

Care CEUs

Understanding LGBTQ+ In The Workplace

1. Which term refers to someone whose gender identity is dynamic and may shift between different genders over time?

- A. Gender Fluid
 - B. Non-binary
 - C. Gender Affirming Care
 - D. Pansexual
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2. Implementing which type of policies can help create a supportive workplace culture?

- A. Non-discrimination and visitation policies
 - B. Dress code guidelines
 - C. Flexible work hours
 - D. Performance evaluation metrics
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3. What practice can help in effectively addressing grievances related to LGBTQ+ issues in a nursing home setting?

- A. Documenting only major complaints
 - B. Training staff in LGBTQ cultural competency
 - C. Implementing a uniform complaint form
 - D. Delegating issues to a single staff member
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4. Why is it important to use inclusive language when referring to residents' personal relationships?

- A. To standardize communication
 - B. To avoid detailed personal inquiries
 - C. To respect diverse family arrangements
 - D. To create concise documentation
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5. Which of the following is a key takeaway for cultivating an inclusive environment in a nursing home?

- A. Regularly review policies to ensure they remain current
 - B. Implement feedback mechanisms without periodic assessment
 - C. Restrict training to senior staff only
 - D. Focus solely on compliance for inclusive practices
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6. Which of the following best describes the role of an Ombudsman in long-term care facilities, especially for LGBTQ+ residents?

- A. They act as regular trainers and mediators for facility staff.
 - B. They provide legal representation for LGBTQ+ residents.
 - C. They serve as advocates, ensuring residents' rights are maintained and fostering inclusive environments.
 - D. They are responsible for the financial management of the facility.
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7. When implementing inclusive policies for LGBTQ+ residents, which of the following should NOT be part of the care plan development process?

- A. Including information about the resident's partner or spouse in the plan.
 - B. Ensuring staff are trained in cultural competency and LGBTQ+ issues.
 - C. Requiring residents to disclose their sexual orientation or gender identity to all staff members.
 - D. Regularly reviewing and adjusting the care plan to meet evolving needs.
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8. In the context of addressing grievances, what is a crucial element to ensure the effectiveness of the process in preventing discrimination?

- A. Ensuring the grievance process is confidential and there is no retaliation.
 - B. Having the nursing home administrator handle all grievances personally.
 - C. Only investigating grievances related to physical safety threats.
 - D. Ignoring grievances related to communication issues.
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9. What is a key consideration for nursing home administrators when creating a supportive workplace culture for LGBTQ+ staff?

- A. Focusing predominantly on resident satisfaction and ignoring staff concerns.
 - B. Facilitating open communication while providing regular diversity training.
 - C. Maintaining low staff wages to increase facility profitability.
 - D. Exclusively using external resources for cultural training without internal support.
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10. Which strategy is most effective when developing care plans for LGBTQ+ residents to enhance their quality of life?

- A. Prioritizing medical needs over social and emotional preferences of the resident.
 - B. Incorporating comprehensive assessments that include personal history, preferences, and support systems.
 - C. Relying solely on the residents' family members for decision-making.
 - D. Standardizing care plans for all residents to maintain uniformity.
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