

Required LMS Course Post-Test Answers

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Adverse Childhood Experiences (ACEs) Post-Test Updated 6/6/18

1. Which of the following statements are true? Select ALL that apply.
 - a. Clients in the home visiting program are unlikely to have experienced ACEs.
 - b. The higher the ACE score, the more likely it affects someone's health.**
 - c. ACEs happen in clusters. If someone has one ACE, it's likely they have at least one more ACE.**
 - d. ACEs have strong effects on mental health but not on physical health.
 - e. Risky behaviors such as using alcohol to cope with unresolved trauma.**
2. How do ACEs affect children and adolescents? Select ALL that apply.
 - a. ACEs can cause children to have trouble trusting adults.**
 - b. Adolescents who experienced ACEs are more likely to drink and smoke.**
 - c. ACEs reduce development in the part of the brain where survival instincts are controlled.
 - d. Once children reach adolescence, their brains stop growing. Damage from ACEs becomes irreversible after childhood.
 - e. ACEs are linked to learning and behavioral problems in children.**
3. Which of the following is an open-ended question?
 - a. You aren't being abused, are you?
 - b. What concerns do you have about your safety?**
 - c. Are you being abused by your partner?
 - d. Do you feel safe in your home?
4. A client who is safe in her current relationship sometimes recalls her experience of childhood sexual abuse. What would a helpful response from the counselor be?
 - a. No one can change the past. It's time to put it behind you.
 - b. It's important to focus on the current situation and not dwell on past experiences.
 - c. The counselor should ignore any comments about past abuse. It is upsetting to the client.
 - d. Recovery from trauma is a process. It takes time, often years.**
5. Anna is a mom in an abusive relationship. She confides in you, "I'm worried I've really messed up my kids. My oldest has so much trouble at school. What if I've ruined their lives forever?" What response is most appropriate according to the principles of trauma-informed care?
 - a. You can help change your children's lives. Kids are resilient. They can thrive with support even after bad experiences. Would you like to hear about some ways you can help them?**
 - b. I know this is hard to talk about. I'm going to make a call for you to a local group that provides support to women in your situation.

- c. Traumatic experiences can change how children's brains grow and develop. Exposure to violence can make it harder to learn. That's probably why your oldest is having trouble at school.
- d. If you really loved your kids, you'd move out and leave this bad relationship.

6. Which of the following is NOT an example of creating a safe environment as part of trauma-informed care?

- a. Lauren calmly explains the process and expectations at the beginning of her visit.
- b. Julia firmly maintains her role as the expert in the relationship and is clear that her views on parenting are better than her client's opinions.**
- c. Alex asks permission before offering a referral to a client.
- d. Destiny works to earn the trust of her clients. She is patient when they are wary of people in position of authority.

7. Which of these factors provides protection against ACEs and can improve resilience? Check all that apply.

- a. Nurturing relationships with adults**
- b. Solving problems alone, without support
- c. Social and community connections**
- d. Attentive parenting**
- e. Not "spoiling" children by paying too much attention
- f. Understanding child development**
- g. Knowledge of effective parenting strategies**

8. One of your clients tells you, "I feel kind of guilty that my kids always see me and my boyfriend fighting. When he's not around, I let the kids get away with almost anything. I feel like I owe it to them for all the times when things are bad." What is the most appropriate response, according to the principles explained in the course?

- a. Many moms feel the way you do. Did you know that being consistent with rules actually helps protect your kids? They'll feel safer if they know what to expect all the time.**
- b. That's understandable. No mom is perfect.
- c. You should be consistent with your rules. Consistent, fair discipline provides protection against ACEs.
- d. You feel guilty when your kids see you and your boyfriend fighting, so you try to go easy on them to make it up to them.

9. What is the most appropriate way to offer a warm referral to a client, according to the principles of trauma-informed care?

- a. I can see that you're really struggling. You should really call this local support group for help. Many moms have found this group helpful.
- b. If you really loved your kids, you'd call this local support group and get yourself some help.

c. I know this is hard to talk about. I'll give you the number for a local support group so you can get some more help.

d. There's a program here in town that many moms have found helpful. I could call them for you to help you get started. Would that be OK?

10. Which of these statements is true?

a. Secondary trauma is very rare among people who work with trauma survivors.

b. Empathy is a liability when working with trauma survivors and should be avoided.

c. Self-care strategies are important to reduce the effects of secondary trauma.

d. Only people who directly experience trauma are at risk. Providers who help trauma survivors don't need any help.

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Advanced Formula Post-Test Updated 7/13/22

Which type of formula is recommended for an infant with a cow's milk allergy?

- a) Lactose-free formula
- b) Formula with added rice starch
- c) Extensively hydrolyzed hypoallergenic formula**
- d) Soy formula

Which formulas are specifically designed for infants with a cow's milk allergy?

- a) Similac Alimentum and Enfamil Nutramigen**
- b) Similac for Spit-Up and Enfamil A.R.
- c) Similac-Sensitive and Enfamil NeuroPro Sensitive
- d) Similac Total Comfort and Gerber Good Start SoothePro

Which of the following formulas are specifically designed for infants with mild digestive problems such as lactose sensitivity, constipation, or milk protein sensitivity?

- a) Neocate and Elecare for Infants
- b) Pediasure Grow & Gain and Boost Kid Essentials
- c) Puramino and Alfamino Infant
- d) Similac Total Comfort and Gerber Good Start SoothePro**

Which formulas are specifically designed for preterm or low birthweight infants who require a higher-calorie formula with additional protein, vitamins and minerals?

- a) Neocate and Elecare for Infants
- b) Similac Neosure and Enfamil NeuroPro Enfacare**
- c) Pediasure Grow & Gain and Boost Kid Essentials
- d) Similac Alimentum and Enfamil Nutramigen

Which of the following is an example of a situation when a human milk fortifier may be appropriate?

- a) For any exclusively breastfeeding infant less than six months old
- b) For breastfeeding infants diagnosed with cow's milk allergy
- c) For breastfeeding low birthweight or preterm infants who require additional calories**
- d) For infants routinely offered breastmilk from a bottle

Which of the following best describes products referred to as WIC Eligible Nutritionals?

- a) Formulas designed for children 12 months and older**
- b) Infant formulas that must be ordered by a pharmacy
- c) Formulas that require an AHCCCS Certificate of Medical Necessity
- d) All of the above

On the Formula Color Chart, what color/shape indicates formulas that may generally be issued without medical documentation?

- a) Red/Heart
- b) Orange/Circle
- c) Green/Square**
- d) Gray/Star

On the Formula Color Chart, what color/shape indicates formulas that require state approval?

- a) Red/Heart**
- b) Orange/Circle
- c) Green/Square
- d) Gray/Star

On the Formula Color Chart, what color/shape indicates formulas that require medical documentation and approval by an RD or State Approved Nutritionist? Select all that apply.

- a) Red/Heart**
- b) Orange/Circle**
- c) Green/Square
- d) Purple/Diamond**

What should be reviewed with the AR before considering a formula change? Select all that apply.

- **How the formula is begin prepared, stored, and what is done with formula left in the bottle after feeding.**
- **How much formula does the infant consume at each feeding, and the number of feedings in a 24-hour period**
- Document all immunizations received within the past 60 days
- **Family history of allergies, medications the baby is taking, and any recent illnesses**
- **Any signs of teething and how many teeth are visible**
- **Introduction of solid foods, if any**
- Response to social cues, such as baby making eye contact after being called by name.

True / **False** Medical documentation is required when changing from a contract formula to a different contract formula.

True / False Medical documentation is required when changing from a contract formula to a non-contract formula

True / False Medical documentation is required when issuing formula only food packages to preterm infants beyond 6 months corrected age.

True / False Medical documentation is required when issuing food packages that contain infant formula to preterm infants beyond 12 months corrected age.

What steps can help us determine if a WIC participant may be eligible to receive a formula or nutritional supplement from the AHCCCS program?

- a) Verify current AHCCCS participation for the WIC participant
- b) Review the eligibility criteria listed on the AHCCCS Certificate of Medical Necessity
- c) Refer participants who may be eligible to their health care provider, sharing a referral letter posted on the azwic.gov website on the WIC Manuals page.
- d) All of the above**

Which of the following resources posted on the WIC Manuals page on azwic.gov will help you share accurate mixing instructions when a provider sends an FFR with instructions to mix formula to a non-standard number of calories per ounce?

- a) The AZ WIC Formulary, a comprehensive list of formulas and WIC nutritionals
- b) Formula mixing instructions for Abbott, Gerber, Mead Johnson, and Nutricia brand formulas.**
- c) The Formula Tailoring Chart to calculate appropriate formula issuance after a complete breastfeeding assessment
- d) The Formula Color Chart for a list of contract and non-contract formulas, special formulas, WIC nutritionals, and conditionally special formulas

Which of the following situations require medical documentation with an appropriate medical diagnosis?

- a) Issuance of whole milk and whole fat yogurt to children 12-23 months of age
- b) Issuance of whole milk and whole fat yogurt to children two years of age and older and women**
- c) Issuance of 0% / 1% milk and low fat yogurt to children two years of age and older and women
- d) Issuance of lactose-free whole milk to children 12-23 months of age

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Anthropometrics Post-Test Revised 2/2/21

1. Fill in the blank:

Anthropometrics means: (Select the correct answer)

- a. Doing research on measurements of the body
- b. Studying about how to improve measurements of the body
- c. Taking measurements of the bodies of pregnant women, infants and children**
- d. None of the above

2. Select the 4 factors that affect growth:

- a. Hormonal**
- b. Gastrointestinal
- c. Environmental**
- d. Psychological
- e. Anthropomorphical
- f. Behavioral**
- g. Genetic**

3. Round this measurement from pounds, ounces and tenths of an ounce to pounds and ounces.



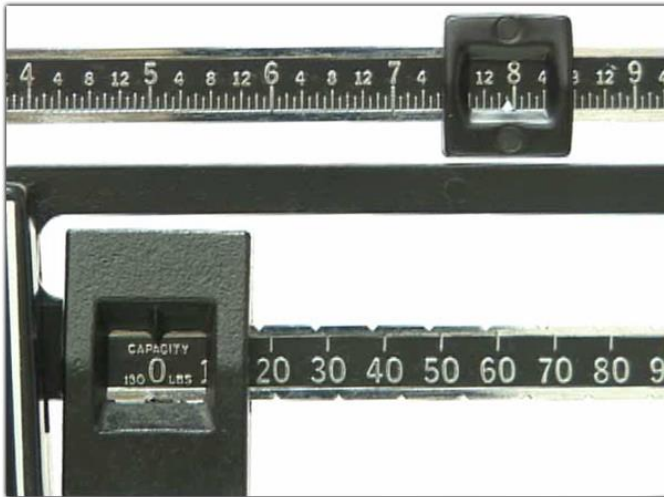
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- a. 20 lbs 8 ounces
- b. 20 lbs 11 ounces
- c. 20 lbs 10 ounces**
- d. 21 lbs 1 ounce

4. Recumbent length is similar to measuring height, but since infants cannot stand, you measure them lying down on their stomach.

- a. True
- b. False**

5. Select the correct reading for the following balance beam measurement:



7lbs15oz.png

- a. 7 pounds 4 ounces
- b. 7 pounds 5 ounces
- c. 17 pounds 15 ounce
- d. 7 pounds 15 ounces**

6. Use the following table to convert the decimal measurement into eighths:

Decimal	$\frac{1}{8}^{\text{th}}$
.125	$\frac{1}{8}$
.25	$\frac{2}{8}$
.375	$\frac{3}{8}$
.5	$\frac{4}{8}$
.625	$\frac{5}{8}$
.75	$\frac{6}{8}$
.875	$\frac{7}{8}$



58625.png

- a. 58 $\frac{1}{8}$ "
- b. 58 $\frac{2}{8}$ "
- c. 58 $\frac{4}{8}$ "
- d. 58 $\frac{5}{8}$ "**

7. What is the correct ounce conversion for 18 $\frac{1}{4}$ pounds?

- a. 18 pounds 4 ounces**
- b. 19 pounds 0 ounces
- c. 18 pounds .25 ounces
- d. 18 pounds 2.5 ounces

8. In taking length or height, what is the smallest unit of measurement? (Select the correct answer)

- a. $\frac{1}{6}$ inch
- b. $\frac{1}{2}$ inch
- c. $\frac{1}{4}$ inch
- d. $\frac{1}{8}$ inch**

9. What does BMI stand for? (Select the correct answer)

- a. Body Man Index. It's used to measure how much a man weighs.
- b. Body Mass Index. It's the calculation used to determine if someone is underweight, normal, overweight or obese.**
- c. Bone Mass Index. It's a calculation of an individual's bone mass to see if osteoporosis is occurring.
- d. Blood Mass Index. It's a calculation to determine how many red blood cells exist in the human body.
- e.

10. What are growth charts helpful? (Select all that apply)

- a. They help compare growth to other kids the same age and gender**
- b. They help determine if a person is overweight, underweight, normal or obese**
- c. They help compare interpersonal growth and how mature an individual is
- d. They help compare how large a person's foot is to other feet of the same gender and age

11. Fill in the blank. _____ determines how much weight women should gain during pregnancy.

- a. The Nutritional Weight Gain Guide
- b. Pre-pregnancy BMI**
- c. The size of the fetus
- d. How many children your client has

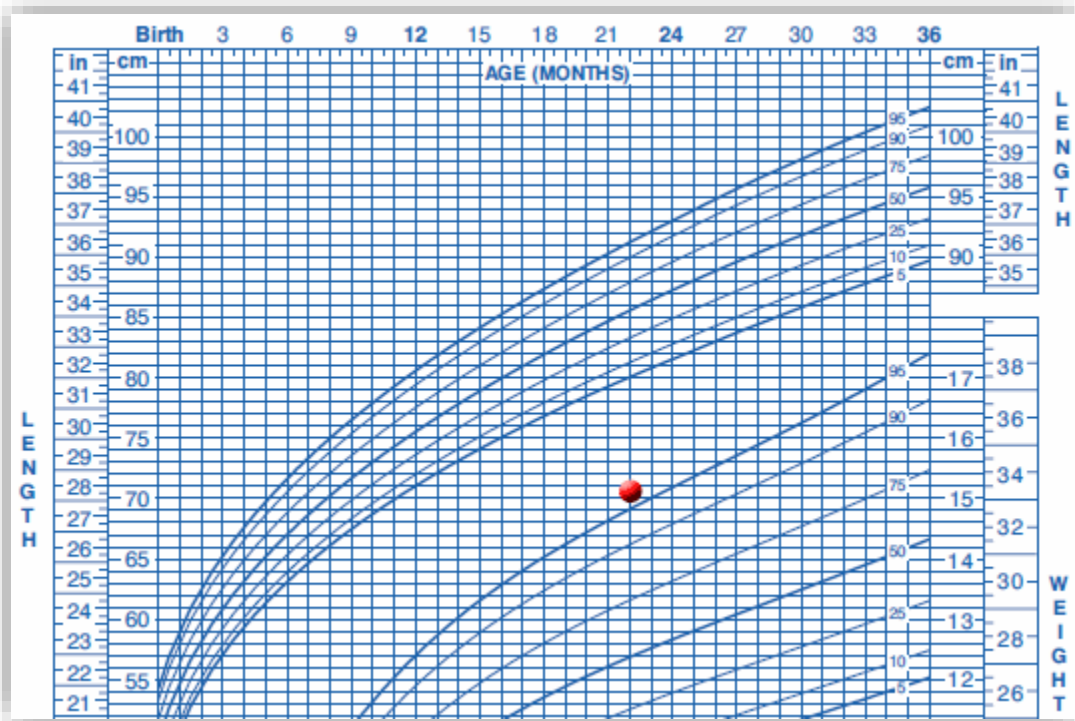
12. If a baby was born 10 weeks premature, and the mother brings in the child 3 weeks after her due date, what is the child's adjusted gestational age?

