get you to your appointment safely and on time; therefore, I need you to buckle your seat belt so I can continue on route."**
 - C. Both A & B
 - D. None of the above
13. Drivers need to listen to and understand the true meaning of what passengers are saying, not just hearing their words.
- A. **True**
 - B. False

14. Which of the following is not one of the 3 Components of Assertive Communication:
- A. Empathy/Validation
 - B. Frustration/Anger**
 - C. Statement of Problem
 - D. Statement of what you want
15. It is acceptable to contact a caretaker to ask them to remind the passenger of the expectations set forth by the agency.
- A. True**
 - B. False
16. What is a seizure?
- A. Electrical activity caused by complex chemical changes that occur in nerve cells
 - B. Usually affects how a person appears or acts for a short time
 - C. A sudden surge of electrical activity in the brain
 - D. All of the above**
17. When a seizure occurs, make sure to hold the passenger down.
- A. True
 - B. False**
18. Seizures are the most common cause of traumatic brain injuries.
- A. True
 - B. False**
19. Always contact dispatch/supervisor to inform them of the situation when a seizure occurs.
- A. True**
 - B. False
20. When should you call an ambulance for a seizure?
- A. Passenger has become severely injured during the seizure
 - B. The seizure lasts more than 10 minutes and you do not know how long it typically last
 - C. Passenger has trouble breathing after the seizure
 - D. A & C
 - E. D and if agency policy requires medical attention be administered in emergency situations regardless of severity**
21. Only passengers who are diagnosed with epilepsy have seizures.
- A. True
 - B. False**

22. Although the characteristics of a seizure may differ from person to person, seizures are caused by the same thing:
- A. A sudden change in how brain cells send electrical signals to one another
 - B. A sudden change in how the spinal cord and brain communicate with one another
 - C. A sudden change in blood flow to the brain
 - D. A sudden change in oxygen flow in the body
23. One out of _____ falls causes a serious injury such as broken bones or a head injury.
- A. 50
 - B. 21
 - C. 5
 - D. 3
24. Falling causes more than _____% of hip fractures.
- A. 25
 - B. 40
 - C. 53
 - D. 95
25. When the transit driver is at the bus entrance as the passenger is boarding a fall may be prevented.
- A. True
 - B. False
26. Every _____ minutes, an older adult dies from a fall.
- A. 6
 - B. 11
 - C. 19
 - D. 23
27. 37,000 injuries requiring medical care occur annually as a result of older adults' boarding and exiting vehicles.
- A. True
 - B. False
28. Having enough seating and available handrails or straps for support could lead to a fall risk.
- A. True
 - B. False

29. A sudden stop or start in the vehicle can cause an individual to lose their footing.

- A. True
- B. False

30. You should call for an ambulance after a fall when the passenger has:

- A. Nausea
- B. Overall weakness or unsteadiness
- C. Injuries occur
- D. All of the above

31. One way to cause a passenger to fall is to start moving the vehicle as soon as an individual boards the vehicle.

- A. True
- B. False

32. Operators must always be aware of pot holes, curbs, uneven surfaces, puddles, or ice as a way to limit or decrease passenger fall potential.

- A. True
- B. False

33. Be patient and courteous with passengers who may have stability and balance problems.

- A. True
- B. False

34. Which of the following would be considered as potential fall risks for passengers?

- A. Personal factors such as vision impairment, a fear of falling, and/or balance issues
- B. Environmental factors such as poor lighting, obstacles, or steps
- C. Walking to a seat from the front of the bus when the vehicle suddenly accelerates
- D. Slippery surfaces related to winter or rain
- E. Crowded vehicles
- F. Personal items in the aisle
- G. All of the above

35. If someone were to fall while on or around your vehicle, the appropriate response from you would be to:

- A. Contact dispatch and await further instructions
- B. Tend to the passenger and determine if any injuries were sustained
- C. Call 911
- D. If you are capable, utilize the four step process to help the passenger stand (dependent on agency policy)
- E. Any of the above would be acceptable, depending on the situation.

36. What is a heart attack?

- A. Electrical activity is caused by complex chemical changes that occur in nerve cells
- B. The flow of oxygen-rich blood to a section of heart muscle suddenly becomes blocked**
- C. Weakness in the blood vessel in the brain that fills with blood
- D. Sensation that the heart is racing, pounding, or skipping a beat

37. What are the warning signs of a heart attack for men?

- A. Shortness of Breath
- B. Vomiting
- C. Chest pain/Discomfort
- D. Both A & C**
- E. All of the above

38. What are the warning signs of a heart attack for women?

- A. Chest pressure
- B. Back, neck, arm or jaw pain
- C. Nausea
- D. Shortness of breath
- E. All of the above**

39. If you or a passenger demonstrates symptoms of having a heart attack, wait 72 hours before contacting 911.

- A. True
- B. False**

40. Heart disease is the leading cause of death for men in the US.

- A. True**
- B. False

41. _____ of the men who die suddenly of coronary heart disease have no previous symptoms.

- A. $\frac{1}{4}$
- B. $\frac{1}{2}$**
- C. $\frac{3}{4}$
- D. All

42. Heart disease risk increases in men after age _____:

- A. 30
- B. 35
- C. 45**
- D. 60

43. Healthy eating and regular exercise will reduce the chance of suffering a heart attack.

- A. True
- B. False

44. Heart disease is the leading cause of death of American women—over 200,000 annually.

- A. True
- B. False

45. Heart disease risk increases in women after age _____:

- A. 50
- B. 55
- C. 60
- D. 65

46. To assist someone who is having a heart attack, call 911 immediately, even if you are unsure.

- A. True
- B. False

47. Men and women always display the same symptoms of a heart attack.

- A. True
- B. False

48. In the event that a passenger onboard your vehicle has a heart attack and becomes unconscious, begin CPR if trained on how to do so, or after receiving instructions from a 911 operator.

- A. True
- B. False

49. If approved by your agency, it is recommended that someone who is having a heart attack and is conscious be given an aspirin to chew and swallow. The only reason not to give them an aspirin is if they have a life threatening allergy.

- A. True
- B. False

50. Regardless of the situation, the driver should always remain calm, gather information quickly, and determine ways to provide assistance and get help.

- A. True
- B. False