

RTAC FY24 Passenger Emergencies Test - Answer Sheet

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1. Employees must know and understand how to apply all company policies and procedures in any situation that may occur on the vehicle or at the office.
 - A. **True**
 - B. False
2. Conflict is a disagreement in which the people involved see a threat to their needs, interests, or concerns.
 - A. **True**
 - B. False
3. De-escalation is when we effectively communicate to calm a passenger who is angry, out of control, or disturbed.
 - A. **True**
 - B. False
4. What are the four practices to reduce conflict situations?
 - A. Treat people with respect. Tell them what they should do, explain why, offer a choice.
 - B. **Treat people with respect. Ask don't tell, explain why, offer a choice.**
 - C. Treat people with respect. Ask don't tell, explain why, say you must call the police.
5. In all interactions, what feature sets the tone for the interaction?
 - A. How loud you talk.
 - B. The way you explain the issue.
 - C. **Your attitude**
6. The three aspects of communication are Body Language, Tone of Voice, and Word Choice.
 - A. **True**
 - B. False
7. It is the responsibility of the driver to forcibly remove an angry passenger off the bus.
 - A. True
 - B. **False**
8. A fight breaks out on your bus between two passengers as you are driving down the road. Should you ever get physically involved?
 - A. Yes, if one person is being pummeled and may be seriously injured.
 - B. Yes, but only if the fight is unfair to one person.
 - C. **Never, under any circumstance -- call the police immediately**

9. A pedestrian throws a coffee cup at the bus as you pass by. There is no need to fill out an incident report because this isn't considered an assault.
- A. True
 - B. False**
10. The definition of assault is: Any physical attack, harmful or offensive contact, verbal threats of bodily harm, or attempts to cause injury or bodily harm by one person towards another.
- A. True**
 - B. False
11. Drivers should never touch a sleeping passenger.
- A. True**
 - B. False
12. A passenger is upset because you are running late. It's not your fault because an accident ahead of you blocked traffic. Should you apologize?
- A. No, it's not your fault.
 - B. Yes, even though it is not your fault, take the high road and apologize.**
 - C. No, you have a good excuse.
13. Positive communication:
- A. Means avoiding negative language.
 - B. Practicing active listening.
 - C. Both A & B.**
14. You are dealing with a personal issue at home before work. Should this affect your mood and passenger interactions?
- A. Sometimes, it depends on what's going on.
 - B. Of course, you are only human.
 - C. No, do all you can to clear your head, put on a smile and focus on the job you have to do.**
15. Seizures are the most common cause of traumatic brain injuries.
- A. True
 - B. False**
16. Seizures are:
- 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. Loss of consciousness and convulsions is known as a _____ seizure?
- A. Absence
 - B. Grand Mal**
 - C. Jerky
 - D. None of the above
18. Only people who are diagnosed with epilepsy have seizures.
- A. True
 - B. False**
19. You should always stay with a person who is having a seizure until the seizure is over.
- A. True**
 - B. False
20. If a passenger is having a seizure lasting longer than five minutes or has multiple seizures you should call 911 immediately.
- A. True**
 - B. False
21. You should call 911 when a person is having a seizure if:
- A. The seizure lasts more than five minutes.
 - B. The person was injured as a result of the seizure.
 - C. The person is unresponsive and not breathing or only gasping.
 - D. The person is a young child or infant and the seizure was brought on by a high fever.
 - E. All of the above.**
22. During a seizure it is best to hold or restrain the person so they won't get injured.
- A. True
 - B. False**
23. It is impossible for a person to swallow their tongue.
- A. True**
 - B. False
24. A heart attack is the same as cardiac arrest.
- A. True
 - B. False**
25. What statement is true about cardiac arrest?
- A. It is the same as a heart attack.
 - B. Cardiac arrest occurs when the blood flow to part of the heart is blocked.
 - C. Cardiac arrest frequently happens suddenly, without any signs or symptoms**
 - D. All of the above.

