

# Personal Support Specialist (PSS) Certification Practice Exam (Sample)

## Study Guide



**Everything you need from our exam experts!**

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# Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

**Remember:** successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

# How to Use This Guide

**This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:**

## **1. Start with a Diagnostic Review**

**Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.**

## **2. Study in Short, Focused Sessions**

**Break your study time into manageable blocks (e.g. 30 - 45 minutes). Review a handful of questions, reflect on the explanations.**

## **3. Learn from the Explanations**

**After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.**

## **4. Track Your Progress**

**Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.**

## **5. Simulate the Real Exam**

**Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.**

## **6. Repeat and Review**

**Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.**

**There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!**

## Questions

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- 1. Medicare guidelines for care are administered by which professionals?**
  - A. LPNs**
  - B. Physicians**
  - C. RNs**
  - D. CNAs**
  
- 2. What happens when a consumer is assessed by an independently contracted nurse for getting home care?**
  - A. The consumer gets a paid assessment**
  - B. They are placed with the first available provider**
  - C. The consumer gets a free assessment where they will discuss the benefits at the meeting and the consumer may request a provider**
  - D. They must choose a provider before any discussion**
  
- 3. Under full guardianship, the guardian may?**
  - A. Decide where the person will live, give consent for medical treatment or any other professional care or service, approve the ward's placement into the hospital or institution.**
  - B. Restrict the ward's communications and contact only with limited visits.**
  - C. Approve the ward's social activities.**
  - D. Act as conservator.**
  
- 4. Which description best captures the focus of assisted living facilities?**
  - A. Providing rooms, meals, staffing, and assistance with ADLs and IADLs**
  - B. Providing acute inpatient surgical procedures**
  - C. Providing residential care only for children**
  - D. Providing long-term dialysis services**
  
- 5. ADLs are?**
  - A. Personal hygiene**
  - B. Delivery of meals to the ward**
  - C. Dressing, mobility, eating, showering and personal hygiene**
  - D. Community activities**

- 6. As a PSS works under the administration of a facility, they may be involved in?**
- A. The facility budgeting process**
  - B. Medical staff credentialing**
  - C. External community outreach programs**
  - D. The DHHS inspection and complaint process**
- 7. Which of the following is not described as a purpose of OBRA in the provided material?**
- A. Improving quality of life for residents**
  - B. Ensuring a standard of care**
  - C. Standards for training nursing assistants**
  - D. Guidelines for facility marketing and advertising**
- 8. Under the umbrella of DHHS there are multiple agencies involved in?**
- A. Overseeing the day-to-day operations of hospitals**
  - B. Regulating all public transportation**
  - C. Overseeing many different aspects of the health care system**
  - D. Setting unrelated agricultural policy**
- 9. Which certification requires a 40+ hour accredited class?**
- A. CNA**
  - B. HHA**
  - C. PCA or RCS**
  - D. CRMA**
- 10. Which statement describes the client's rights?**
- A. Clients have the right to do as much for themselves as possible**
  - B. Clients should rely on caregivers for all tasks**
  - C. Clients should not participate in decision-making**
  - D. Clients should move to an institution if they request**

## Answers

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1. C
2. C
3. A
4. A
5. C
6. D
7. D
8. C
9. C
10. A

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## **Explanations**

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**1. Medicare guidelines for care are administered by which professionals?**

- A. LPNs
- B. Physicians
- C. RNs**
- D. CNAs

This question tests who is responsible for applying and coordinating Medicare care guidelines in practice. Registered nurses have the clinical training to assess patient needs, develop and update the plan of care, supervise other staff, and ensure care is delivered in line with Medicare requirements and safety standards. They interpret physician orders, monitor patient status, adjust the plan as needed, and maintain accurate documentation. While physicians issue medical orders and others provide direct care, the RN is the professional best positioned to oversee and implement the care guidelines across the care team.

**2. What happens when a consumer is assessed by an independently contracted nurse for getting home care?**

- A. The consumer gets a paid assessment
- B. They are placed with the first available provider
- C. The consumer gets a free assessment where they will discuss the benefits at the meeting and the consumer may request a provider**
- D. They must choose a provider before any discussion

When a consumer is assessed for home care, the initial evaluation is typically provided at no cost and serves to gather information about needs and explain what services can help. An independently contracted nurse conducts this assessment to keep the process objective and focused on the consumer's welfare. During the meeting, the nurse outlines the benefits of home care and what services might be appropriate, giving the consumer a clear picture of options rather than steering toward a specific choice. Importantly, the consumer may request a particular provider if they have a preference, and there is no requirement to pick a provider before discussing the available options. This approach supports informed, voluntary decision-making, which is why the description of a free assessment where benefits are discussed and a provider can be requested best fits.

### 3. Under full guardianship, the guardian may?

- A. Decide where the person will live, give consent for medical treatment or any other professional care or service, approve the ward's placement into the hospital or institution.**
- B. Restrict the ward's communications and contact only with limited visits.**
- C. Approve the ward's social activities.**
- D. Act as conservator.**

Full guardianship gives the guardian broad authority over the ward's personal decisions. This includes deciding where the person will live, giving consent for medical treatment or other professional care, and approving the ward's placement into a hospital or institution when needed. This power is exercised to protect the ward's welfare and ensure appropriate care and living arrangements. Restrictions on communications or social activities are not automatic under full guardianship and would typically require separate court provisions or safeguards. A conservator handles financial matters, not the ward's personal care decisions, so that role is distinct from guardianship.