- a. 3 weeks**
- b. 2 weeks
- c. 12 weeks
- d. 13 weeks

13. A full term pregnancy consists of how many weeks?

- a. 42
- b. 41
- c. 43
- d. None of the above**

14. Which of the interpretations most closely matches the red dot on this growth chart?



CDC_growthchart_boys_birth_36_final_review.gif

- a. Interpretation 1: This point shows an infant's weight-for-age at the 60th percentile. Because this falls between the 10th and 90th percentiles, this is considered a normal weight for this 22 month old infant. This means the infant is heavier than 60% of other infants that age and weighs less than the other 40%.
- b. Interpretation 2: This point shows an infant's length-for-age at the 4th percentile. Because it falls below the 5th percentile, this 22 month old infant is categorized as short stature. This means the infant is shorter than 96% of other infants that age and taller than the other 4%.
- c. Interpretation 3: This point shows an infant's weight-for-age at the 97th percentile. Because it is above the 95th percentile, this 22 month old infant is categorized as overweight. This means the infant is heavier than 97% of other infants that age and weighs less than the other 3%.

d. None of the above

[illegible]

- Interpretation 1: This point shows a 3-year-old girl with a BMI-for-age at the 40th percentile. Because this falls between the 10th and 90th percentiles, this is considered a normal BMI-for-age for a 3-year-old girl. This means that she has a higher BMI-for-age than 40% of other 3-year-old girls and a lower BMI-for-age than the other 60%.
- Interpretation 2: This point shows a 3-year-old girl with a BMI-for-age at the 98th percentile. Because it is above the 95th percentile, this 4-year-old girl is categorized as overweight. This means she has a higher BMI-for-age than 97% of other girls that age and a lower BMI-for-age than the other 3%.
- Interpretation 3: point shows a 3-year-old girl with a BMI-for-age at the 3rd percentile. Because it is below the 5th percentile, this 2-year-old girl is categorized as underweight. This means she has a lower BMI-for-age than 97% of other girls that age and a higher BMI-for-age than the other 3%.

- Interpretation 1: This point shows a 3-year-old girl with a BMI-for-age at the 40th percentile. Because this falls between the 10th and 90th percentiles, this is considered a normal BMI-for-age for a 3-year-old girl. This means that she has a higher BMI-for-age than 40% of other 3-year-old girls and a lower BMI-for-age than the other 60%.
- Interpretation 2: This point shows a 3-year-old girl with a BMI-for-age at the 98th percentile. Because it is above the 95th percentile, this 4-year-old girl is categorized as overweight. This means she has a higher BMI-for-age than 97% of other girls that age and a lower BMI-for-age than the other 3%.
- Interpretation 3: point shows a 3-year-old girl with a BMI-for-age at the 3rd percentile. Because it is below the 5th percentile, this 2-year-old girl is categorized as underweight. This means she has a lower BMI-for-age than 97% of other girls that age and a higher BMI-for-age than the other 3%.

d. None of the above

16. The National Institutes of Health (NIH), the American Academy of Pediatrics (AAP), and the Centers for Disease Control and Prevention (CDC) recommend utilization of the World Health Organization (WHO) growth standards for infants and children from:

A) birth to two years of age

B) two to five years of age

C) birth to five years of age

D) **three to five** years of age

17. WHO percentiles are used to show:

A) How a child is growing compared to other children of the same age who grew in a particular time and place.

B) How a child should grow compared to other children their age under optimal conditions.

C) How a child's Body Mass Index (BMI) compares to other children of the same age in a particular time and place.

D) How a child's **standing height** compares to other children of the same age **under optimal conditions**.

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Assessment e-Learning Post-Test Updated 8/4/16

Which of the following behaviors are described as good communication skills? 1.7, 1.9

- a) Ask open-ended questions**
- b) Use a dismissive tone of voice
- c) Look at the computer instead of the client
- d) Keep a distance between yourself and the client

Which of the following describes the first step of the Nutrition Assessment Path? 2.3, 2.18, 2.19

- a) Gather information related to weight, height, and growth.
- b) Read any notes from previous appointments.**
- c) Ask questions and gather information related to bloodwork.
- d) Find out if the client's doctor has expressed any health concerns.

Which of the following statements are true about completing ABC & E, the third step of the nutrition assessment? 3.6, 3.7, 3.8

- a) Asking open-ended questions is important to allow the client to describe their particular needs.
- b) Answers to ABC & E questions help to uncover risk factors.
- c) Additional probing questions may be necessary to gather needed information.
- d) All of the statements above are true about ABC & E assessment.**

Which of the following describes the objectives of the fourth step of the Assessment Pathway, D + Tools? Choose ALL that apply. 4.1, 4.2

- a) Discover nutrition behaviors**
- b) Understand client motivations and feelings**
- c) Build trust and rapport**
- d) Offer nutrition education

Which of the following is a reason clients may be hesitant to share information? 4.4

- a) They have too many interests to discuss.
- b) All their nutrition needs have been met.
- c) Clients fear being judged by others.**
- d) Most people are not motivated.

Which of the following parts of the Assessment Path is described by this statement: "After education, summarize discussion and explain follow-up that will be offered at the next appointment." 2.8

- a) Intake and Eligibility

- b) Food Package
- c) Nutrition Education and Goal Setting
- d) Summarize/New Appointment**

Questions about height, weight, and growth are included in which section of the ABCDE Guide? 3.6

- a) Anthropometry**
- b) Biochemical
- c) Clinical
- d) Dietary

Which of the following is a true statement about WIC codes? 3.2

- a) Some clients are not assigned any WIC codes at certification.
- b) WIC codes are developed by each Local Agency.
- c) USDA requires that all clients have a WIC code assigned at certification.**
- d) Each food package item has a unique WIC code.

A WIC counselor assigned code 211 based her assessment conversation with the client. By the number of this code, we know that it relates to which part of the assessment? 3.20

- a) Diet
- b) Clinical
- c) Biochemical/bloodwork**
- d) Environmental

Information in the C portion of the assessment covers a variety of topics like doctor's visits, allergies, medical conditions, immunizations, dental health, and medications. The best way to discuss information for the C portion with clients is to: 3.24, 3.25

- a) Ask many specific, detailed questions so nothing is overlooked.
- b) Use open-ended questions to let the client share relevant information.**
- c) Ask the client to provide medical records for review.
- d) Only discuss clinical concerns if the client brings them up.

Consider the following examples of E assessment questions:

- What are your thoughts about smoking in your home?
- What concerns do you have about safety in your relationship?
- What concerns do you have about drugs or alcohol?

Which of the following reasons best describes the purpose for E questions? 3.33

- a) To determine if clients qualify for the program
- b) To determine which nutrition education message(s) to offer
- c) To offer referrals for support**
- d) To tailor food packages to client needs

Which statement best describes the idea behind the iceberg image and offering clients a chance to share “what’s below the surface” during the assessment conversation? 4.4

- a) To discover WIC codes that HANDS cannot assign
- b) To discover motivations and challenges that affect client choices**
- c) To discover concerns about water safety
- d) To discover personal information not related to nutrition

Which statement below best describes the technique of using a summary to identify the client’s greatest concerns? 5.3

- a) Ask a probing question to get more information.
- b) Choose the most important information to review with the client.**
- c) Let mom know there is no right or wrong answer.
- d) “Choose a card that represents how you feel about your appetite.”

Before offering nutrition education, it is important to do which of the following? 5.8

- a) Explain the risk factors assigned and the client’s risk status.
- b) Assign a food package appropriate for the client’s needs.
- c) Ask the client to set a goal related to WIC codes assigned during assessment.
- d) Focus on topics that reflect the client’s needs, interests, culture, values, or motivations.**

WIC food packages offer foods with key nutrients and amounts based on the client’s category and age. Which statement below is NOT TRUE about changes that can be made to WIC food packages? 6.2, 6.7

- a) Milk alternatives such as soy milk and goat’s milk are available under certain conditions.
- b) Changes can be made to what brand of adult cereals may be purchased.**
- c) Shelf-stable (UHT) milk may be offered for families without refrigeration.
- d) Medical food packages prescribed by health care providers may be approved under certain conditions.

Check True or False for each of the statements below about TGIF notes

Documenting notes promotes good communication between WIC counselors.

True

False

TGIF notes are legal documents.

True

False

A TGIF note can only be read by the individual who wrote the note.

True

False

Documenting a pregnant client's feelings about breastfeeding is optional.

True

False

Nutrition education offered by the counselor is recorded in I: Information about the client.

True

False

Specific questions or referrals that may need to be asked at the next appointment are recorded in G: Goals.

True

False

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Baby Behavior Post-Test (Updated August 2020)

1. Baby James is squirming and a little fussy. His eyes are open, and his breathing is irregular. Which state is he in?
 - a. Crying
 - b. Irritable**
 - c. Quiet Alert
 - d. Drowsy
 - e. Light Sleep
 - f. Deep Sleep

2. Baby Mia is extending her fingers and holding her hands stiff. She is moving her hand to her ear and pushing away from her mother. What kind of cues is she giving?
 - a. Engagement
 - b. Disengagement**
 - c. Hunger
 - d. Fullness

3. You are working with Marisa, who has a 3-week-old son named Marcos. Marisa says, "I don't think I'm giving him enough milk. He is hungry all the time!" How would you respond so you can start a conversation about baby behaviors?
 - a. Babies need to eat frequently because their stomachs are so small.
 - b. He looks like he's gaining weight fine. I'm sure you have enough milk.
 - c. How many wet and dirty diapers does he have each day?
 - d. How do you know when he's hungry?**

4. You are working with Julia, who has a 2-week old daughter named Emma. Julia says, "Whenever Emma falls asleep and I try to put her down in the crib, she wakes up! She never stays asleep unless I'm holding her." How would you respond?
 - a. Do you have someone who could help you and hold her once she falls asleep, so you could get a break?
 - b. Do you have something stimulating in the bedroom that is waking her up, like a TV? You might try making the room quieter or using a white noise machine to keep her calm.
 - c. Newborns fall asleep in a light sleep state, which means they are very easily awakened right after they fall asleep. You'll know she's in a light sleep state because she is moving or her**

eyes or face twitch. Try holding her for 15 or 20 minutes until she stops moving. Once she is in a deep sleep state, you can lay her down without waking her up.

d. It's really hard having a newborn, I know. Just hang in there. As she gets older, she'll sleep more, and it will get easier.

5. Tiffany and Raymond's baby, Michael, is 2 months old. Raymond says, "We've tried everything and he's still crying." How would you respond?

a. Michael may be overstimulated from too many different actions. Try repeating one action over and over. It may take a few minutes because he is so upset, so stick with one thing for a while before trying something else.

b. Do you think he is too warm? Maybe you should try taking that blanket off of him.

c. Does this happen often? Maybe Michael isn't getting enough to eat.

d. Babies are social and are driven to learn. They get upset by anything that gets in the way of their learning and interaction.

6. Lin is concerned that her 7-week-old baby, Jia, wakes up often in the night. She says her sister's baby slept through the night better with formula, so she is thinking about stopping breastfeeding. How would you respond?

a. Babies need to wake up frequently to get their needs met. Their stomachs are tiny, and they need to eat often whether they are fed formula or breast milk.

b. You should talk to her doctor. She should be sleeping through the night by now, so something might be wrong.

c. Babies have two sleep states: light sleep and deep sleep. Light sleep is when babies dream. Dreaming is very important for their development.

d. Try feeding her more before she goes to sleep so she can sleep through the night.

7. Marla brings her newborn, Jordan, into the office. Marla says, "I don't think I have enough milk. 10 minutes after I feed Jordan, he's fussy and hungry again." How would you respond?

a. How many dirty and wet diapers does he have each day? How has his weight gain been?

b. Isn't it amazing how babies can tell us what they need through their bodies and noises? Every baby is different, but I think Jordan is telling you that he needs to eat more often.

c. Is Jordan latching well when he feeds?

d. Do you see any hunger cues like sucking or rooting?

8. Liz says, "My baby cries all the time. (Liz puts a bottle in her crying baby's mouth.) What can I do to keep her quiet?" How would you respond?

a. Feeding a baby will quiet her, so what you are doing will be effective. Babies can't cry with bottles in their mouths.

b. Babies communicate with us through their bodies and noises. They can tell us when they are hungry or full, and when they want to interact or what something to be different. Responding to their cues early can reduce crying. What cues do you see before your baby cries?

c. Do you always give her a bottle when she cries? You're probably feeding her too much and that's why she's crying.

d. Crying is a late sign of hunger. Are you feeding her when she gives other hunger cues, like making sucking motions or sounds?

9. Ethan really enjoys playing with his son Zak. However, he is worried because sometimes Zak suddenly starts crying after he's been happily playing for several minutes. How would you respond?

a. I'm really worried about this. Babies love to play and interact, and it shouldn't make him cry. I think you should talk to your doctor to see if something is wrong.

b. It's great that you are spending time playing with Zak and trying to understand what he's communicating to you. Babies really like to play, but it's hard work for them to stay alert and focused for very long. Watch for Zak to give disengagement cues like turning away or putting his hands to his ears. If you see those cues, try giving him a little break.

c. Babies really like to play, but it's hard work for them to stay alert and focused on one thing for very long. Try varying how you are playing with him, by using different toys or actions. That will help him switch focus so he doesn't have to pay attention to the same thing for too long.

d. It's great that you are spending time playing with Zak and trying to understand what he's communicating to you. You should try to pay more attention to his disengagement cues. If you'd give him a break when he communicates that he needs one, he probably wouldn't cry so much.

10. Shannon is concerned about her baby Olivia's behavior. "Every afternoon from 4 until 6, she cries and needs to be held and rocked. I've tried putting her in the swing with all the lights and music to play with, or

having her older sister entertain her when she gets home from school. It just doesn't seem to be making a difference." How would you respond?

- a. Olivia probably wants to play and interact. She has missed everyone who has been gone at school and work all day. Babies are meant to be social and learn, and they get upset by anything that gets in the way of that interacting.
- b. Have you tried cluster feeding or giving her more to eat so she sleeps through this time of the afternoon each day?
- c. Olivia might be overstimulated with everyone coming home. Take a look around and find ways to reduce how much Olivia has to see, hear, or smell right around that time. You might want to try turning off the TV, turning off the lights and music on the swing, or asking her sister to play quietly until after dinner. She'll get better at handling big changes when she's older.**
- d. What other cues do you see when she is crying? Is she giving engagement or disengagement cues?

11. Tanya is worried that her baby will bother other people in the waiting area. She feeds her baby every time the baby makes a noise even when she knows that the baby is not hungry. Which step needed for a successful baby-caregiver interaction is affected by her concern?

- a. Look.
- b. Recognize.
- c. Respond.**
- d. This behavior is not related to any of the steps.

12. A co-worker asks you if you think it is useful to talk to parents about baby behavior before their babies are born. How would you respond?

- a. No, it is better to share baby behavior messages with parents when their babies are in the room.
- b. Yes, parents need to learn everything they can about their babies' health and development before their babies are born.
- c. Yes, because unrealistic expectations can increase parents' stress and affect their infant feeding decisions, some topics like sleep patterns and crying should be shared with parents before their babies are born.**

d. Yes, but I share baby behavior messages before the baby is born but only when parents ask specific questions.

13. Hannah is a new mother of a calm and alert 2-month-old baby boy, Joshua, who has been looking around the clinic during her appointment. You notice that the baby puts his head down on her shoulder for a moment, looks up, then opens and closes his eyes. What do you expect Joshua to do in the next few minutes?

a. **He will show more cues that show he needs to rest because being alert is hard work for babies.**

b. He will look around more often because babies want to learn from those around them.

c. He will let his mother know that he is hungry.

d. He will cry because his mother is not paying enough attention to him.

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Basic Nutrition Post-Test (Updated 9/4/20)

1. The four categories of macronutrients are _____.
 - a. carbohydrates, sugars, proteins, fats
 - b. carbohydrates, proteins, fats, vitamins
 - c. carbohydrates, starches, proteins, fats
 - d. carbohydrates, proteins, fats, alcohol**
2. Which has the most calories?
 - a. 1 gram protein
 - b. 1 gram fat**
 - c. 1 gram carbohydrate
 - d. B and C only
 - e. They all have the same amount of calories.
3. Some nutrients have more calories in each gram than others. How many calories per gram do carbohydrates have?
 - a. 2 calories per gram
 - b. 4 calories per gram**
 - c. 5 calories per gram
 - d. 7 calories per gram
4. Select the nutrient(s) that do NOT provide calories. (Select all that apply.)
 - a. Carbohydrate
 - b. Protein
 - c. Fat
 - d. Vitamins**
 - e. Minerals**
 - f. Water**
5. Which of the following foods are significant sources of carbohydrate? (Select all that apply.)

Steak

Spinach

Milk

Bread
6. Which of the following are significant sources of protein? (Select all that apply.)

