

# PERSONAL SUPPORT SPECIALIST (PSS) CERTIFICATION PRACTICE EXAM (SAMPLE) STUDY GUIDE



## SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

VISIT US ONLINE FOR  
THE FULL VERSION STUDY GUIDE

<https://personalsupportspecialist.examzify.com>



**Copyright © 2026 by Examzify - A Kaluba Technologies Inc. product.**

**ALL RIGHTS RESERVED.**

No part of this book may be reproduced or transferred in any form or by any means, graphic, electronic, or mechanical, including photocopying, recording, web distribution, taping, or by any information storage retrieval system, without the written permission of the author.

Notice: Examzify makes every reasonable effort to obtain accurate, complete, and timely information about this product from reliable sources.

SAMPLE

# Table of Contents

|                             |    |
|-----------------------------|----|
| Copyright .....             | 1  |
| Table of Contents .....     | 2  |
| Introduction .....          | 3  |
| How to Use This Guide ..... | 4  |
| Questions .....             | 5  |
| Answers .....               | 8  |
| Explanations .....          | 10 |
| Next Steps .....            | 15 |

SAMPLE

# 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

SAMPLE

**1. What do skilled nursing facilities provide?**

- A. 24-hour nursing care under direct supervision of a nurse all the time and emphasis on rehabilitation, gait training and bowel and bladder training
- B. High-level surgical suites
- C. Administrative tasks only
- D. Hospital in the home services

**2. If you are trained, how should you respond to a choking incident?**

- A. Provide age-appropriate first aid (encourage coughing if possible; perform approved maneuvers only if trained), call for help, and report afterwards.
- B. Apply abdominal thrusts to everyone immediately.
- C. Ignore and wait for professionals.
- D. Restrain the person to stop movement.

**3. When a client reports pain, which action should you take first?**

- A. Assess intensity, location, and duration; document findings; implement comfort measures within scope; report persistent or escalating pain
- B. Administer analgesic immediately
- C. Ignore pain unless requested by family
- D. Notify family only

**4. Which is a sign of a potential respiratory issue?**

- A. Shortness of breath
- B. Normal appetite
- C. Weight gain
- D. Stable blood pressure

**5. To provide culturally safe care, PSWs should do which of the following?**

- A. Apply one-size-fits-all care
- B. Assume patient preferences
- C. Ask about preferences and adapt care to cultural needs
- D. Ignore cultural differences

**6. What do acute care hospitals treat?**

- A. Chronic conditions only
- B. Surgery, serious illness, trauma
- C. Routine checkups
- D. Long-term rehab

**7. Which of the following is a potential sign of abuse or neglect?**

- A. Consistently clean and happy
- B. Unexplained injuries, fear of caregivers, withdrawal, poor hygiene, changes in mood, or inconsistencies in explanations
- C. Regular explanations for injuries
- D. Verbal complaints only

**8. Which best describes the role of OSHA?**

- A. A government agency protecting the health and safety of workers by enforcing standards and providing education
- B. A private safety consulting group
- C. A local health department
- D. An environmental agency

**9. What is included in the home health care team?**

- A. Pharmacist
- B. Registered Nurse RN
- C. Parole Officer
- D. Custodian

**10. At a team meeting, decisions about services a consumer will receive are based on?**

- A. Family preferences
- B. Budget constraints
- C. Their needs and professional assessments
- D. Random assignment

## **Answers**

SAMPLE

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

SAMPLE

## **Explanations**

SAMPLE

## 1. What do skilled nursing facilities provide?

- A. 24-hour nursing care under direct supervision of a nurse all the time and emphasis on rehabilitation, gait training and bowel and bladder training
- B. High-level surgical suites
- C. Administrative tasks only
- D. Hospital in the home services

*Skilled nursing facilities provide around-the-clock skilled nursing care under the supervision of licensed nurses, with a strong emphasis on rehabilitation to restore function. This includes ongoing medical management, monitoring, and therapy services (such as physical, occupational, and speech therapy), along with assistance with daily activities and specific training like gait and bowel/bladder management. They are designed for post-acute recovery or ongoing skilled care, not for performing high-level surgeries, not limited to administrative tasks, and not a hospital-at-home model.*

## 2. If you are trained, how should you respond to a choking incident?

- A. Provide age-appropriate first aid (encourage coughing if possible; perform approved maneuvers only if trained), call for help, and report afterwards.
- B. Apply abdominal thrusts to everyone immediately.
- C. Ignore and wait for professionals.
- D. Restrain the person to stop movement.