### 4. Which description best captures the focus of assisted living facilities?

- A. Providing rooms, meals, staffing, and assistance with ADLs and IADLs**
- B. Providing acute inpatient surgical procedures**
- C. Providing residential care only for children**
- D. Providing long-term dialysis services**

Assisted living centers are all about supporting adults to live independently while getting help with everyday needs. The best description is the one that mentions providing rooms, meals, staffing, and assistance with daily activities and more complex tasks like managing medications and finances. This highlights the combination of private housing with supportive services that define assisted living. It's not about performing acute surgical procedures in a hospital, it isn't limited to children, and it doesn't focus on dialysis services, which require specialized medical facilities. For context, daily living activities (ADLs) include basic tasks like bathing, dressing, eating, toileting, and mobility, while instrumental activities of daily living (IADLs) cover more complex tasks such as taking medications, managing finances, meal planning, and transportation—areas where assisted living offers help.

**5. ADLs are?**

- A. Personal hygiene**
- B. Delivery of meals to the ward**
- C. Dressing, mobility, eating, showering and personal hygiene**
- D. Community activities**

ADLs are the basic self-care tasks people do to live independently each day. They show how much assistance someone needs for everyday functioning. Dressing, mobility, eating, showering, and personal hygiene cover the key areas of self-care—putting on clothes, moving or transferring, feeding oneself, washing/bathing, and keeping clean. That's why this option is best: it names all the fundamental activities that define ADLs. The other choices don't fit because one is only part of ADLs (personal hygiene), another is about hospital logistics (delivery of meals to the ward), and another concerns broader social participation (community activities) rather than the essential self-care tasks. Understanding ADLs helps determine care needs and plan appropriate support.

**6. As a PSS works under the administration of a facility, they may be involved in?**

- A. The facility budgeting process**
- B. Medical staff credentialing**
- C. External community outreach programs**
- D. The DHHS inspection and complaint process**

Because PSS job duties operate under facility administration, they align with regulatory oversight and safe, compliant care. Involvement in the DHHS inspection and complaint process fits this scope, since staff help ensure the facility meets health and safety standards, provide needed documentation, respond to inspector inquiries, and implement corrective actions as required. The other tasks are typically handled by administration or specific professionals: budgeting is a finance function, credentialing is a medical staff process, and external community outreach is not central to daily PSS responsibilities.

**7. Which of the following is not described as a purpose of OBRA in the provided material?**

- A. Improving quality of life for residents**
- B. Ensuring a standard of care**
- C. Standards for training nursing assistants**
- D. Guidelines for facility marketing and advertising**

OBRA focuses on resident protection and care quality in long-term care, including improving residents' quality of life, ensuring a standard of care, and establishing standards for training nursing assistants. The item about guidelines for facility marketing and advertising isn't part of OBRA's described purposes; marketing and advertising fall outside OBRA's scope and are governed by different regulations. So the option describing marketing and advertising guidelines is not described as a purpose of OBRA.

**8. Under the umbrella of DHHS there are multiple agencies involved in?**

- A. Overseeing the day-to-day operations of hospitals**
- B. Regulating all public transportation**
- C. Overseeing many different aspects of the health care system**
- D. Setting unrelated agricultural policy**

DHHS, the Department of Health and Human Services, coordinates a wide range of agencies that cover many different parts of health care and public health. The idea is that this department oversees diverse aspects of the health care system—funding, research, disease prevention, public health programs, and services for various populations—through its various agencies. That breadth makes it the best fit for describing involvement in many different aspects of health care. It wouldn't fit to say it handles day-to-day hospital operations, which are run by the hospitals themselves and regulated by specific bodies; it also isn't responsible for regulating public transportation or setting agricultural policy, which fall under other sectors.

**9. Which certification requires a 40+ hour accredited class?**

- A. CNA**
- B. HHA**
- C. PCA or RCS**
- D. CRMA**

Understanding training hour requirements helps you match a credential to the length of the training. Personal Care Assistant and Residential Care Specialist programs are commonly structured around a 40-plus hour accredited class, including both classroom learning and supervised hands-on practice. This makes them the option that best fits a 40+ hour requirement. In contrast, a Certified Nursing Assistant program usually involves more hours, including substantial clinical time, so it's typically longer than 40 hours. The CRMA focuses on medication administration and brings its own specialized content and competency checks, not a general 40-hour foundation. Home Health Aide training varies by state and content, so the exact hours aren't as consistently aligned with a fixed 40-hour accredited class as the PCA/RCS path.

**10. Which statement describes the client's rights?**

- A. Clients have the right to do as much for themselves as possible**
- B. Clients should rely on caregivers for all tasks**
- C. Clients should not participate in decision-making**
- D. Clients should move to an institution if they request**

Promoting client independence and autonomy is a fundamental principle in client-centered care. Clients have the right to do as much for themselves as they are able, which respects their preferences, preserves skills, and supports dignity. This approach—involving individuals in decisions about their daily routines and tasks and offering help only as needed—helps maintain their sense of control and competence, which is essential for self-esteem and quality of life. The other ideas conflict with this principle: expecting clients to rely on caregivers for all tasks undermines independence; excluding clients from decision-making removes their voice and agency; and suggesting they should move to an institution solely on their request oversimplifies placement choices and doesn't reflect the client's right to participate in decisions about their care setting.

## Next Steps

**Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.**

**As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.**

**If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at [hello@examzify.com](mailto:hello@examzify.com).**

**Or visit your dedicated course page for more study tools and resources:**

**<https://personalsupportspecialist.examzify.com>**

**We wish you the very best on your exam journey. You've got this!**

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