Grapes

Almonds

Fish

Crackers

7. Which of the following is the best source of iron?
- a. Roast Beef**
 - b. Broccoli
 - c. Potatoes
 - d. Milk
8. If a participant is concerned about high blood pressure, the first thing you would want to talk to her about is her intake of _____.
- a. saturated fat
 - b. protein
 - c. sodium**
 - d. total fat

Use the food label to answer questions 9-13:

9. What is the serving size of this food?
- a. 4 oz.**
 - b. 16 oz.
 - c. 8 oz.
 - d. 130 g
10. How many calories are in this entire package?
- a. 520
 - b. 1120**
 - c. 1300
 - d. 280
11. How many grams of fat are in ONE serving of this food?
- a. 3.5
 - b. 56
 - c. 120
 - d. 14**
12. How many grams of protein are in TWO servings of this food?
- a. 4
 - b. 24
 - c. 48**

Nutrition Facts			
Serving Size 4 oz. (113g)			
Servings Per Container 4			
Amount Per Serving			
Calories 280	Calories from Fat 130		
% Daily Value*			
Total Fat 14g	22%		
Saturated Fat 3.5g	18%		
Trans Fat 2.5g			
Cholesterol 120mg	40%		
Sodium 640mg	27%		
Total Carbohydrate 13g	4%		
Dietary Fiber 1g	4%		
Sugars 0g			
Protein 24g			
Vitamin A 2%	Vitamin C 2%		
Calcium 2%	Iron 6%		
*Percent Daily Values are based on a 2,000 calorie diet. Your daily values may be higher or lower depending on your calorie needs:			
	Calories	2,000	2,500
Total Fat	Less Than	65g	80g
Saturated Fat	Less Than	20g	25g
Cholesterol	Less Than	300mg	300 mg
Sodium	Less Than	2,400mg	2,400mg
Total Carbohydrate		300g	375g
Dietary Fiber		25g	30g
Calories per gram:			
Fat 9 • Carbohydrate 4 • Protein 4			

d. 96

13. How much fiber is in this entire package of food?

- a. 13g
- b. 1g
- c. 4g**
- d. 12g

14. Which of the following strategies is most beneficial for participants attempting to lose weight?

- a. Develop the willpower to strictly limit calorie consumption.
- b. Engage in physical activities that maximize calorie expenditure.
- c. Make improvements to diet and exercise habits that are simple and enjoyable.**
- d. Reduce calories by avoiding foods containing fat and beverages such as milk.

15. The WIC participant you are working with would like some help making her meals healthier. You complete this food recall with her to get an idea of what typical meals are for her.

Breakfast: Toast, milk

Lunch: Sandwich with turkey and cheese, chips, banana, water

Dinner: Hamburger on a bun with ketchup and mustard, canned mandarin oranges, milk

Which food(s) would be the MOST appropriate for her to add to her daily meal plan?

- a. A serving of low-fat yogurt
- b. Carrot and celery sticks**
- c. A small apple
- d. A serving of tuna

16. Choose the foods that would be appropriate for a vegetarian who consumes milk and egg products. (Select all that apply.)

- a. Garden salad with ranch dressing**
- b. Lentil stew with turkey sausage
- c. Veggie omelet
- d. Granola cereal with 2% milk**
- e. Cheese pizza**
- f. Boneless, skinless chicken breast

17. Salmon is a great source of:

- a. trans fat.
 - b. omega-3 fatty acid.**
 - c. whole grain.
 - d. vitamin C.
18. Dried beans are a good source of all of the following EXCEPT:
- a. Fiber
 - b. Protein
 - c. Carbohydrates
 - d. Vitamin D**
19. A participant comes in to your clinic. She is concerned that her son may have a milk allergy. When he drinks too much milk, he gets a "tummy ache" and has gas. Do you think this is more likely a milk allergy or lactose intolerance?
- a. Milk allergy
 - b. Lactose intolerance**
20. The fat in salmon, walnuts, and canola oil: (Select all that apply.)
- a. is mainly unsaturated fat.**
 - b. can raise cholesterol and should be limited in the diet.
 - c. has less calories than the fat in butter, cheese, and lard.
 - d. can help reduce the risk of cardiovascular disease.**
21. Digestion begins in the:
- e. stomach.
 - f. small intestine.
 - g. mouth.**
 - h. pancreas.
22. Iron deficiency anemia can result from _____.
- a. Diets high in low-iron foods such as chips, cookies, and soft drinks
 - b. Calorie-restricted diets
 - c. Diets high in foods and beverages such as coffee, tea, and chocolate
 - d. All of the above**
23. All of the following statements about dietary fiber are true EXCEPT:
- a. It can help reduce constipation.
 - b. It raises blood sugar and blood cholesterol levels.
 - c. It provides no energy to the body.
 - d. Fruits and vegetables are good sources of fiber.
24. Carbohydrates:
- a. are mainly found in foods like meat and eggs.
 - b. are the body's preferred energy source.**
 - c. are unhealthy, and should be eaten in very limited amounts.

- d. build and repair muscle tissue.
25. Which of the following is meant by the term “energy balance”?
- a. The body expends the same number of calories as the amount eaten**
 - b. The body expends less calories than the number of calories consumed.
 - c. Calorie intake is balanced evenly between the four categories of macronutrients.
 - d. The number of calories consumed supports the development of balance and motor control.
26. Trans fats: (Select all that apply.)
- a. are found mainly in foods like hamburger, bacon, and butter.
 - b. can help lower your cholesterol.
 - c. help with brain function.
 - d. are added to many highly processed foods.**
 - e. should be eaten as little as possible.**
27. Which is a fat-soluble vitamin?
- a. Vitamin C
 - b. Calcium
 - c. Vitamin D**
 - d. Fluoride
28. The main function of iron is:
- a. to carry oxygen in the blood.**
 - b. to break protein down into amino acids.
 - c. to carry nutrients to cells.
 - d. to help repair connective tissue.
29. ____ can increase the risk of heart disease, while ____ can help reduce the risk of heart disease.
- a. HDL, HDL
 - b. HDL, LDL
 - c. LDL, LDL
 - d. LDL, HDL**
30. A participant tells you that she heard that eating “good” fats can help decrease her risk of heart disease. She wants to know what foods she should eat to increase her intake of these “good” fats. Which foods would you suggest to her? (Select all that apply.)
- e. Lean ground beef
 - f. Canned salmon**
 - g. Avocado**
 - h. Low-fat cheese
 - i. Olive oil**

31. You are working with a mom with a two-year-old son, Joey. The mom tells you that she is concerned because Joey is a very picky eater. She tells you that he will not eat any meat or fish, but he eats eggs every day. After asking probing questions, you find that Joey eats bananas, strawberries, carrots, broccoli, peanut butter, oatmeal, and milk. At this point, you are most concerned that Joey:
- a. may not be getting enough protein.
 - b. may not be getting enough iron.**
 - c. could have constipation from low fiber intake.
 - d. may not be getting enough vitamin C.
32. Select all that apply: Which of the following are effective in long term weight loss?
- ☐ Exercise
 - ☐ Willpower
 - ☐ Hormone Medications
 - ☐ Metabolism Boosting Medications
 - ☒ **None of the above**
33. Which strategy below is most likely to improve other health indicators (blood sugar, blood pressure, cholesterol) for a person with a BMI classified as obese?
- a. Consume adequate sources of heme iron.
 - b. Avoid foods containing saturated fats.
 - c. Focus on improving daily diet and exercise habits.**
 - d. Strictly limit calorie-intake to achieve a normal BMI.

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Breastfeeding Post-Test Updated 2/26/15

1. Man-made formula provides an infant with the same nutrients and benefits as breastmilk **(False)**

Formula manufacturers try to duplicate what is in breastmilk, but it will never be the same

2. There are situations where mom should not breastfeed. **(True)**

Some situations include if the mother is HIV positive or if she is taking some type of drug that may harm her baby

3. Colostrum is the first milk made by the breasts. **(True)**

It is specially made for a newborn and should be the only food or drink given to baby.

4. If a mother decides **NOT** to breastfeed, it will not adversely affect her health in any way. **(False)**

Some ways **NOT** breastfeeding may adversely affect the mother's health include: longer recovery from childbirth, greater risk of blood loss after birth, earlier return of fertility in most women, increased risk for breast and ovarian cancer.

5. When mom is on medications, always check a reputable reference to confirm that the drug is safe for baby. **(True)**

Reputable references include the healthcare provider the book *Medications and Mother's Milk* by Thomas Hale.

6. Breastfeeding infants should receive a multi-vitamin supplement **(False)**

Vitamin D is the only extra vitamin needed by infants

7. Drinking extra water won't make more milk **(True)**

8. Babies who are formula fed are less fussy than breastfed babies **(False)**

Many babies have fussy times in the evening. This happens with both breastfed and formula fed babies.

9. Mom doesn't have to eat a perfect diet to make high-quality breast milk. **(True)**

While every new mother should be encouraged to eat a healthy diet, moms with a less than perfect diet should still be encouraged to breastfeed.

10. When is it most beneficial to talk to a pregnant woman about breastfeeding?

- a) **2nd Trimester**
- b) Two weeks before delivery date
- c) At the point she knows she is pregnant

11. Name some resources that can help WIC moms with breastfeeding (check all that apply):

- a) **BF hotline 1-800-833-4642**
- b) **La Leche League**
- c) **Hospital Support Group**
- d) **Peer Counselors**

12. Breastfeeding should be discontinued if the baby is jaundiced. True or **False**.

Breastfeeding should be continued if the baby is jaundiced.

13. Which one of the following is NOT a treatment for sleepy baby:

- a) Wake the baby to feed about every three hours
- b) Check positioning at the breast
- c) **Give the baby a pacifier**

14. Which of the following are accurate (check all that apply):

- a) Baby should poop 1-2 times a day for the first 10 weeks
- b) Baby should not poop at all until milk comes in
- c) **Baby should poop 4-5 times a day for the first six weeks**
- d) **Baby's stool will change color in its first few days**

15. Babies born before 37 weeks should be referred to the RD and lactation specialist. **True** or False. These are preterm infants and should be referred to the RD and lactation specialist

16. Mother's mature milk should come in by the end of two weeks after birth. True or **False**.

Mother's mature milk should come in by day 3 or 4

17. It is normal for baby to lose a little weight after birth; however, they often regain it by day 10. **True** or False.

18. Severe pain is normal for breastfeeding True or **False.**

Brief discomfort at the beginning of a nursing session is normal, but severe pain is not normal and should be assessed by a lactation specialist.

19. Infant formula is made from human breastmilk. True or **False.**

Infant formula is a processed product made of cow's milk or soybean protein, corn syrup or sugar, added fats, and vitamins.

20. The WIC program is there to make every woman breastfeed. True or **False.**

Mothers have come to trust WIC for skilled help with breastfeeding. Support is an important part of what WIC does for breastfeeding mothers. WIC is there to remind mom that someone appreciates the fantastic job she is doing as a mother. WIC is there to listen, and offer information in a non-judgmental manner

21. All nursing mothers need a breast pump. True or **False**

Not all breastfeeding mothers need a breast pump. So, gather information from the mom on why a pump might be needed. Sometimes the introduction of a pump could interfere with breastfeeding.

22. What is NOT one of Baby's early feeding cues:

- Makes licking, smacking or sucking movements with his mouth
- **Crying**
- Sucks on his hands
- Roots (opens mouth wide, turns head in search of breast)

23. Moms who smoke should still breastfeed. **True** or False

Some nicotine does pass from mother to baby when mom's smoke, but smoking mothers should continue to breastfeed to ensure babies get important nutrients from breast milk and the protective factors to help fight damage from secondhand smoke exposure

24. When should breastfeeding stop?

- At 6 months
- When the baby gets teeth
- 1 year
- **When mom and baby decide to stop**

25. Milk can be stored in a refrigerator for 5 days . **True** or False

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Child Nutrition Post-Test Updated 1/25/21

1. Which of the following best describes how caregivers should respond to hunger cues when toddlers are around 18 months old?
 - A. They should be fed when they display cues such as tight fists or rooting.
 - B. Around 18 months, most toddlers no longer need to be fed whenever and wherever they indicate that they're hungry.**
 - C. When a toddler shows hunger cues, it's the caregiver's responsibility to feed them. It doesn't matter where they are or what time it is.
 - D. Hunger cues go away on their own as a toddler's digestive system matures.
2. What is one of the benefits of bringing toddlers and children together with other family members during planned meals and snacks?
 - A. Other family members can assist caregivers feeding toddlers and children.
 - B. Toddlers and children learn to decide what foods are offered.
 - C. Other family members can teach toddlers and children how much to eat.
 - D. By watching others toddlers and children learn a great deal about how to eat and behave.**
3. When a caregiver asks what to offer toddlers and children during meals, what is an appropriate response?
 - A. It is okay to offer unlimited desserts during a meal.
 - B. Offer foods from several groups during each meal.**
 - C. Limit the variety of foods to those you want children to consume more often.
 - D. Desserts or foods with refined sugars should never be offered during mealtimes.
4. What beverages are recommended to offer toddlers and young children during meals and snacks?
 - A. Caregivers are recommended to offer "grown-up" drinks such as soda and Kool-Aid so children learn to enjoy them.
 - B. Milk, 100% juice, and water**
 - C. All kinds of beverages are recommended.
 - D. Only water.
5. Which of the following recommendations about sit down snacks is correct?
 - A. Sit down snacks should include only low-calorie foods and water so the child is hungry when mealtime comes.
 - B. Caregivers should encourage all family members who are present to sit down and eat the snack together.**
 - C. Caregivers should limit the portion sizes of sit-down snacks to reduce picky eating behaviors at mealtimes.

- D. Other family members should not be present during sit down snacks so children are not easily distracted.
6. Which of the following suggestions is a recommended to make mealtimes more pleasant?
- A. Require children to try different foods before allowing them to get more of the food they've already eaten.
 - B. Encourage children to bring electronic devices with educational activities and games to reduce boredom or disinterest.
 - C. Wait until children are old enough to physically serve themselves before including them in family mealtimes.
 - D. Caregivers can ask developmentally appropriate questions like "What was the favorite part of your day?" to involve them in mealtime conversations.**
7. What is a potential problem of providing children with the foods they request (aka: catering) during meals and snacks?
- A. Catering to requests interferes with planned family meals and snacks.**
 - B. Children may consume a variety of healthy foods.
 - C. Children feel pressured to try foods they don't want to eat.
 - D. All of the above.
8. How should a caregiver respond to children with picky or choosy behaviors?
- A. Stop offering favorite foods at mealtimes.
 - B. Require a "no, thank you bite" before offering dessert.
 - C. Avoid pressuring children try foods they don't want to eat.**
 - D. Stop offering food children don't want to eat.
9. What is a potential concern of trying to get a child to eat less? (Choose the best answer.)
- A. Caregiver pressure leads to positive long-term attitudes and habits for children.
 - B. Children feel pressured to try food they don't want to eat.
 - C. Children may not learn to respond to internal hunger and fullness cues.**
 - D. None of the above.
10. Which of the following amounts of daily physical activity is appropriate for a 3-year-old?
- A. At least 60 minutes each day.
 - B. At least 30 minutes each day.

C. Caregivers should offer several daily opportunities to be physically active.

D. Caregivers should limit physical activity as much as possible.

11. Children that live in communities without an adequately fluoridated water are more likely to develop cavities.

- **True**
- False

12. Which of the following recommendations about educational TV or Apps is correct for children 2 years of age and older?

A. Children should have TVs in their bedrooms to promote access high quality programming daily.

B. Viewing time for children 2 years and older should be limited to one hour of high-quality programming per day.

C. Caregivers determine what programming children watch, and children determine whether or how much programming to watch.

D. Offer one hour of high-quality programming can be used as a reward for trying new foods or engaging in physical activity.

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Eligibility Criteria Post-Test Updated 10/18/21

Module 1: Category

Which of the following categories is assigned by HANDS based on date of birth?
(1.3 Category Assignment)

- a. PN
- b. C1**
- c. IEN
- d. P

Which of the following participants should be assigned the category P (WOMAN, POSTPARTUM)? (1.3 Category Assignment)

- a. A pregnant woman in her 2nd trimester
- b. A breastfeeding woman who also offers formula
- c. All women with infants who meet WIC eligibility requirements.
- d. Women who exclusively formula feed their infant.**

Which of the following CANNOT be used for proof of identity? (1.4 Proof of Identity)

- a. Immunization record
- b. Social Security Card**
- c. Driver's license
- d. AHCCCS online portal verification

At a certification appointment a WIC applicant is asked for proof of ID. What action should be taken if they did not bring any of the allowed types of documentation?

(1.7 Forgotten Applicant Proof of Identity)

- a. In HANDS select the proof of ID they agree to provide at the next appointment.
- b. Take steps to establish a conditional certification.**
- c. Reschedule the appointment for a time they can show proof of ID.
- d. Print and provide them with a Notice of Ineligibility.

Module 2 Residency

Which of the following CANNOT be used for proof of residency? (2.2 Proof of Residency)

- a. Notice to Provider/DCS Paperwork
- b. Bill (utility, cable, phone, etc.)
- c. Shelter Letter on Letterhead
- d. Verbal statement of address**

The selection 'NO PROOF EXISTS SIGNATURE FORM' from the Proof of Address drop down menu is appropriate in which of the following situations? (2.5 No Proof of Residency)

- a. An applicant has forgotten to bring proof of residency.
- b. An applicant has no proof of residency due to homelessness, theft, loss, disaster, or refugee status.**
- c. An applicant has recently moved to a new address.
- d. An applicant provides documentation of a PO Box.