*The essential idea is that a trained responder uses air way-focused first aid that fits the person's age and situation, rather than applying a single maneuver to everyone. If the person can cough or speak, encourage coughing and monitor them rather than rushing to perform aggressive techniques. If they cannot breathe or speak and you are trained to do so, you may use the appropriate approved maneuver to relieve the obstruction, but only for the person's age and condition (for example, abdominal thrusts for conscious adults and children over 1 year, with modifications for pregnant or obese individuals; different techniques are used for infants). It's also important to call for emergency help and to reassess continuously. The blanket instruction to apply abdominal thrusts to everyone immediately ignores these important distinctions and can cause harm in many situations, since not all choking cases require or tolerate those maneuvers, and other steps (like seeking help and using age-appropriate methods) are essential. If the obstruction is relieved, verify that normal breathing has resumed and stay with the person; if they become unresponsive, begin CPR and continue until help arrives.*

### 3. When a client reports pain, which action should you take first?

- A. Assess intensity, location, and duration; document findings; implement comfort measures within scope; report persistent or escalating pain**
- B. Administer analgesic immediately
- C. Ignore pain unless requested by family
- D. Notify family only

*The first step in addressing a client's pain is to gather a thorough pain assessment and document it before taking further action. Start by asking the client to rate their pain on a standard scale, and collect details about intensity, location, onset, duration, quality, and any factors that worsen or relieve it. This helps you understand the pain pattern and informs what to do next. After collecting this information, document the findings clearly so the care team has a record to track changes over time. Then apply any comfort measures within your scope of practice—such as repositioning, environmental adjustments, or nonpharmacologic techniques—and reassess to see if the pain changes. If pain remains high or worsens, escalate to the appropriate clinician for orders or further evaluation. Administering analgesics right away without an order or a plan isn't appropriate because treatment must be guided by an assessment and proper authorization. Ignoring the pain or handling it only by informing the family fails to address the client's immediate comfort. Notifying family alone also doesn't treat or document the client's pain or ensure timely care.*

### 4. Which is a sign of a potential respiratory issue?

- A. Shortness of breath**
- B. Normal appetite
- C. Weight gain
- D. Stable blood pressure

*Shortness of breath signals the respiratory system may be under strain, reflecting that the lungs or airways aren't delivering air as efficiently as they should. This symptom directly points to potential issues like airway inflammation, infection, or impaired gas exchange, making it the strongest indicator among the options for a respiratory problem. Normal appetite, weight gain, or stable blood pressure can be influenced by many non-lung factors and don't specifically indicate a breathing issue. If shortness of breath is present, especially if it's new or worsening, it warrants prompt assessment to determine the cause and appropriate care.*

### 5. To provide culturally safe care, PSWs should do which of the following?

- A. Apply one-size-fits-all care
- B. Assume patient preferences
- C. Ask about preferences and adapt care to cultural needs**
- D. Ignore cultural differences

*Culturally safe care means recognizing that each person has unique beliefs, values, and practices that influence how they want to receive support. The best approach is to ask the person about their preferences and then adapt care to fit their cultural needs. This shows respect, supports autonomy, and builds trust, while avoiding the imposition of your own routines or assumptions about what a patient wants. For example, you might check language needs, dietary restrictions, religious or spiritual practices, modesty concerns, and who should be involved in care. By inviting this information and adjusting care accordingly, you create a safer, more person-centered experience. In contrast, assuming preferences, applying a single approach to everyone, or ignoring cultural differences can lead to discomfort or harm and undermines safety.*

## 6. What do acute care hospitals treat?

- A. Chronic conditions only
- B. Surgery, serious illness, trauma**
- C. Routine checkups
- D. Long-term rehab

Acute care hospitals are built to treat conditions that require rapid, short-term medical attention. This includes surgical procedures, serious illnesses that need inpatient care, and traumatic injuries. They provide 24/7 emergency services, operating rooms, inpatient beds, and often intensive care units to stabilize and treat patients during acute events. They aren't the setting for routine checkups or long-term rehab—that's typically handled in primary care, outpatient clinics, or rehab facilities. The focus here is on immediate, intensive treatment to stabilize and manage the acute problem, such as surgery, a serious illness, or trauma.

## 7. Which of the following is a potential sign of abuse or neglect?

- A. Consistently clean and happy
- B. Unexplained injuries, fear of caregivers, withdrawal, poor hygiene, changes in mood, or inconsistencies in explanations**
- C. Regular explanations for injuries
- D. Verbal complaints only

Recognizing potential abuse or neglect comes from looking for a pattern of physical, behavioral, and emotional signs rather than a single hint. Unexplained injuries raise immediate concern when there isn't a believable accident or the story doesn't fit the injury. Fear of caregivers, withdrawal from peers and activities, and mood changes signal emotional distress and possible coercion or harm. Poor hygiene can reflect neglect or lack of consistent care. Inconsistencies in explanations—when a child's account doesn't match injuries or what adults report—also suggest that the situation isn't being told honestly and needs further attention. When these indicators appear together, they point to possible abuse or neglect more than any one sign alone. Positive indicators like being consistently clean and happy or regular explanations for injuries that fit the situation don't carry the same concern. If abuse is suspected, follow the appropriate reporting procedures to protect the child.

## 8. Which best describes the role of OSHA?

- A. A government agency protecting the health and safety of workers by enforcing standards and providing education
- B. A private safety consulting group
- C. A local health department**
- D. An environmental agency

OSHA is a federal government agency responsible for protecting workers' health and safety by establishing and enforcing safety standards and by providing training and education. It operates nationwide, inspecting workplaces, issuing citations for violations, and offering resources to help employers and employees identify and control hazards. This role is different from a private safety consultant, a local health department, or an environmental agency: private firms don't have federal enforcement authority, local health departments focus on community health at the local level, and environmental agencies concentrate on environmental protections rather than workplace safety. OSHA's combination of enforcement and education aims to reduce injuries, illnesses, and deaths on the job across many industries.

## 9. What is included in the home health care team?

- A. Pharmacist
- B. Registered Nurse RN**
- C. Parole Officer
- D. Custodian

*In home health care, a team of licensed professionals delivers medical care in the patient's own home, and the registered nurse is included because they lead and coordinate that care. The nurse conducts health assessments, monitors the patient's condition, manages medications, administers therapies, and teaches the patient and family how to carry out care at home. This coordination with the physician and other therapists or social workers ensures safety, proper treatment, and continuity of care in the home setting. Parole officers and custodians aren't part of the health care team, while a pharmacist may assist with medication advice but isn't the core member who leads home-based medical care.*

## 10. At a team meeting, decisions about services a consumer will receive are based on?

- A. Family preferences
- B. Budget constraints
- C. Their needs and professional assessments**
- D. Random assignment

*Decisions about services are guided by the person's needs and professional assessments of those needs. This approach ensures supports are tailored to the individual, addressing their goals, abilities, safety, and the likely benefits of different services. Team decisions rely on information from evaluations, observations, and input from the consumer (and often family), then translate that into appropriate service levels and types. Family preferences can be taken into account, but they don't override the person's needs or the clinician's professional judgment. Budget constraints matter because resources limit what can be provided and may require prioritization, but they should not drive decisions at the expense of essential needs. Random assignment fails to consider the individual's situation and thus isn't appropriate for determining services.*

## 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!

SAMPLE