26. It may be difficult to distinguish the pain of a heart attack from pain of indigestion, heartburn or a muscle spasm.
- A. **True**
 - B. False
27. A heart attack occurs when blood flow to part of the heart muscle is blocked.
- A. **True**
 - B. False
28. Many people who are experiencing the signs and symptoms of a heart attack wait too long to seek advance medical care.
- A. **True**
 - B. False
29. If you may have come into contact with bloodborne pathogens, what is the first thing you should do?
- A. Go to the hospital.
 - B. **Wash your hands vigorously.**
 - C. Tell your supervisor.
30. In the event of an injury or illness on your vehicle involving a passenger, you must contact _____ and have them call an emergency response provider.
- A. A Doctor.
 - B. **Dispatch/ Supervisor.**
 - C. A family member.
 - D. None of the above.
31. You are not required to make any physical contact with any person when there's evidence of spilled blood or other body fluids.
- A. **True**
 - B. False
32. If you choose to help a bleeding passenger, first:
- A. Call dispatch.
 - B. **Put on gloves.**
 - C. Contact your supervisor.
33. You don't know whether an injured person is infected with HIV or HBV, but you assume they are infected. This is an example of :
- A. Personal protective equipment.
 - B. **Taking universal precautions.**
 - C. Exposure control.

34. Bloodborne pathogens are micro-organisms that can be present in human blood and can cause a number of diseases.
- A. **True**
 - B. False
35. Diabetes is not a serious disease.
- A. True
 - B. **False**
36. Poorly managed diabetes could potentially harm every organ in your body including heart, eyes, kidneys, nerves and skin.
- A. **True**
 - B. False
37. A person who is having a diabetic emergency:
- A. Will seem generally ill.
 - B. May feel dizzy or shaky.
 - C. Have a headache.
 - D. May appear to be under the influence of alcohol.
 - E. **All of the above.**
38. If a person who is known to have diabetes, and thinks he or she is having a diabetic emergency, it is ok to give the person some form of sugar by mouth only if he or she is responsive and able to answer questions and able to swallow.
- A. **True**
 - B. False
39. If it is safe for the person who is having a diabetic emergency to have sugar by mouth, give _____ grams of sugar.
- A. 5 – 10
 - B. 25 – 30
 - C. **15 – 20**
 - D. 35 – 40
40. If a person who is having a diabetic emergency and is not feeling better in about 10-15 minutes after taking some form of sugar, you should:
- A. Have them call family member to come pick them up.
 - B. Continue on your route and drop the person at their destination so you won't be late on your schedule.
 - C. **Notify dispatch and have them call 911 wait for emergency responders.**
 - D. None of the above.

41. A stroke is when blood flow to part of the brain is interrupted by a blood clot or by bleeding from a vessel, resulting in death of brain cells.
- A. **True**
 - B. False
42. Strokes are most common in older adults only.
- A. True
 - B. **False**
43. The mnemonic F.A.S.T. is one way of remembering the common signs of a stroke. F.A.S.T. stands for – Face, Arms, Speech, and _____.
- A. Toes.
 - B. Tongue.
 - C. **Time.**
 - D. Tingling.
44. It is estimated that 37,000 injuries requiring emergency medical care occur annually as older adults board and exit vehicles.
- A. **True**
 - B. False
45. A passenger stumbles and falls on the bus. The driver must immediately rush over to help the passenger to their feet.
- A. True
 - B. **False**
46. If you have been trained in First Aid/CPR/AED you are required to perform First Aid/CPR/AED on an unconscious individual/passenger.
- A. True
 - B. **False**
47. Drivers must notify dispatch to call 911 for a passenger who has fallen and is experiencing;
- A. Injuries.
 - B. Nausea.
 - C. Overall weakness or unsteadiness.
 - D. **All of the above.**
48. Always contact dispatch/supervisor to inform them when an incident occurs on the bus.
- A. **True**
 - B. False

49. Document all incidents that occur with passengers regardless of the situation.

A. True

B. False

50. Drivers should always remain calm, gather information quickly, and determine ways to provide assistance and get help.

A. True

B. False