Module 3 Income

The following is of the correct definition of an economic unit: (3.2 Economic Units)

- a. A group of related individuals who live together and share economic resources.
- b. A group of related or non-related individuals who live together but do not share resources.
- c. A group of related or non-related individuals who live together and share economic resources.**
- d. A group of related and non-related individuals who occupy a homeless shelter.

Military personnel living in a separate location should be counted as part of an economic if they provide income for applicants. (3.3 Economic Units – Special Situations)

- a. True**
- b. False

A mother and father share custody of a child live apart and do not share resources. Which of the following procedures is appropriate for determining the child's eligibility for WIC services? (3.3 Economic Units – Special Situations)

- a. The child can be certified with each parent separately.
- b. The parents must be considered as one economic unit.
- c. The child can be certified as part of the household where they spend the majority of their time.**
- d. The child can be certified with the first parent who applies for WIC.

Select the statement that accurately reflects the procedure for determining the economic unit of a child in foster care: (3.3 Economic Units – Special Situations)

- a. Always include the foster child in the economic unit of the Authorized Representative(s) which the child lives.

- b. Include the foster child in the economic unit of the Authorized Representative(s) which the child lives only if the Authorized Representative(s) receive income by fostering the child.
- c. Include the foster child in the economic unit of the Authorized Representative(s) which the child lives only at the request of the Authorized Representative(s).
- d. Foster children are counted as an economic unit of one, separate from the Authorized Representative(s).**

Income eligibility may also be verified by showing proof of participation in adjunctively eligible programs, such as: (Check all that apply)

- CHIP (Children's Health Insurance Program)
- **AHCCCS ((Arizona Health Care Cost Containment System)**
- **SNAP (Supplemental Nutrition Assistance Program)**
- AzEIP (Arizona Early Intervention Program)
- **TANF (Temporary Assistance for Needy Families)**
- MSFDC (Military Services for Families with Dependent Children)
- **Section 8 Housing**
- **FDPIR (Food Distributing Program on Indian Reservations)**

After entering the income information provided by an applicant, HANDS determines the family is over-income. What is the next step you should take?

- a. Enter forgot docs and request the applicant to bring a different proof of income within 30 days.
- b. Verify family size, income amount, and income interval to make sure accurate information was entered in HANDS.**
- c. Print and provide them with a Notification of Ineligibility.
- d. Select 'No Proof Exists/Zero Income Signature Form' and obtain a signature.

When should income be re-evaluated during a certification period?

- a. At every appointment before issuing food benefits.
- b. Anytime HANDS changes the default food package according to infant or child age.
- c. If a change of income or is reported by a participant.**
- d. At the mid-certification appointment.

Module 4 Nutrition Risk

Which of the following statements about nutrition risks is accurate? (4.3

Assignment of Risk Codes)

- a. Nutrition risks are determined during the assessment of income eligibility.
- b. Nutrition risks are determined during ABCDE assessment.**
- c. HANDS automatically assigns risk 428 for infants and 401 for participants 2 years or older.

- d. HANDS automatically assigns all the nutrition risks that apply to a participant.

An applicant can be certified without any assigned nutrition risks in HANDS. (4.3 Assignment of Risk Codes)

- a. True
- b. False**

HANDS Part 1 Post-Test Updated 7/2/18

Test questions: Module 1

What does a yellow message mean? 1.12

- a) Your password will expire within 30 days
- b) You are not authorized to make changes in this screen
- c) The session has become inactive; you need to re-enter your password
- d) Slow down to consider whether action is needed or not**

What does a red message mean? 1.12

- a) Something is missing or needs to be updated.**
- b) Your password has expired.
- c) You are not authorized to make changes in this screen
- d) This client has not registered to vote.

What do main screen error messages, pop-up error messages, and Stack Trace error messages have in common? 1.13

- a) They signal the user to reschedule the client appointment.
- b) Error messages explain what is needed to correct or report the error.**
- c) They occur when new client information has been entered.
- d) Error messages are triggered by client transfers.

Where can HANDS users find important policy alerts, helpful tips, and HANDS system updates? 1.17

- a) Client Family Search Page
- b) WIC Services Page
- c) Scheduling Page
- d) Home Page**

Test questions: Module 2

How can you NARROW the search results for a client whose certification expired nearly a year ago? 2.7

- a) Enter as much information as you know, such as name, DOB, and category.
- b) Select the Clinic radio button if you know which clinic the client last visited
- c) Select the Pending/Inactive radio button to avoid searching active records.
- d) All of the above will help to narrow the results for a faster search**

To link a mom to her children or give a reason not linked, go to the _____ tab in the Certification Flow Menu . 2.21

- a) Client Registration Screen**
- b) Medical Screen
- c) Notes Screen
- d) Certification Screen

Why does HANDS sometimes display a Potential Duplicate Client Record pop-up message? 2.24, 2.25

- a) Similar information may indicate the client is already a WIC client.

- b) It is illegal to allow dual participation on the program
- c) The WIC employee may not be aware that the client already participates in the program

d) All of the above

Once I complete the certification screen and click save, can I go back and change the birthday on a client's account? 2.32

a) Yes, birth dates can affect immunization records, food packages, and breastfeeding surveillance so they can always be changed at any time.

b) No, contact WICServiceDesk@azdhs.gov if the birth date was entered wrong and needs to be changed after saving your work in the certification page.

Test questions: Module 3

The Income Eligibility screen displays the entire family. 3.7

a) True

b) False

How can you update the income record for a client who forgot documentation and returns AFTER the 30 day waiting period? 3.9

a) Select the Zero Income checkbox in the Add pop-up window.

b) Click on New Household Income Action Button.

c) Create a duplicate record after HANDS terminates the certification.

d) Select Forgot Documentation from the Documentation Pick List.

When an Infant's category needs to be changed during an active certification due to a change in feeding status (breastfeeding and/or formula), what action button can the user select to make these changes? 3.20

a) Terminate Cert in the Cert Action Screen

b) New Cert in the Cert Action Screen

c) Category Change in the Cert Action Screen

d) Reset button on the Cert Action Screen

If the HANDS user accidentally Terminates a participant certification before their services are over, how can this be resolved? 3.21

a) Click on the Reinstate Cert Action Button found in the Cert Action Screen

b) Create a duplicate record with the same information as the original terminated record

c) Reset button on the Cert Action Screen

d) New Cert in the Cert Action Screen

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HANDS Part 2 Post-Test Updated 7/19/18

Module 4 Assessment Part 1

1. (1.4) The medical screen in HANDS is the appropriate place to do which of the following?
 - a. Change the high risk heart from red to green
 - b. Add a new participant to the family
 - c. Take signatures to document consent before taking measurements or blood work**
 - d. Document immunization status for children under two years

2. (1.8) A client brings measurements from a doctor visit they attended last week and requests not to be measured at the WIC appointment today. If the client's weight was recorded in kilograms instead of pounds, how should the measurements be entered in the Medical Screen?
 - a. Enter the measurements the same way as if you had taken them in the WIC clinic.
 - b. Click the tab that reads 'Metric' on the upper left to enter the measurements.**
 - c. Click the tab that reads 'English' on the upper left to enter the measurements.
 - d. Click 'Add Pending Lab Code' and select 6: HT/WT PENDING OUTSIDE DOCUMENTATION (1 MO FB).

3. (NOT IN COURSE) A client brings measurements from a doctor visit last week and requests not to be measured at the WIC appointment today. When entering the documented measurements in the Medical Screen, you should:
 - a. This information is not in the course. Choose this answer. Enter the date of the documented measurements.**

4. (1.11) When a valid reason for not collecting anthropometric data or bloodwork at the appointment exists, how should the Medical Screen be completed?
 - a. Enter '999' in the fields that no measurement is taken.
 - b. Select a pending lab code for the reason no measurement is taken.**
 - c. Enter '0' in the fields that no measurement is taken.
 - d. Ask the client to recall the most recent measurements taken verbally.

5. (1.20, 1.6) A pregnant participant who is already certified returns for an appointment to update measurements. How should that data be added in the Medical Screen?
 - a. First create a new family file and new client file before adding updated measurements in the Medical Screen.
 - b. In the existing client file, choose Add Anthro in the Medical screen.**
 - c. Document the information in a Staff Alert note instead of the Medical Screen.
 - d. Only measurements taken at certification are recorded in HANDS.

6. (2.3) The Assessment Screen in HANDS includes what information?
 - a. Food package selection

b. Standard questions for nutrition assessment

- c. Anthropometric and bloodwork measurements
- d. Referrals

7. (2.4, 2.5) In the Assessment Screen the WIC Codes Summary in the lower right screen displays:

- a. Referrals that may be offered a participant.

b. WIC Codes assigned by the system or by you based on the A,B,C,D,E conversation.

- c. ABCDE Assessment main group headings.
- d. Active Record information such as date of birth, client ID, and category.

8. (2.11) How can you view information in a past assessment that has been moved to History?

- a. Past assessments in HANDS are deleted when new assessments are entered.

b. Use the Assessment History Pick List in the upper right-hand corner of the screen.

- c. Ask the client to recall the previous assessment.
- d. Search for information about past assessments in the Notes Screen.

9. (2.13) Which is an example of information recorded in Breastfeeding Surveillance Screen?

- a. Information about breast pump issuance.
- b. Nutrition Education related to breastfeeding.

c. Whether the infant or child is currently breastfeeding.

- d. Assigned WIC Codes related to breastfeeding .

10. (3.2) Which of the following statements about the Care Plan is true?

- a. The Care Plan summarizes Family, Client, and Income screens.
- b. The Care Plan is also referred to as Goal in the TGIF note.
- c. The HANDS system allows one Care Plan per family.

d. The High-Risk Heart appears on the WIC Codes section of the Care Plan.

11. (3.8) The Referrals section of the Care Plan shows:

- a. Referrals that were documented in the Income Screen.
- b. Referrals you add by clicking 'Add a new record' and selecting from Program, Status, Participating lists.
- c. Whether a client is currently participating in the referral program.

d. All of the above answers are correct.

12. You have double-checked that everything is correct in the Assessment screen. You continue to the Food Package Screen but are unable to issue benefits. What step did you probably miss on the Care Plan Screen?

- a. Clicking the Save button.
- b. Clicking the Print Care Plan button.

c. Clicking the Complete Assessment button.

- d. Clicking the 'Add a new record' button.

13. (3.16) Which of the following correctly explains how to identify the type of note you are writing in the client record?

- a. Specify note type on the first line of your note.
- b. Click the Note Type picklist to select the appropriate option.**
- c. HANDS assigns note type automatically.
- d. WICServiceDesk@azdhs.gov reviews notes daily to assign appropriate note type.

14. (5.2) Precertification is useful for pre-screening clients who may be eligible for WIC. To precertify clients, follow these steps:

- a. Go to Scheduling, select Precertification, then enter Family, Client, and Income information.**
- b. Go to WIC Services, select Add a New Family, then enter Family, Client and Income information.
- c. Go to Scheduling, select Walk-In Appointments, enter Family ID and Client ID.
- d. Go to WIC Services, Schedule Appts, and Add to make a new appointment.

15. (6.3) When performing an In-State Transfer, which of the following series of steps should be taken on the Client Family Search screen?

- a. Perform a clinic-wide search for the client.
- b. Click the 'Trans Family' or 'Trans Client' after finding the record using an agency-wide or state-wide search.**
- c. Click the 'Out of State Trans' button and enter the client information.
- d. Add a new family record.

16. (6.8) Which series of steps for the Out of State Transfer process is in the correct order?

- a. Search for the client in Client Family Search screen, select the Out of State Trans button, complete Family Information screen, Client Information screen, and then Add a New Client button.**
- b. Search for the client in Client Family Search screen, select the Out of State Trans button, Add a New Client button, Client Information Screen, Family Information Screen.
- c. Select the Out of State Trans button, complete Family Information screen, Client Information screen, and then Add a New Client button.
- d. Add a new family in the in Client Family Search screen, complete Family Information screen, Client Information screen, and then Add a New Client button.

17. (7.1) Which TWO choices below are the best ways to begin the process of issuing a pump in HANDS:

- a. Navigating to the Breast Pump Issuance and Return screen using the Navigation Menu in Active Record.**
- b. Accessing the Navigation Menu on the Client Family Search screen.**
- c. Precertify the client and make an appointment.
- d. Ask the client to transfer to the clinic with the most breast pumps.

18. (7.10) To make returned pumps available in HANDS:

- a. Verify the pump has been inspected, cleaned, and added back into inventory.

- b. Navigate to 'Breast Pump Issuance and Return' in the Navigation Menu.
- c. Enter the pump's serial number and select the search button.
- d. Select the checkbox in the row of the most recent record, then select the 'Make Pump Available' button.

e. All of the steps above are needed to make returned pumps available.

19. (4.15) When viewing a client record you can go to the Appointment Screen and select Appointment History to find out: (Select ALL that apply)

- ☐ **What day and time the client last visited the clinic.**
- ☐ What type of appointment the client needs next.
- ☐ **What type of appointment the client completed.**
- ☐ **What type of service(s) was provided at the appointment.**

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Hematology Post-Test Updated 11/30/20

1. True or False. Hematology is best defined as the study and assessment of sickle cell anemia.

- a. True
- b. False**

2. True or False. If a client refuses the hemoglobin test based on religious beliefs, she can still be certified.

- a. True**
- b. False

3. The substance in the red blood cell responsible for the red blood cells color and its ability to pick up oxygen from the lungs: (Select the correct answer)

- a. Hemoglotin
- b. Hemaglonen
- c. Hemoglobin**
- d. Hematacrit

4. This is the most common form of anemia among WIC clients: (Select the correct answer)

- a. Sickle Cell
- b. Vitamin B12
- c. Folic Acid
- d. Iron Deficiency**

5. True or False. Tiredness, weakness, and pale skin are all symptoms of anemia.

- a. True**
- b. False

6. What are the two most common causes of iron-deficiency anemia? (Select the correct answer)

- a. Lead, malabsorption
- b. Low dietary intake of iron, Blood loss**
- c. Low iron blood, lack of essential factors
- d. None of the above

7. A common cause of high levels of hemoglobin is: (select the correct answer):

- a. High intake of iron-rich foods
- b. Living at high altitudes**
- c. Excessive milk consumption
- d. Lead contamination

8. True or False. When obtaining a blood sample, the cuvette should be filled completely.

- a. True**
- b. False

9. True or False. Work surfaces need to be cleaned at the end of the day, and may be cleaned in between clients as well.

- a. True**
- b. False

10. When a container of HemoCue 201 cuvettes is first opened, what do you do?

- a. Write down the serial number of the HemoCue machine on a piece of paper.
- b. Write down the manufacturer's expiration date on a piece of paper.
- c. Write the date of expiration on a piece of paper.
- d. Write the date on the side of the container so those using the cuvettes will know when the date the cuvettes will expire.**

11. When opened and sealed properly each time after they are used, how long will the container of cuvettes for the HemoCue 201 last? (Select the correct answer)

- a. 30 days
- b. 45 days
- c. 90 days**
- d. 120 days

12. True or False. When wiping the excess blood off the outside of the cuvette on a lint-free wipe, it's important to NOT touch the open-ended area, as this could pull some of the blood sample out.

- a. True**

b. False

13. Which of the following indicates that the HemoCue machine is functionally normally when it's turned on? (Select the correct answer)

a. Flashing red light

b. A "Ready For Use" message displayed on the screen

c. Flashing green light

d. Three flashing dashes

14. True or False. For best blood flow and least pain, the site for a finger prick should be located at the side of the finger, not in the center.

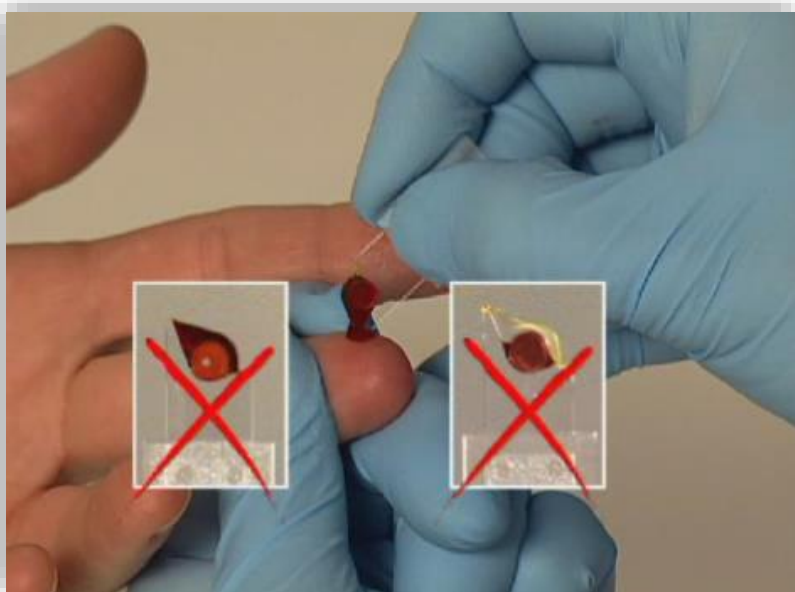
a. True

b. False

15. True or False. Typically, the middle and rings fingers are the best fingers to use when completing a finger stick during a capillary sampling test.

a. True

b. False



Lancet.png

16. What could have caused the above two situations: (Select the two correct answers)

- a. The blood drop was too big
- b. The client drank too much water prior to her test
- c. An air bubble got into the cuvette**
- d. The cuvette was not filled with enough blood**

17. How many drops of blood need to be wiped off prior to taking the sample of blood? (Select the correct answer)

- a. 1-2
- b. 2-3**
- c. 4-6
- d. 7-9

18. Which of the following statements is true about the expiration date of cuvettes used in the McKesson Consult? (Select the correct answer)

- a. They expire within 30 days of opening the resealable cuvette package.
- b. They can be used until the expiration date printed on the package.**
- c. They do not have an expiration date.
- d. They expire 24 months after opening the package.

