Problem Solving Skills for Health Care Providers
Lesson 1 of 5
Locate and Utilize Information Sources

Learning Objectives

In this lesson you will learn the problem solving skill of locating and selecting information sources. You will learn how to:

1. Ask the correct questions
2. Locate the information source
3. Select the information you need from books and guides

Vocabulary and Key Terms

abilities - skills or talents
agencies - organizations that offer particular kinds of assistance or help
allergic - having a condition that causes a person to have an unpleasant reaction to certain things that are harmless to most people
applying - making a request; asking
approximately - almost exactly; about
aptitudes - natural abilities; talents
assembly - relating to the act of putting together parts or pieces to make a whole
assertiveness - willingness to take action
assistant - a person who helps another
benefits - money given to people during sickness, retirement, unemployment, etc.
bureau - an office for collecting and giving information or providing other services
calories - units for measuring the energy that food supplies to the body
career - a job a person trains for and does to make a living
categories - groups or divisions
civil service - relating to a government job which is gotten by taking a test
collide - to crash against each other
compartment - a separate section
confident - having faith in oneself or one's own abilities
consults - goes to for information or advice
counseling - giving ideas or suggestions to someone about what to do; advising
defrosting - causing to be no longer frozen; thawing
depressed - sad
diabetes - a sickness in which the body produces little or none of the substance that helps the body use any sugar that is eaten
diploma - a printed piece of paper given by a school or college to a graduating student that says he or she has finished a course of study
embarrassing - making someone feel shy, uncomfortable, or ashamed
emotional - having to do with one's feelings and reactions, such as fear or anger
expected - looked for as proper or necessary
experts - people that have great knowledge or skill in special areas
former - belonging to or happening in the past; earlier
income - money that is received in the form of wages, salary, rent, interest, profit, or gifts
index - an alphabetical list at the end of a book which shows the page numbers where certain subjects or names can be found
inquire - to ask in order to learn
install - to put into place for use or service
insufficient - less than is needed; not enough
interview - to have a meeting with a person about personal views, activities, etc.
job search - the process of finding employment
manual - a small book that gives instructions or information about how to do something
obtain - to get; receive
operation - a treatment by surgery to heal or correct an injury or illness
patio - a paved area near a house, with chairs and tables, used for relaxing outdoors
personnel - relating to the department in a business that takes care of hiring, benefits, and employee training for the business
potential - that which may come into being; possible
procedures - a series of steps in doing or making something
publicized - made known to the public
react - to respond to something or to be affected by some influence or event that has happened or has been done
recommendation - a statement which says that someone or something would be good for a certain use, job, or purpose
recruit - a person who has recently joined a group
reference - a written statement of a person's character or ability to do a job
reference books - information sources like dictionaries or encyclopedias having many
To solve many problems in life and in work situations, you need to be able to find helpful information. Even highly trained experts can't keep all the information they need in their heads. Doctors, clerks, astronauts, parents—all people need good information-finding skills to solve problems. The skills needed to locate and select information are the same for everyone. They are the same for all types of problems. Here are the skills:

1. Ask the correct questions. These are questions that lead to important missing information. You may ask these questions of yourself and of other people.

2. Locate the information source. Libraries will always have some of the information you need. Certain people and groups or organizations can help you with the rest.

3. Select the information you need from books and guides. A table of contents, an index, and key words provide clues. You can use these clues to select the needed information from books and guides.

In this lesson you will read about people with different problems to solve. Think through each problem situation. You will be building your skills in locating, or finding, and selecting information. People who develop good information-finding skills also learn to think or reason well in their daily lives and jobs.

Let's learn more about how to look for the right information. Then test your skills on the following pages.
**Skill Area #1: Ask the Correct Questions**

Read "A Milkshake for Grandma?" Find out about asking correct questions as you think through Benito's problem situation.

**A Milkshake for Grandma**

Benito's grandmother is 75 years old and has diabetes. Diabetes is a disease causing too much sugar to be lost in urine and blood. She has moved in with Benito's family to recover after a recent operation. Grandma has lost 20 pounds since the operation, and the family hopes to "fatten her up" with a good diet. After work, Benito stopped at a fast food restaurant for his favorite snack -- a chocolate milkshake and fries. "Say," thought Benito, "milkshakes put weight on me. Why wouldn't one be good for Grandma? I'm sure it would taste good, and it has plenty of calories." "I wonder if it would hurt her. What should I do?"

**Example Exercise 1**

A. What would you do if you were Benito? Look at the list of some possible actions Benito could take. Which one do you think he should definitely not do?
   a. Count his money to see if he can afford the second milkshake.
   b. Don't give the shake to Grandma.
   c. Buy the shake and put it in the refrigerator at home.
   d. Give the shake to his grandmother.

If you chose "b," good. Benito definitely should not give the shake to Grandma. He has some important questions about his grandmother's health. Doing the correct, safe, or helpful thing for an ill person takes careful thinking.

We can't all be experts. Therefore, we have to be very clear about what we know and do not know. This means asking others and ourselves a lot of questions. Until we have the right information to answer our questions, it is often better not to take action. By not giving the shake to Grandma at this time, Benito showed he was asking himself questions about what was safe for Grandma to eat.
**Example Exercise 2**

A. Following are some of the questions Benito may have asked himself before he decided not to give the milkshake to Grandma. Which of the questions do you think would lead to important, missing information?
   a. Would Grandma enjoy the milkshake?
   b. Do I have enough money to buy it?
   c. Does having diabetes mean you have to be careful about what you eat?
   d. Does Grandma’s operation and her age have anything to do with what food she can eat?
   e. Would the milkshake make Grandma sick?

All of these are good questions, but some of them are not the right questions. If you chose c, d, or e, you are right. Questions a and b are good, but not important questions. It doesn’t matter if Grandma likes the milkshake if drinking it makes her sick. And Benito may be able to afford the milkshake, but Grandma should not be the one to drink it. The right questions should lead to important missing facts or information.

**Example Exercise 3**

A. