RTAC FY27 Passenger Emergencies Test

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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. **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.

4. **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.

5. **It is the responsibility of the driver to forcibly remove an angry passenger off the bus.**
    A. True
    B. False

6. **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

7. **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.

8. Only people who are diagnosed with epilepsy have seizures.

A. True
B. False

9. 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

10. 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.

11. A heart attack is the same as cardiac arrest.

A. True
B. False

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12. 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

13. 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.

14. 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

15. Bloodborne pathogens are micro-organisms that can be present in human blood and can cause a number of diseases.

A. True
B. False

16. 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.

17. 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

18. 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

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

A. True
B. False

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

A. True
B. False