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Infant Nutrition Birth-18mos Updated 2/2/21

1. Which of the following is a hunger cue that caregivers should recognize as a signal to feed their infant?
 - a. Turning away
 - b. Tight fists**
 - c. Smiling
 - d. Falling Asleep

2. Which of the following cues should caregivers recognize as a signal to stop feeding their infant?
 - a. Tight fists
 - b. Mouthing
 - c. Turning away**
 - d. Rooting

3. What of the following statements is correct?
 - a. Vomiting is normal during the first several months of life.
 - b. Spitting up goes away on its own as the infant's digestive system matures.**
 - c. Spitting up is caused by an allergic reaction to formula or breastmilk.
 - d. Caregivers reporting small amounts of spit-up should be referred to a physician.

4. How should infants be positioned for feeding?
 - a. Infants should lie flat on their back during feedings.
 - b. Keeping infants fully upright improves digestion.
 - c. Infants should be placed in a semi-upright position.**
 - d. Research shows body position does not affect infant feeding.

5. According to the division of responsibility, which of the following is the caregiver's responsibility for infant feeding?
 - A. Whether the infant eats
 - B. When the infant eats
 - C. What the infant eats**
 - D. How much the infant eats

6. Which of the following statements about food allergies for infants is correct?
 - A. By twelve months most food allergies go away on their own.
 - B. Common allergenic foods should not be offered until 2 years of age.
 - C. Cereal should be added to infant bottles before 4 months of age to reduce the risk of food allergies.

D. Infants with a family history of food allergies should speak with their health care provider before starting common allergenic foods.

7. A caregiver has just noticed the first tooth appear for an 8-month-old-infant. Which of the following recommendations about dental visits is correct:
- a. The first dental appointment should be scheduled by two years of age.
 - b. The first dental visit should be scheduled no later than 1 year of age.**
 - c. A dentist visit should be scheduled in 6 months when the child is 14 months of age.
 - d. A dentist visit is not necessary unless dark spots or yellowing becomes visible.
8. Which of the following ways to encourage physical activity is appropriate for an infant who has not learned to sit up, crawl or pull-to-stand?
- a. Encourage the caregiver to place objects just out of their reach requiring the infant to move to grab them.
 - b. Hold the infant up to practice taking steps.
 - c. Hold the infant up to encourage them to reach for things.**
 - d. Caregivers should not encourage physical activity until infants learn to walk.
9. In Step 2 of introducing solid foods, which of the following are examples of thicker, lumpy foods?
- a. Cut-up fruit
 - b. Mashed bananas**
 - c. Applesauce
 - d. Raw Carrots
10. Foods such as cut-up vegetables, soft cheeses, and ground meats are examples of which Step to introducing solid foods?
- a. Step 3 Finger Foods**
 - b. Step 1 Pureed Foods
 - c. Step 2 Thicker, Lumpy Foods
 - d. Step 4 Easy-to-Chew Grown-up Foods
11. Which of the following foods may cause choking?
- a. Yogurt
 - b. Popcorn**
 - c. Whole milk in a cup
 - d. Pureed carrots

12. True or False: All infants are good candidates for baby led weaning.
- a. True
 - b. False**
13. At what age are liquids not recommended to be offered in a bottle?
- a. 6 months
 - b. 12 months
 - c. 18 months
 - d. 14 months**
14. At what age are caregivers recommended to begin feeding older infants and children alongside other family members during planned meals and snacks?
- a. During the introduction of Step 3 Finger Foods
 - b. Between 12-18 months
 - c. Around 6 months of age**
 - d. When they can consistently chew and swallow foods without gagging
- 15.. What are the signs of readiness for Step 3 Finger Foods?
- a. Open their mouth for the spoon
 - b. Pick up food and put in their mouth**
 - c. Sit up – alone or with support
 - d. Pick up food, but cannot let it go
16. A caregiver has successfully introduced infant foods with a spoon to his infant. However, when starting to offer Step 3 Finger Foods, the infant repeatedly spits foods out after putting them in her mouth. This is an example of which of the following feeding behaviors:
- a. Gastroesophageal Reflux
 - b. Gagging**
 - c. Choking
 - d. Burping

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Introduction to Formula Updated 3/22/22

1. What are three forms of formula commonly available?
 - a. Premature, Standard, Toddler
 - b. Ready to Feed, Powder, Concentrate**
 - c. Contract, Non-contract, Special
 - d. Similac, Enfamil, Gerber
2. Which of the following formulas does not need water to be added during preparation?
 - a. Powder
 - b. Concentrate
 - c. Ready to Feed**
 - d. Hypoallergenic
3. What procedure is recommended to sterilize well water during formula preparation?
 - a. Microwave water using the reheat beverage setting, then cool down to body temperature.
 - b. Boil the water for about 1 minute, then cool down to body temperature.**
 - c. Purify water using a water filter and warm water to body temperature.
 - d. Purify the water with an ultraviolet light system and warm to body temperature.
4. What is the first step in powdered formula preparation?
 - a. Clean and sanitize bottles and nipples
 - b. Add safe water to bottles
 - c. Wash hands thoroughly with soap and water for at least 20 seconds**
 - d. Rinse the top of the formula can
5. Which is the correct procedure for preparing powdered formula when the manufacturer recommends mixing one scoop of formula with 2 oz of water?
 - E. Add 1 level scoop of formula, then add water to the 2 oz mark.
 - F. Add 2 oz of water to the bottle, then add 1 heaping scoop of formula.
 - G. Add 2 oz of water to the bottle, then add 1 level scoop of formula.**
 - H. Add 1 heaping scoop of formula, then add water to the 2 oz mark.
6. Which is the correct procedure for preparing concentrate formula?

- A. Add equal amounts of water and liquid formula to the container, then mix well.**
 - B. Add 2 oz of water for each 1 oz of liquid formula to the container, then mix well.
 - C. Add 1 oz of sterilized water for each 2 oz of liquid formula to the container, then mix well.
 - D. Add equal amounts of water and liquid formula, boil for about 1 minute, then mix well.

- 9. Discard prepared concentrate if:
 - a. It has been at room temperature for more than 1 hour.
 - b. It has been at room temperature for more than 2 hours.**
 - c. It has been stored in the refrigerator more than 1 hour.
 - d. It has been stored in the refrigerator more than 1 day.

- 10. What is an Arizona WIC contract formula?
 - a. A formula approved for infants who need special formulas.
 - b. A formula which has been prescribed by the health care provider.
 - c. A formula eligible for a manufacturer rebate to the Arizona WIC Program.**
 - d. A formula that is manufactured in Arizona for use by the WIC program.

- 9. What requirements must be met before a non-contract formula can be issued? (select all that apply)
 - a. Complete medical documentation must be received and approved**
 - b. The participant meets one or more of the specific medical requirements outlined in the Arizona WIC Policy and Procedure Manual**
 - c. The Arizona WIC State office must be contacted for approval**
 - d. The participant must have previously tried an equivalent contract brand formula.

- 11. How is the issuance of conditionally special formulas different from other special formulas in WIC?
 - a. They must be ordered by a pharmacy.
 - b. They must meet additional conditions beyond what is required for the issuance of special formulas.**
 - c. They can only be issued to participants with medical documentation.
 - d. They can be issued to all participants without medical documentation.

12. True or False: In HANDS the default infant food package allows the user to select contract, non-contract, and special formulas.
- c. True
 - d. False**
13. What is the purpose of tailoring formula for partially breastfed infants?
- a. To promote breastfeeding and reduce the risk of extra containers of formula from being resold.**
 - b. To prevent overfeeding and excessive weight gain.
 - c. Cost savings can be used to increase participation through outreach.
 - d. To reduce the prevalence of cows-milk allergy among infants.
14. An infant was born at 32 weeks gestation, and is now 19 weeks old. What is the infant's corrected age?
- a. 51 weeks
 - b. 13 weeks
 - c. 27 weeks
 - d. 11 weeks**
15. Liquid formula (either concentrate or ready to feed) must be issued up to 3 months corrected age, in which of the following situations? (Select all that apply)
- a. Preterm infants**
 - b. Low birthweight infants**
 - c. Immunocompromised infants**
 - d. Early term infants
16. Which of the following situations require a Formula and Food Request (FFR)?
- a. All ready to feed contract formulas
 - b. All formulas requested for a child or adult**
 - c. All formulas requested for lactose sensitivity
 - d. All formulas requested for gastroesophageal reflux

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PMAD for WIC Staff Post-Test Updated 6/26/18

1. Recall common symptoms of the baby blues: sudden crying spells, feeling overwhelmed, exhausted and tired. How long do these baby blue symptoms usually last? (see slide 1.8)
 - a. 1 month
 - b. 2 weeks**
 - c. 1 week
 - d. 2 months
2. What is a benefit you can share if a postpartum mom asks about the effects of breastfeeding on postpartum depression? (see slide 1.5)
 - a. Release of oxytocin improves relaxation and blood pressure**
 - b. Release of prolactin aids in reducing depression symptoms
 - c. Release of oxytocin eliminates depression symptoms
 - d. Release of prolactin can help mom relax and feel less depressed
3. A diet that includes good sources of Omega-3 fatty acids is recommended for everyone. What additional benefit do Omega-3-fatty acids have for pregnant and postpartum moms in particular? (see slide 1.4)
 - a. Can reduce risk of heart disease
 - b. Helps lower your risk of obesity
 - c. May reduce symptoms of depression**
 - d. Can help get rid of baby blue symptoms
4. When talking to one of your clients she shares with you that she is experiencing symptoms that lead you to believe she is dealing with PMAD. What is your role as part of the WIC program? (see slide 1.24)
 - a. Inform mom that she has PMAD and needs to seek medical care
 - b. Tell mom that she needs to talk to her doctor about it and change the subject
 - c. Give her a list of referrals and move on to the next part of the assessment
 - d. Actively listen, reflect, and summarize moms concerns, then refer and document the referral.**
5. There are different things we can do as WIC staff to help pregnant and postpartum moms that might be dealing with PMAD. Which of the following is outside of our scope of practice at WIC? (see slide 1.7)
 - a. Provide referrals
 - b. Offer nutrition education
 - c. Provide client with a diagnosis**

- d. Provide breastfeeding support
- 6. Postpartum psychosis is the least common PMAD condition and is seen approximately how often? (see slide 1.9)
 - a. 1 or 2 of 100 births
 - b. 1 or 2 of 200 births
 - c. 1 or 2 of 1000 births**
 - d. 1 or 2 of 2000 births

PMAD WIC Module 2

Client Screening 1

(CHOOSE ALL THAT APPLY) Which of the following questions should you ask to screen for PMADs? (see slide 1.14)

- a) How often do you feel down, depressed, or hopeless?**
- b) Are you having thoughts of hurting yourself or the baby?
- c) How do you feel about being a mother?
- d) How often do you have little pleasure or interest in doing things?**

(CHOOSE ALL THAT APPLY) Which of the following conditions are PMADs? (see slide 1.9)

- a) Kidney Disease
- b) Obsessive Compulsive Disorder (OCD)**
- c) Post-Traumatic Stress Disorder**
- d) Gluten Intolerance

Which of the following is a reason we screen for PMADs? (Select the best answer. See slide 1.9)

- a) Improve healthy weight
- b) Prevent harm to self or baby**
- c) Improve breastfeeding rates
- d) Treat nutritional deficiencies

What does PMAD mean? (see slide 1.2)

- a) Postpartum Maternal Anxiety Disease
- b) Postpartum Maternal Aggression Disorder
- c) Perception and Mood Altering Disorder
- d) Perinatal Mood and Anxiety Disorder**

(CHOOSE ALL THAT APPLY) What is a risk of NOT screening for PMADs? (see slide 1.8)

- a) Studies show women with PMADs do not benefit from treatment
- b) Many women with PMADs feel disconnected from their baby
- c) Studies show children are more likely to be picky eaters
- d) Women with PMADs suffer increased feelings of anger and guilt**

WIC Module 3:

Referral and Support:

1. After determining a client may be at risk for a PMAD the next step would be to: (see slide 1.19, 1.21)
 - a. Screen the client further to confirm she is experiencing a PMAD.
 - b. Make a referral.**
 - c. Immediately find a treatment center and make the call for her.
 - d. Assign a WIC code.
2. Warm lines provide: (See slide 1.23)
 - a. 24-hour support from mental health professionals.
 - b. Response teams for immediate crisis.
 - c. Volunteers who are able to return phone calls from an answering service.**
 - d. Volunteers who facilitate visits by home visitors.
3. Asking permission prior to offering a referral: (Select the best answer. See slide 1.24)
 - a. Reduces client compliance.
 - b. Gives a client personal control.**
 - c. Refines your PCS skills.
 - d. Determines which service to refer.
4. If a mother shares that she is choosing to not take her medication for pre-existing depression you can: (See slide 1.26)
 - a. Tell her the importance of taking all prescribed medication.
 - b. Call her doctor and discuss options for her.
 - c. Offer her the information about medications and breastfeeding.**
 - d. Affirm her for choosing the best for her baby.
5. After making a referral for a mom with symptoms of PMAD, how would you document the referral? (See slide 1.27)
 - a. As a General note type
 - b. In the food package assignment screen
 - c. In the peer counselor contact screen
 - d. As a TGIF note type**

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Postpartum Nutrition Post-Test

1. Select all foods that are rich in folate. (2 pts)
 - a. **Legumes**
 - b. Grapefruit
 - c. **Fortified cereals and breads**
 - d. **Leafy greens**
 - e. **Orange juice**
2. Why is it recommended to space pregnancies approximately two years apart?
Select all true statements. (2 pts)
 - a. **Gives the body time to replenish nutrients, like iron and folic acid**
 - b. **Decreases the risk of having a low birth weight baby**
 - c. Ensures the child is ready for a sibling
 - d. **Allows time to lose weight gained during pregnancy**
3. True or **False**? Substituting low-fat and fat-free dairy products in place of regular dairy foods will prevent all symptoms of lactose intolerance. (1 pt)
4. Postpartum physical changes may include: (Select all that apply.) (2 pts)
 - a. **uterine contractions.**
 - b. **breast swelling.**
 - c. **vaginal discharge.**
 - d. **hemorrhoids.**
 - e. **constipation.**
 - f. **headaches, shoulder pain, back pain, fatigue.**
 - g. **stretch marks, varicose veins.**
 - h. **loss of large amount of hair.**
5. True or **False**? It is safe for women using illicit drugs (street drugs) to breastfeed. (1 pt)
6. Identify all statements that are true about postpartum nutrition. (2 pts)
 - a. Iron needs are decreased in postpartum women.
 - b. **Some postpartum women avoid milk and milk products to cut back on fat and calories.**
 - c. **Sources of calcium include dairy products, leafy greens, canned fish with bones and certain nuts and seeds.**
 - d. Due to their age, postpartum teens are at lower nutritional risk.
7. What are the four steps of food safety? (1 pt)
 - a. Separate, Clean, Cook, Maintain

- b. Clean, Cook, Separate, Heat
 - c. Clean, Separate, Cook, Chill**
 - d. Cook, Clean, Chill, Reheat
8. Identify which factor(s) contribute to weight loss after pregnancy. (1 pt)
- a. Amount of fat gained during pregnancy
 - b. Metabolism and diet
 - c. Activity level
 - d. Breastfeeding
 - e. All of the above**
9. Due to blood loss from surgery, women who have had a C-section need more: (1 pt)
- a. vitamin B12, calcium, iron and protein.
 - b. fluids, vitamin D, carbohydrates and sleep.
 - c. sleep, pain medication, fluids and food.
 - d. protein, vitamin C, iron and fluids.**
10. **True** or False? Postpartum women consuming vegetarian diets can receive all the necessary nutrients for their body through food. (1 pt)
11. True or **False**? As a WIC counselor, it is okay to diagnosis a woman with postpartum depression. (1 pt)
12. Select all tips related to physical activity that are recommended for postpartum women: (2 pts)
- a. Stay in on rainy or very hot days with an exercise video from the library.**
 - b. Take a brisk walk with the baby stroller.**
 - c. If there are safety concerns, walk in a mall or with friends.**
 - d. Walk more, dance more, play more – simply keep moving more as part of an active lifestyle.**
 - e. Check with your doctor first. Most women are ready for physical activity six weeks postpartum.**
13. **True** or False? Breastfeeding mothers may transfer caffeine to infants, leading to wakefulness and irritability. (1 pt)
14. True or **False**? Gestational diabetes is the same as type 1 or type 2 diabetes. (1 pt)
15. A healthy, well-balanced diet after delivery will help: (1 pt)
- a. replenish nutrient stores.**
 - b. meet current nutritional needs.**

- c. prepare for future pregnancies.
- d. all of the above.**

16. A postpartum mom is in your office for her WIC appointment. She tells you that she had gestational diabetes and is worried that she still has it. Choose the best response as her WIC counselor. (2 pts)

- a. "Yes, you are probably right. If you had it then, you have it now. You should see a doctor."
- b. "Gestational diabetes develops during pregnancy and usually goes away after delivery. Tell me more. What has your doctor said about that?"**
- c. "Well, you are overweight. Overweight women develop gestational diabetes. What has your doctor said about this?"
- d. "No, you don't have it. Gestational diabetes goes away. You should be fine."

17. Women who wait to get pregnant until their baby is _____ old and who start out with higher stores of nutrients are likely to have healthier pregnancies and babies. (1 pt)

- a. 12-14 months
- b. 16-24 weeks
- c. 18-24 months**
- d. 36-48 weeks

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Prenatal Nutrition Post-Test Updated 9/16/20

1. Women who receive prenatal care are more likely to: (Select all that apply.) (2 pts)
 - a. have a higher incidence of pre-term labor.
 - b. have healthy babies.**
 - c. have fewer complications during labor and recovery.**
 - d. have more complications during labor and recovery.
2. Which is current information about physical activity and pregnancy? (Select all that apply.) (2 pts)
 - a. It's best to avoid physical activity.
 - b. Women should check with their healthcare providers about amounts and types of physical activities.**
 - c. Most women can participate in physical activities, even if they weren't physically active before pregnancy.**
 - d. Pregnancy is a great time to begin new types of physical activities.
3. What is the recommendation about dental care for pregnant women? (1 pt)
 - a. During pregnancy women are less likely to develop gum disease.
 - b. Brush and floss daily, with professional dental cleanings at least every 6 months.**
 - c. Women can expect to lose one tooth during each pregnancy.
4. True or False? There is no known safe level of alcohol for a pregnant woman, so the recommendation is to avoid all alcohol during pregnancy. (1 pt)
 - a. True**
 - b. False
5. True or False? Herbal supplements and natural home remedies sold without prescriptions can be used during pregnancy, even without checking with one's doctor first. (1 pt)
 - a. True
 - b. False**
6. True or False? The weight gain of pregnancy should be as little as possible, so the baby will be small and easier to deliver. (1 pt.)
 - a. True
 - b. False**

7. A pregnant woman mentions that there are several cats in her home. Which of the following could be a potential problem related to caring for the cats? (1 pt.)
- a. Mercury poisoning
 - b. Toxoplasmosis**
 - c. Lead poisoning
 - d. Listeriosis
8. A pregnant woman enjoys the imported, brightly colored ceramic dishes in her old home. To avoid _____, she should know more about what causes the condition, including exposure to some ceramics and old paint. (1 pt.)
- a. Mercury poisoning
 - b. Toxoplasmosis
 - c. Lead poisoning**
 - d. Listeriosis
9. Uncooked meats, such as hot dogs, and unpasteurized soft cheeses can result in _____, a type of foodborne illness which is easily passed to unborn babies. (1 pt.)
- a. Tuberculosis
 - b. Toxemia
 - c. Gestational diabetes
 - d. Listeriosis**
10. Which of the following conditions is a possibility if a pregnant mom eats more than 12 ounces per week of certain types of fish? (1 pt.)
- a. Mercury poisoning**
 - b. Toxoplasmosis
 - c. Marine intoxication
 - d. Listeriosis
11. A pregnant woman has gained only three pounds in the first 10 weeks of her pregnancy. (1 pt)
- a. This does not fit the normal range of 1 pound/week weight gain.
 - b. This is within the normal range of 2-5 pounds in the first trimester.**
 - c. One needs to know her weight status before she was pregnant to know if this is normal.
 - d. No weight gain is expected in the first trimester.

12. Energy needs for most healthy women in the second and third trimesters of pregnancy increase by about: (1 pt)

- a. 150 - 250 calories/day.
- b. 250 - 350 calories/day.
- c. 350 - 450 calories/day.**
- d. 450 - 550 calories/day.

13. Which of the following are added to prenatal supplements, because more is needed in pregnancy? (1 pt)

- a. Calcium and iron
- b. Calcium and folic acid
- c. Folic Acid and vitamin C
- d. Folic Acid and iron**

14. Which of the following are NOT conditions commonly associated with pregnancy? (Select all that apply.) (1 pt)

- a. Nausea and vomiting
- b. Constipation
- c. Eye, ear and throat infections**
- d. Heartburn
- e. Swollen legs

15. A baby is at greater risk of prematurity and low birth weight, if: (1 pt)

- a. the mother experienced food cravings during pregnancy.
- b. the baby is the first baby.
- c. the mother is a teenager.**
- d. the mother continues her physical activity throughout the pregnancy.

16. A pregnant woman who craves and eats non-foods, such as dirt, ashes, large quantities of ice, paint chips or baking soda is experiencing

_____, a condition of unknown cause which can contribute to poor absorption of nutrients and other health problems. (1 pt)

- a. anorexia
- b. bulimia
- c. pica**
- d. pellagra
- e. pepsin

17. Which of the following especially needs adequate nutrients during pregnancy? (1 pt)

- a. A healthy 25 year old mother expecting her first child
- ~~b.~~ A healthy 20 year old mother expecting her first child.

- c. A healthy 35 year old mother expecting her second child
- d. A healthy 15 year old mother expecting her first child.**

18. True or False? A woman who is depressed during her pregnancy should be referred to a specialist. (1 pt)

- a. True**
- b. False

19. Choose all statements that apply. When a WIC staff member is told by a WIC participant ~~is~~ that she has been, or is currently a victim of domestic violence, an appropriate response is: (2 pts)

- a. Encourage women to call 911 in emergency situations.**
- b. Offer information for the national domestic violence hotline 1-800-799-SAFE, and the website, www.thehotline.org_**
- c. Ask, "Why don't you just leave?"
- d. Say, "You should know better."

20. True or False? High blood pressure is related to preeclampsia, a condition that requires medical attention. (1 pt)

- a. True**
- b. False

21. Choose all the statements that are true about gestational diabetes. (2 pts)

- a. Gestational diabetes is the common term for preeclampsia.
- b. It is diagnosed among women who did not have type 1 or type 2 diabetes before pregnancy.**
- c. Women with gestational diabetes do not produce enough insulin, or aren't able to use the insulin made by the body.**
- d. Gestational diabetes increases infant risk for type 1 diabetes.
- e. Women with gestational diabetes are at higher risk of type 2 diabetes after the baby is born.**

22. True or False? It is recommended that women with normal weight before pregnancy gain 25-35 lbs. gain (1 pt)

- a. True
- b. False**

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Principles of Influence Post-Test

1. The best way to get participants to like us is to:
 - a. Explain the value of the information you provide
 - b. Offer incentives such as certificates of achievement.
 - c. Like them first**
 - d. Offer a friendly handshake.
2. Ways to increase likeability that take 30 seconds or less include: (Check all that apply)

☐ Explain that we cannot grant a request because of our policy.

☒ **Greet participants with a smile**

☒ **Greet participants by using their name, or by using the names of their children**

☐ Suggest a transfer to a clinic with shorter waiting times

3. Which of the following is an example of how we can increase our likeability to participants?

a. Offer other solutions if we cannot do what the participant requests.

b. Explain to participants that we can help them more quickly when they bring the documentation required for the appointment.

c. Suggest that they speak with the supervisor instead.

d. Keep your eyes on the computer screen so participants see that we're working as quickly as possible

4. Which of the following statements about the Principles of Influence are true? Check all that apply:

☐ More research is needed to show whether the Principles of Influence are effective in promoting behavior change.

☒ **Principles of Influence can be used to help people make decisions.**

☐ Providing excellent customer service is all that is needed to help people make changes in behavior.

☒ **Principles of Influence help WIC counselors make emotional connections that lead to more positive changes in behavior than facts alone.**

5. The Principles of Influence include the following:

a. Liking, Redundancy, and Repetition

b. Consensus, Rewards, and Consequences

c. Authority, Reciprocity and Scarcity

d. Health, Nutrition, and Goals

6. We rely on those with more knowledge or wisdom to guide us. This explains the Principle of Influence called:

- a. Reliability
- b. Authority**
- c. Commitment
- d. Consistency

7. When someone gives a gift, the person who receives the gift is more likely to feel the need to give a gift in return. This describes the Principle of Influence called:

- a. Reciprocity**
- b. Gratitude
- c. Scarcity
- d. Likeability

8. Which of the following is an example of a gift we can give to our participants?

- a. Additional foods on the WIC food instruments.
- b. Changing the infant's formula to the brand mom prefers.
- c. Expressing empathy and listening patiently to participant concerns.**
- d. Explaining that delays can be avoided if they bring all the required documentation.

9. Once people say they will do something, they are much more likely to perform the action they stated. This describes the Principle of Influence called:

- a. Consensus
- b. Commitment**
- c. Reciprocity
- d. Authority

10. Examples of the Principle of Consistency include which of the following? Check all that apply.

[X] Participants show up to their appointments more often when told, "You are always on time. We wish everyone was as responsible as you are."

[] Telling a participant, 'Please be courteous and call us the next time you will be late to your appointment.'

[] Children generally need to be offered a food 5 to 20 times before learn to enjoy it.

[X] Ask participants to state the date and time they will see you for their upcoming appointment.

11. "When in doubt on how to act, people look to others like themselves". This is the Principle of Influence called:

- a. Likeability
- b. Uncertainty
- c. Consensus**
- d. Skepticism

12. The principle of Consensus can be demonstrated at WIC by which one of the following examples?

- a. Greeting participants with a smile
- b. Asking permission before offering a recommendation about making positive changes
- c. Using the participant's name to show respect
- d. Displaying photos of other WIC moms on a board which says "We Choose to Breastfeed"**

13. Which statements below are examples of using the Principle of Consensus? Check all that apply:

[] You need to see the RD because of your child's poor weight gain. RD's have all kinds of recommendations to help children become healthier.

[X] Other moms love the attention they get from the RD. They enjoy talking to someone who understands the challenges of feeding children and has practical tips to make it easier and better.

[] I know you're doing your best. I'm sure you want to talk to the RD because they are experts in child feeding.

[X] Other moms have found that talking with the RD has made it easier to find ways to help their children. The RD has lots of experience with the challenges that parents face as their toddlers grow and change.

14. The Principle of Authority states:

- a. People are more likely to make a change when they are told what to do.
- b. People trust the recommendations of those who present themselves as likeable.

c. People rely on those with superior knowledge or expertise for guidance on how to act.

d. People who dress professionally have no more influence than those who dress casually.

15. Mentioning a weakness in our case first improves our credibility with participants by showing:

a. We do not want to influence their choices

b. We are being open and honest.

c. The information we share may not be valuable to them.

d. The same recommendations will work for everyone.

16. We can increase the trust participants have in the authority and credibility of WIC counselors by doing which of the following? Check all that apply.

[X] Refer to colleagues using their professional titles.

[X] Mention a weakness in your case before offering recommendations

☐ Dress casually so that participants are not intimidated by your appearance

[X] Act in a way that shows participants you care about their concerns

17. Research tells us that opportunities appear more valuable to us when they are less available. This is the Principle of:

a. Commitment

b. Likeability

c. Credibility

d. Scarcity

18. We share with people what they will miss if they don't take action, rather than just telling them the benefits of taking action. This technique is called:

a. Setting the goal.

b. Improving customer satisfaction.

c. Framing the loss.

d. Sealing the deal.

19. Which one of the following statements is an example of Scarcity?

a. I think you'll love hearing the ideas and concerns of other moms with infants. Can we sign you up for that class?

b. You missed our group discussion about infant feeding. Can we schedule you for the next one?

c. Here is your appointment reminder for the infant feeding class. If you lose it please contact us so you don't miss it.

d. Our infant feeding class has wonderful ideas and questions from other moms with infants. Can we schedule you for a Wednesday since that is the only time it is offered?

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Toddler Behavior Post Test

1. Identify the three most common beliefs of caregivers discovered to drive the feeding decisions of their children: **(slide 2.3)**

a. Food is Love / Children must eat / Infants and toddlers should behave like older children

b. Parents decide when and where to eat / Children decide how much or whether to eat / Mealtime is family time

c. Breastmilk is best / Toddlers should eat the same foods as the rest of the family / Offer the 5 food groups at each meal

d. Obese children must go on a diet / Formula is healthier than breastmilk / Children sleep better with a full stomach

2. True or False: Many caregivers are unaware that they use food to try to control their children's behavior, and have unrealistic expectations about how their children should behave. **(Slide 2.7)**

a. True

b. False

3. Which of the following best describes the six big changes? **(Slide 3.1)**

a. Changes in caregiver responses to toddler behavior.

b. Stages of teething and coordinated chewing.

c. Developmental changes between six months and two years.

d. Quiet alert, irritable, crying, drowsy, light sleep, deep sleep.

4. Which of the following are the six big changes? **(slide 3.1)**

[Check all that apply]

a. Solving Problems

b. "Ask" for Help Learning

c. Practice Motor Skills

d. Practice Using Fingers

e. Toilet Training

f. Better at Remembering

g. Use Scripts to Predict

h. Learning Teamwork

f. Grow More Slowly

5. Toddlers want to practice motor skills and feed themselves. What is another common reason why toddlers may refuse food? **(Slide 4.7)**

- a. They are growing more rapidly
- b. Sensitive tongue-thrust reflex
- d. Their routine has been changed**
- e. Undeveloped sense of taste

6. What is a good strategy for a caregiver to use when their toddler is pointing at an unhealthy food? **(Slide 4.2)**

- a. Give them a supplemental drink instead
- b. Only give them a small portion of the food
- c. Tell them “no”, and push their hand down
- d. Distract them by talking about something else they can see**

7. Which of the following is a common strategy caregivers use to overcome feeding difficulties? **(Slide 4.3)**

- a. “Tricking” the child into eating more**
- b. Only offering nutritious foods
- c. Family meal times
- d. Only offering foods the caregiver will eat

8. Which of the following is NOT part of the three-step support process in helping caregivers struggling with feeding their toddlers? **(Slide 4.5)**

- a. Show you hear their concerns and explain what you understand about their toddler’s behavior
- b. Answer their questions
- c. Explain the 6 big changes for toddlers**
- d. Brainstorm with them to help them find some realistic options that will work for them

9. Which of the following best describes a routine? **(Slide 4.12)**

- a. A child’s response to the introduction of a new activity.
- b. A repeating activity experienced again and again by a child.**
- c. The stories inside children’s heads about repeated experiences.
- d. A caregiver’s response to a child’s behavior.

10. Which of the following is NOT a recommended strategy for a caregiver when changing a routine? **(Slide 4.12)**

- a. Start the routine in an entirely different way
- b. Find out what works best for their family
- c. Follow the new pattern consistently
- d. Only make small changes to avoid confusion**

11. When is the best time to respond to a toddler's cues that they're upset? **(Slide 5.2)**

- a. At the first mild or subtle cues that they give**
- b. When they begin crying
- c. When they are having a shorter tantrum
- d. Only when they are having a longer tantrum

12. Which of the following are recommended strategies for parents to use when reducing resistance to bedtime? **(Slide 5.9)**

- a. Create calming routines / Reduce stimulation**
- b. Use bribes to get children to eat dinner / Offer a bottle of milk at bedtime
- c. Eliminate naps during the day / Encourage physical activity at night
- d. Offer healthy snacks / Reduce screen time

13. What is a common reason why older babies and toddler wake at night? **(Slide 5.13)**

- a. They are sick
- b. They are teething
- c. There is too much stimulation around them
- d. They want to practice using their motor skills
- e. All of the above**

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WIC 101 Answer Key Updated 11/8/18

1. The WIC program is federally funded by?
 - a. The Conservation Branch of the United States Department of Agriculture
 - b. The Education and Research Branch of the United States Department of Agriculture
 - c. The Food and Nutrition Service Branch of the United States Department of Agriculture**
 - d. The Marketing and Trade Branch of the United States Department of Agriculture
2. The Arizona WIC agency you work for is?
 - a. The Arizona WIC Program**
 - b. The Inter-tribal Council of Arizona WIC Program
 - c. The Navajo Nation WIC Program
3. Nationally, the WIC Program has improved the health of women, infants, and children by doing all of the following EXCEPT?
 - a. Improving birth outcomes
 - b. Improving infant nutrition practices
 - c. Improving preconception nutrition status
 - d. Increasing immunization rates
 - e. Increasing potty training rates**
4. All of the following are main goals for the Arizona WIC Program EXCEPT?
 - a. Ensuring that every participant receives individualized services applicable to their unique situation and interests
 - b. Promoting and championing every mother's goal for breastfeeding
 - c. Supporting families in their efforts to create a healthy eating environment to support healthy growth and weight
 - d. Providing free, affordable child care**
5. To participate in the WIC Program, participants must meet eligibility requirements in each of the following areas EXCEPT?
 - a. Category
 - b. Income
 - c. Nutritional Risk
 - d. Residency
 - e. Social Security number**

6. To be categorically eligible for WIC, a participant could be one of the following?
- a. Breastfeeding or a postpartum woman, an infant, or a child under the age of five
 - b. Pregnant, breastfeeding or a postpartum woman, an infant, or a child under the age of five**
 - c. Pregnant women, an infant, or a child under the age of four
 - d. Pregnant or breastfeeding women, an infant, or a child under the age of four
7. After a full assessment is completed by WIC staff, a participant will have at least one nutritional risk assigned to them. A nutritional risk means?
- a. A participant has a medical concern that can only be treated by medical nutrition therapy
 - b. A participant has a medical or diet-related concern that affects their nutritional status**
 - c. A participant is in dire need of immediate medical attention
 - d. A participant is not healthy
8. Daniel, a single father, comes into your WIC clinic with his three children (ages 8 months, 3 years, and 6 years old). Daniel brings in his paycheck stub that shows he earns \$2,567.83/month. Will Daniel and his family qualify for WIC Services?
- a. Yes**
 - b. No
9. How often are participants offered nutrition and breastfeeding information?
- a. At least once a week
 - b. At least once a month
 - c. At least once a quarter**
 - d. At least once a year
10. How does WIC determine what nutrition and breastfeeding information to provide to participants? (Choose all that apply.)
- a. Information learned from the ABCDE assessment**
 - b. The participant's interests and concerns**
 - c. Interviews with friends and family
 - d. What the WIC staff thinks is important for the family to hear
11. What nutritional information is provided by WIC experts? (Choose all that apply.)

- a. Healthy eating during pregnancy**
- b. Nutrition for infants**
- c. Planning and preparing meals**
- d. Importance of family physical activity**

12. Which participants are referred to a Registered Dietitian or Nutritionist?

- a. All participants are referred
- b. Only pregnant women are referred
- c. Participants identified as high- or medium-risk are referred**
- d. Only participants whose physician recommends it are referred

13. What services are provided by Registered Dietitians or Nutritionists at the WIC clinic? (Choose all that apply.)

- a. Ongoing assessment**
- b. Counseling**
- c. Support**
- d. Home visits

14. Which type of food is available only to women who are exclusively breastfeeding?

- a. Whole grains
- b. Peanut butter
- c. Canned fish**
- d. Cereal

15. When do infants start receiving baby food and cereal?

- a. When the mother chooses
- b. At 6 months**
- c. At 10 months
- d. WIC does not provide baby food

16. Which is the only group that can receive whole milk in a standard food package?

- a. Breastfeeding mothers
- b. Families with infants
- c. Toddlers over 2 years of age
- d. Toddlers at 1 year of age**

17. Match the referral agency to the service it provides.

- a. Health care programs – AHCCCS
- b. Temporary financial and employment assistance – TANF

- c. Child support concerns – DES
 - d. School readiness – Head Start
18. How can WIC families receive help for senior family members?
- a. Bring them for an assessment in a WIC clinic
 - b. Ask for a referral to the Commodity Supplemental Food Program (CSFP)**
 - c. Request extra food packages
 - d. WIC cannot help senior family members
19. What is the name of the State Team that acts as the Local Agency's point of contact, provides mentoring services and feedback, and provides technical assistance with policies, procedures and best practices?
- a. Training Team
 - b. Program Integrity Team
 - c. Nutrition Services Consultants**
 - d. MIS Team Lead
20. Which smaller teams make up the Management Information Systems (MIS) Team? (Choose all that apply.)
- a. Vendor Management Team
 - b. Health and Nutrition Delivery System (HANDS)**
 - c. Quality Assurance (QA)**
 - d. Information Technology (IT)
 - e. Electronic Benefit Transfer (EBT)**
21. One of the local vendors has a question about WIC benefits reimbursement. Which State Team would handle her concern?
- a. Vendor Management Team
 - b. Financial Team**
 - c. Training Team
 - d. Nutritional Services Consultant
22. Your local clinic has lost their ability to log into the computer system, and you cannot access any participant information. Who would you contact to resolve this issue?
- a. Nutrition Services Consultant
 - b. WIC Service Desk**
 - c. Training Team
 - d. Management Information System Team
23. Which educational requirements must a Nutritionist meet?

a. Hold a 4-year degree in Nutrition

b. Complete an internship

c. Pass a national exam

24. Which functions are specific to Registered Dietitians working in the clinic?

(Choose all that apply.)

a. Provide nutrition and breastfeeding information

b. Complete the eligibility intake

c. Counsel high-risk participants

d. Train and mentor staff

e. Provide approvals for food packages and special needs participants

f. May act as clinic supervisor or WIC Director

g. Complete the ABCDE assessment

25. Maria is visiting the WIC clinic for the first time. The items on the left describe her experience in the clinic. Choose the staff member Maria is likely to interact with during each experience.

This person greets Maria when she comes into the clinic. Maria notices that she is also issuing checks and answering phones.	Director of First Impressions
This person asks Maria for her driver's license, address, and phone number. She also asks about Maria's income.	Certification Specialist
This person has a conversation with Maria and performs a complete nutrition assessment. This person then offers nutrition tips that Maria is interested in and chooses food packages for the family.	Nutrition Education Specialist
During Maria's assessment, she was identified as being underweight and assigned a medium-risk code. This is the person she sees next to get specialized guidance and support.	Nutritionist
Maria's daughter has celiac disease and has been assigned a high-risk code. Maria needs to see this person to help support her in learning about her daughter's special nutrition concerns.	Registered Dietitian

26. How many weeks of the New Employee Training Timeline must Certification Specialists complete?

a. 3 weeks

b. 6 weeks

c. 9 weeks

d. 12 weeks

27. Which activities will a new NES employee participate in during Phase 1 of New Employee Training?

- a. LMS courses and guidebooks**
- b. Shadow and observe trainer**
- c. Regular observations**
- d. Documentation reviews**
- e. Design presentations
- f. Final observation

28. When will you be allowed to see clients on your own with minimal supervision?

- a. After completing the LMS courses and guidebooks in Phase 1
- b. With the approval of your supervisor
- c. When you have completed your final observation in Phase 2**
- d. After a 12-month probationary period

29. Rhonda is seeing a Nutrition Education Specialist at her local WIC clinic. The NES has completed a full ABCDE assessment for Rhonda and is finishing up the session. Read the following statements. Which represent best practices for discussing healthy choices with Rhonda? Check all that apply.

	"Thanks for coming in. There is a lot to go over and we have very limited time here in the clinic. After all, we want to help as many mothers and children as we can! I'll send you home with some information you can look over on your own. You can call or email with any questions."
	"Thank you for coming in today! We have many options for you and your newborn. Here are some brochures. Please review them and tell us what food package you would like."
X	"I'm so excited for this new stage in your life Rhonda! You are already doing so much to help your growing baby by exercising regularly and eating lots of fruit. When thinking about your pregnancy and having a newborn, are there any other health changes that you want to make for you and your baby?"
X	"Thank you for coming in today! In addition to the programs we've discussed today, with your permission, I can provide you with some information about other health and nutrition education programs we provide for during your pregnancy and after the baby arrives."

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WIC Food Packages and eWIC Post Test Updated 1/22/19

1. Why were the WIC foods chosen?
 - A. Provide the most delicious foods to WIC participants
 - B. Provide the foods highest in calories to WIC participants
 - C. Provide the most filling foods to reduce food insecurity among WIC participants
 - D. Provide foods high in specific vitamins and minerals to help address the nutritional needs of WIC participants**
2. Which of the following WIC agencies does NOT use the Arizona WIC Food List?
 - A. The Inter Tribal Council of Arizona
 - B. The Navajo Nation WIC Program
 - C. The Arizona State WIC Program
 - D. The American Samoa WIC Program**
3. Which of the following situations would NOT require food package tailoring?
 - A. Food allergies
 - B. Food intolerances
 - C. Homelessness
 - D. Preference for cow's milk**
4. Which of the following situations would require medical documentation?
 - A. Request for low fat goat milk for two-year-old
 - B. Request for dry milk for three-year-old
 - C. Request for low fat cow's milk for a pregnant mom
 - D. Request for whole cow's milk for a postpartum mom**
5. What are the different food packages that may be assigned to infants?
 - A. Default, Default No Foods, Special, Special Without Foods**
 - B. Default, Tailoring, Special, Special Without Formula
 - C. Default, Default No Foods, Tailoring, Special, Special Without Foods, Special Without Formula
 - D. Default, Default No Foods, Tailoring, Special
6. Which food subcategory provides participants with the most choices while shopping?
 - A. 000**
 - B. 001
 - C. 002
 - D. 003

7. Which of the following is an example of a full replacement food substitution?
- A. Shelf stable juices replaced with frozen concentrate juice**
 - B. Whole wheat bread replaced with corn tortillas
 - C. Peanut butter replaced with canned beans
 - D. Eggs replaced with cheese
8. Which of the following is not an equivalent food benefit substitution?
- A. 1 quart of milk substituted for 1 quart of yogurt
 - B. 1 quart of milk substituted for 1 pound of tofu
 - C. 3 quarts of milk substituted for 1 pound of cheese
 - D. 1 gallon of milk substituted for 3 quarts of goat milk**
9. Which of the following is a common situation in which you will intentionally under-tailor participants food benefits?
- A. Reducing cans of formula issued to partially breastfeeding infants**
 - B. Substituting cow's milk with lactose free milk to pregnant women
 - C. Reducing the dollar value of fruits and vegetables offered to children
 - D. Substituting cheese with tofu for postpartum women
10. True or False: It is possible to void and re-issue benefits after they have been issued.
- A. True**
 - B. False
11. Which of the following should be printed out, reviewed, and provided to participants?
- A. Family Benefit Summary
 - B. Family Balance Summary**
 - C. Default Food Packages for Woman and Children Job Aid
 - D. Formula Tailoring Chart
12. True or False: Clicking the "Reclaim All" button will allow you to customize the amount of previously under-tailored benefits to issue to the participant.
- A. True
 - B. False**
13. Which of the following HANDS messages will still allow food benefits to be issued?
- A. Missing anthropometric data

- B. Missing formula approval
- C. Missing pickup interval
- D. Under tailored food benefits**

14. What are the necessary steps for issuing an eWIC card to a participant?

- A. Assign an eWIC card to every family member, help all participant set different PINs, have all participants memorize their eWIC card numbers
- B. Only assign one eWIC card to the family, help the authorized representative set a PIN, have the authorized representative memorize their eWIC card number
- C. Only assign one eWIC card to the family, help the authorized representative set a PIN, collect the authorized representative's signature indicating they received their eWIC card**
- D. Only assign one eWIC card to the family, have the authorized representative memorize their eWIC card number, collect the authorized representative's signature indicating they received their eWIC card

15. How many replacement eWIC cards can be provided to an authorized representative who repeatedly loses their eWIC card.

- A. 3
- B. 5
- C. 10
- D. Unlimited**

16. True or False: All of the food benefits listed on the Family Balance Summary must be purchased during one transaction.

- A. True
- B. False**

17. What are good tips to offer to WIC participants about the check-out process.

- A. Keep WIC and non-WIC items together, use SNAP card as first form of payment
- B. Separate WIC and non-WIC items, use credit card as first form of payment
- C. Separate WIC and non-WIC items, use eWIC card as first form of payment**
- D. Keep WIC and non-WIC items together, use eWIC card as first form of payment

18. Which of the following are questions you should find the answer to if a participant has called you to complain that they are not able to purchase an item using their eWIC benefits?

- A. Is the food allowed?
- B. Is the food assigned to a family member?
- C. Do they have enough benefits left to buy the food item?
- D. Do you need to submit a complaint to the State office?
- E. All of the above**

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Breastfeeding Accommodations at Work Post-Test

Question #1

Which of the following is the best description of the overall requirements of the Affordable Care Act?

- a. Employers must provide equipment and a private location for a nursing mother to express breastmilk for her child as long as she chooses to nurse.
- b. Employers must provide reasonable break time for nursing mothers to express breastmilk for one year after the child's birth.
- c. Employers must provide lactation consultation, nursing supplies, and allow nursing mothers break time to express milk up to three times a day.
- d. Employers must provide accommodations in the workplace related to nursing and expressing milk, but the ACA requirements are not specific.

Question #2

Which of the following locations provided by an employer for expressing breastmilk does NOT comply with ACA requirements?

- a. A private bathroom to which the nursing mother has a key
- b. A conference room with shaded windows and a sign on the door
- c. An area in the cafeteria that is separated by folding privacy screens
- d. A converted utility closet that has a locking door

Question #3

Which of the following is the best argument for why an employer should support lactating mothers in the workplace?

- a. Failure to comply with ACA guidelines can result in fines, public reprimands, and even forced closure of the business until they commit to comply.
- b. Supporting lactating mothers can add recruitment incentive for talented women, increasing productivity, job satisfaction, morale, and reducing sick/leave time for mothers.
- c. Research shows that lactating mothers are less likely to seek other career opportunities or change their employment status.
- d. Implementing a well-documented lactation support program protects employers from any other ACA-related complaints that may be brought by lactating mothers.

Question #4

Carla is 30 weeks pregnant and is planning to breastfeed. She works for a very small company and she is the only woman in the office. Carla is nervous about talking to her supervisor, Alan about the accommodations she'll need for expressing breastmilk once she returns to work after her maternity leave. He's already made some comments about the loss of productivity and profit the office will suffer while she's on leave. What is the best course of action for Carla?

- a. Carla should avoid confrontation with Alan by waiting till she is on maternity leave to send him information about the requirements of ACA.
- b. Carla should speak to Alan about her needs as soon as possible to give him time to make arrangements.
- c. Because Alan has already expressed some concern about how Carla's maternity leave will affect the company's profits, Carla should give a formal plan with the ACA lactation support requirements to the HR manager to avoid direct confrontation with Alan.
- d. She should report him immediately for making inappropriate comments about her maternity leave to ensure that this attitude does not impede her ability to return to work or express breastmilk during work hours.

Question #5

How often should a lactating mother breastfeed in a 24-hour time period to ensure she establishes a good milk supply before returning to work?

- a. 4-6 times
- b. Every 90 minutes
- c. 8-12 times
- d. Whenever she feels engorged

Question #6

Which of the following can help ease the transition back to work? Choose all that apply.

- a. Go back to work on a Thursday or Friday so you have a shorter time away from your baby
- b. Work a split shift so you can go home and nurse mid-day
- c. Take off Mondays so you can have three-day weekends
- d. Start your full schedule immediately so you and your baby don't become dependent on days off or long breaks
- e. Breastfeed at the childcare center when you pick up your baby
- f. Go back to work on a Monday so you can establish a routine more quickly and your supply can adjust

Question #7

Marcela is going back to work next week after having been home with her baby for 2 months. She has exclusively breastfed the baby and is concerned about the transition to pumping and bottle feeding while she's at work. Her main concern is that her supply won't keep up with what her daughter needs while she's away. What is the best thing Marcela can do to be sure she is producing and pumping what her baby needs?

- a. Marcela should establish a regular pumping schedule at work that includes at least 4 pumping sessions. She should pump as long as it takes to produce 4 oz in each session.
- b. Marcela should communicate with her baby's caregiver about when the baby is taking a bottle and how much she is eating. She should express milk at work the same number of times the baby feeds while she is away.
- c. Marcela should wait to pump at work till she feels engorged. This will ensure that each pumping session produces the maximum amount of milk.
- d. Marcela should pump as often as she is able for as long as possible while she is at work to build her supply and ensure she has extra breastmilk stored when she needs it.

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Course: Family Style Meals

The child care center where Gloria works has been doing family style meals for eight months. She learned that the adults participating in the meals are role models for the children. She can see that the children watch with interest as she eats the same foods they do and that she tries everything. She likes talking with the children about her food choices and theirs. Discussing food preferences is a good way to model trying a variety of foods and making choices. Adults participating in family style meals are also role models through:

- a. **Fostering a positive environment during meal time**
- b. Making sure the children don't make a mess
- c. Letting children three years or older serve the food
- d. Expecting the children to try everything

Choose the characteristic that is *not* part of the definition of family style meals.

- a. Children help set the table
- b. Food is placed on the table in serving dishes
- c. Children serve themselves with adults assisting if necessary
- d. Children and adults sit at the table together
- e. **Adults pre-plate the foods before children sit at the table**

One of the parent's at your child care center is a bit skeptical about the family style meals approach. As the parent who usually prepares meals, he is concerned about the limited time they have for dinner. He enjoys the family's time together around the table. What could a child care provider do to help engage families and make this father feel more comfortable with family style meals? (Choose all that apply.)

- a. **Plan a family day when parents or caregivers can participate in a family-style meal with their child at school**
- b. **Send home quick and easy recipes that don't take long to prepare**
- c. Avoid talking about family-style meals or nutrition unless the parent asks
- d. **Share success with parents, like when a child tries a new food or has improved their pouring ability.**

Tips for implementing family style meals at a child care facility include practice serving, scooping, passing and pouring; start with snack time to build skills; informing parents and children; and _____.

- a. Going back to serving meals the old way if family-style meals seems challenging at first
- b. **Teaching children about family-style meals through activities like story time or dramatic play**
- c. Making sure children get 60 minutes of active play every day
- d. Serving only foods they have tried and liked
- e. Limiting serving fruit juice to no more than twice per week

Because young children may not be able to manipulate full size utensils and serving containers, child-size equipment is recommended for helping children develop their motor skills and be successful with table service which helps develop independence. Which table service item does not need to be child-size?

- a. Bowl
- b. Plate
- c. Cup
- d. Pitcher
- e. Napkin

At Lettie's child care center, there are a few key points about family style meals that they promote with families. They share with families that children are responsible for serving themselves, but adults can assist depending on the age and ability of the child. Children develop confidence in their abilities and like making their food choices. Families are informed about the value of children learning to pay attention to their bodies and how hungry or full they are. Self-regulation is beneficial because (choose all that apply):

- a. Children who don't eat a lot will be healthier.
- b. Children feel empowered to make choices about what and how much they eat and how much their body needs
- c. Children develop self-confidence about their ability to help with set-up and clean-up.
- d. Children are encouraged but not required to try new foods.
- e. Choosy eaters will eventually come around to trying everything.

Kylie, a 4 year old child with limited large (gross) motor skills will be starting at your child care center tomorrow. The child's parents have questions about how Kylie will participate in family style meals. What should you discuss with the parents to provide reassurance that Kylie will be included and supported for a positive meal experience? (Choose all that apply.)

- a. Describe how center staff will offer only as much assistance as needed while allowing Kylie to do as much as she can independently..
- b. Ask the parents about their mealtime routine at homes and what strategies or tips have been most helpful.
- c. Invite the parents to provide adaptive utensils or service ware for Kylie to use at the center.
- d. Explain that Kylie will be included in setting the table, serving herself food, joining in the conversation, and cleaning up to the best of her ability.

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Course: Fruit Juice

The Empower Program recommends that for infants, juice is:

- e. Limited to 2–4 ounces per day
- f. Limited to 4–6 ounces per day
- g. Not limited
- h. Not served to infants in child care

For children between the ages of 1 and 6 years old, what is the Empower Program recommendation for serving juice?

- a. 4–6 ounces per day, no more than two times per week
- b. No more than 4-6 ounces per day
- c. 6–8 ounces per day
- d. No limit

Nutritional advantages of whole fruits or vegetables over fruit juice may include: (Choose all that apply)

- a. Higher sugar content
- b. Lower sugar content
- c. Fewer nutrients
- d. Higher in fiber
- e. More vitamins and minerals

What advice would you give to a parent that wants to model healthy beverage choices for children at home? (Choose all that apply)

- a. Limit serving 100% juice and avoid other sugary drinks at home
- b. Describe all of the disadvantages of juice to the children as you are drinking it together
- c. Have water available for self-serve throughout the day, both indoors and outdoors
- d. Choose water and milk instead of juice or other sugary beverages in front of children

Children with special health care needs may have dietary needs that impact beverage choices. Child care providers can help support children and their families by: (Choose all that apply)

- a. Talking to parents and caregivers to learn if children need any extra assistance during meals and snacks
- b. Ensuring staff know when children may need a food or beverage different than those on the menu
- c. Serving children that require different foods separately than the rest of the children
- d. Include all children in meal and snack time routines and provide any special foods or beverages according to an individual plan

What is the easiest way for a consumer tell if a product contains 100% juice?

- a. Check the company's website for information
- b. Check the nutrition facts label and look for "100% juice"
- c. Look for artificial flavorings or sweeteners
- d. Taste a small amount of the juice

Which of the following can child care facilities do to implement the Empower Program's recommendations for fruit juice? (Choose all that apply.)

- a. Develop a written policy that states how often/how much fruit juice will be served to children in care
- b. Communicate with families when they enroll or at least once per year about healthy beverages and limiting fruit juice in child care
- c. Limit serving fruit juice or fruit drinks to only once per day
- d. Encourage staff to leave sugary drinks outside the classroom

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Course: MyPlate

Question #1 MyPlate promotes healthy eating through providing information about (choose all that apply):

- i. Identifying foods not to eat
- j. Healthy portion sizes
- k. Daily recommended amounts of food groups
- l. Food groups' nutritional value
- m. Recommending groceries to buy

Question #2 MyPlate daily recommended amounts by food group are based on units of measure like cups and ounces instead of serving sizes. For which of the following food groups is the MyPlate daily recommended amount given in ounce equivalents?

- f. Protein
- g. Fruits
- h. Vegetables
- i. Dairy

Question #3 Foods such as almonds, avocados, olives, and salmon contain fats and oils that provide essential nutrients. Essential fatty acids belong to which of the following groups?

- a. Monounsaturated Fatty Acids (MUFA)
- b. Saturated Fatty Acids
- c. Polyunsaturated Fatty Acids (PUFA)
- d. Vitamin E

Question #4 Maintaining a healthy weight is a combination of healthy eating as recommended by MyPlate, and the amount and type of physical activity a person gets, plus (choose one):

- a. Eating mostly low-calorie, low-fat foods
- b. Drinking only water
- c. Keeping track of everything eaten
- d. Balancing calories consumed with energy used

Question #5 Energy in is the calories a person consumes in food and drink. Energy out is calories burned through physical activity. Which of the behaviors listed helps increase energy out (choose all that apply)?

- a. Limit empty calories in food or drink
- b. Do physical activities you enjoy everyday
- c. Reduce portion sizes
- d. Reduce sedentary time (being inactive)
- e. Increase screen time (TV, computers, smartphones)

Question #6 Nutrition labels are a tool for analyzing food contents. To determine the calories and nutritional value of a given amount of food, it is important to know (choose one):

- a. Cost per serving
- b. Total vitamins and minerals in the package
- c. the serving size
- d. Physical activity level

Question #7 Choose the item that is NOT one of the food groups represented on MyPlate:

- a. Fruits
- b. Dairy
- c. Grains
- d. Carbohydrates
- e. Protein
- f. Vegetables

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Physical Activity All Ages Post-Test

What are the risks associated with obesity in children? (Choose all that apply)

- a. cardiovascular disease
- b. sleep apnea
- c. insomnia
- d. depression and anxiety
- e. bone and joint issues

What are some of the benefits of physical activity? (Choose all that apply)

- a. muscle and bone strengthening
- b. increased happiness
- c. longer lifespan
- d. decreased risk of depression
- e. increased cognitive performance

What are the types of physical activity? (Choose all that apply)

- a. muscle strengthening
- b. aerobic strengthening
- c. moderate aerobic activity
- d. bone strengthening
- e. moderate bone strengthening
- f. vigorous aerobic activity

What is the recommended amount of physical activity for kids?

- a. 60 minutes or more per day, with muscle and bone strengthening every day
- b. 30 minutes or more per day, with muscle and bone strengthening 5 days a week
- c. 60 minutes or more per day, with muscle and bone strengthening 3 days a week
- d. 90 minutes or more per day, with muscle and bone strengthening 3 days a week

What is the recommended amount of physical activity for adults?

- a. At least 1 hours per week
- b. At least 2.5 hours per week
- c. At least 4 hours per week
- d. At least 5.5 hours per week

What can adults do to increase their activity level? (Choose all that apply)

- a. set goals
- b. make it fun
- c. exercise late at night
- d. make physical activity part of daily routines
- e. exercise with others

What can we do to encourage children to be more active each day? (Choose all that apply)

- a. vary the type of physical activity
- b. keep activities age appropriate
- c. do physical activity throughout the day
- d. use physical activity as punishment
- e. encourage any amount of physical activity

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ScreenSedentary Post-Test

Course: Screen Sedentary Time

Which of the following is an example of a sedentary activity? (Choose all that apply)

- a. Watching a movie
- b. Drawing with crayons
- c. Swinging on a tire swing
- d. Dancing to music on a cell phone
- e. Reading a book

What is the maximum amount of screen time recommended for children 2 years and older every day?

- a. 30 minutes
- b. 1 hour
- c. 2 hours
- d. 4 hours

What is the maximum recommended amount of sedentary time every day?

- a. No more than 30 minutes at a time
- b. No more than 60 minutes at a time
- c. No more than 30 minutes each day
- d. No more than 60 minutes each day

Alex is 22 months old. Which of these falls within screen time recommendations for Alex?

- a. One 30-minute episode of an educational program each day
- b. Two 30-minute episodes of an educational program each day
- c. Three 30-minute episodes of an educational show each week
- d. No screen time until after naptime to avoid sleeping issues
- e. No screen time recommended for children under 2 years of age

Which of the following components should be part of a child care physical activity policy?

(Select all that apply)

- a. Less than 60 minutes of sedentary activity at a time
- b. No more than 3 hours per week of screen time activities for children 2 years and older
- c. No screen time during meals or snacks
- d. Children under age two should have no screen time
- e. Information on screen time will be made available to families once per year

Children who view more hours of screen time are more likely to: (Choose all that apply)

- a. Be overweight or obese
- b. Learn more words
- c. Receive lower test scores

- d. Sleep better
- e. Pay better attention

Which of the following is NOT a strategy to help limit sedentary and screen time activities in child care programs?

- a. Keep screens out of rooms used by children
- b. Plan screen-free activities ahead of time
- c. Keep televisions on as background noise
- d. Make portable play equipment, such as balls, hula hoops, and building blocks, available to children at all times
- e. Limit your own cell phone use while children are present

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Course: Sun Safety

Question #1 Because of Arizona's abundant sunshine most days of the year, people who don't protect their skin from sun exposure are at risk of developing skin cancer. Which of the choice below are examples of skin damaged by the sun?

(Choose all that apply)

- n. Calloused skin
- o. Tanned skin**
- p. Freckled skin
- q. Blistered and peeling skin**
- r. Itchy skin

Question #2 The ultra-violet (UV) Index is a valuable resource for sun safety because it is an indicator of:

- j. What to wear to protect skin
- k. The sun's intensity for your location**
- l. Why Arizona has a high skin cancer rate
- m. Whether to go outside or not
- n. How quickly unprotected skin can be damaged by the sun**

Question #3 Precautions for limiting sun exposure are especially important for protecting children's delicate skin. Which of the choices listed is NOT recommended for protecting children's skin?

- a. Apply SPF 15 or higher sunscreen to children one year or older
- b. Wear wide-brimmed hats
- c. Wear sunglasses that block 90% UVA and UVB rays
- d. Limit time in the sun between 10 a.m. and 2 p.m.
- e. Only play indoors in the summer**
- f. Do outdoor activities in the shade

Question #4 In a child care setting applying sun screen involves rules to ensure safe practices for families and caregivers. Select the sun screen rules that apply:

- a. Store sunscreen out of children's reach**
- b. Have a signed consent form if caregivers provide or apply sunscreen**
- c. If the family provides sunscreen, it is labeled with the child's name**
- d. Reapply sunscreen every 2 hours or sooner during outdoor activities**
- e. Children are expected to apply their own sunscreen

Question #5 Age appropriate guidelines for children 0-11 months include all but one of the choice below. Select the guideline that does NOT apply:

- a. Keep infants under 6 months old out of direct sunlight
- b. Have children wear wide-brimmed hats
- c. Cover exposed arms and legs with lightweight clothing
- d. Apply sunscreen of at least SPF 30**
- e. Encourage children wearing soft sunglasses
- f. Use shade canopies on strollers

Question #6 Age appropriate guidelines for children 1-6 years old and older are similar to guidelines for infants. Choose the one answer that applies to children 1 year old or older:

- a. Sunscreen SPF 15 or higher can be used
- b. Children are expected to apply sunscreen by themselves
- c. Children older than 2 years can be out in the sun longer
- d. It's okay for children in this age group to go without protective clothing if they will be in the shade

Question #7 Engaging children and families in sun safety awareness can (choose all that apply):

- a. Help develop lifelong sun safety habits
- b. Reduce children's and adults' sun exposure
- c. Promote the importance of protecting children's delicate skin
- d. Provide facts about wearing recommended sun protection

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Course: Tobacco

Which of the following statements about third-hand smoke are true? (Select all that apply)?

- s. It is smoke inhaled involuntarily from a smoker
- t. Babies are especially at risk
- u. Since it's not airborne it isn't dangerous to adults
- v. It can be wiped off surfaces with normal cleaning
- w. It's a toxic residue

What is the main goal of the Smoke Free Arizona Law?

- o. To ban the buying and distribution of cigarettes
- p. To protect people from secondhand smoke exposure
- q. To regulate the amount of tar in cigarettes
- r. To provide funding for smoking cessation programs
- s. All of the above

Infants and children who live with parents who smoke are at increased risk for many health problems. Which of the following is NOT a health problem related to second hand smoke?

- a. Bronchitis
- b. Ear infections
- c. Increased doctor visits
- d. Slowed lung growth
- e. Valley fever

Which of the following services does ASHLine NOT provide?

- a. Over the phone counseling
- b. Medication assistance
- c. Free lung checkups
- d. Self-paced on-line quit program
- e. ASHLine provides all the services mentioned above

Child care providers who wish to refer family members to ASHLine should take the following action:

- a. Call the Arizona Department of Health Services
- b. Call the phone number on the ASHLine poster
- c. Mention the program to family members but do not make referrals
- d. Fill out a QuitFax Referral Form
- e. Take the family member's name and information and discuss the matter with your supervisor

Which is NOT a dangerous effect of smoking during pregnancy?

- a. It exposes the fetus to nicotine and carbon monoxide
- b. It exposes the unborn child to secondhand smoke
- c. It interferes with the structure and function of the umbilical cord
- d. It alters the fetal heart rate
- e. It decreases fetal breathing

What is the leading cause of preventable disease and death in the United States?

- a. Obesity
- b. Accidents
- c. Smoking
- d. Malnutrition
- e. Inactivity

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Course: Tooth brushing

Which of the following negative outcomes is a risk for a child with tooth decay?

- t. Speech and developmental delays
- u. Pain and infection that may spread to other parts of the body
- v. More likely to have cavities as a adult
- w. Might interfere with normal development of the jaw bones and muscles.
- x. All of these risks are associated with child tooth decay.

In a child care center, which of the following toothpastes is NOT recommended for use?

- f. Mild flavored toothpaste
- g. Toothpaste that contains fluoride
- h. Toothpaste formulated specifically for children
- i. Tooth paste that has the American Dental Association (ADA) Seal of Acceptance
- j. These are all acceptable types of toothpaste

Up to what age should parents/caregivers supervise tooth brushing and brush their children's teeth?

- f. Age 3-4
- g. Age 5-6
- h. Age 7-8
- i. Age 9-10
- j. Age 10-11

Claire's Growing Patch Child Care Center has decided to store their toothbrush rack in a closed plastic bin. Is this a good idea?

- f. It is not a good idea. It is important to store toothbrushes in the open air to limit bacterial growth.
- g. It is not a good idea. Toothbrushes should be kept in a place where children can easily reach them.
- h. It's a good idea. It will keep the toothbrushes safe from touching other toothbrushes.
- i. It doesn't really matter where you store a toothbrush rack.

How long should children brush their teeth?

- f. 30 seconds
- g. 60 seconds
- h. 90 seconds
- i. 120 seconds

What amount of toothpaste should children ages 3-5 be using on their toothbrush?

- a. A smear
- b. A Pea-sized amount
- c. A tootsie-roll sized amount

d. A dime-sized amount

Tooth decay is caused by bacteria and is contagious.

- a. True
- b. False

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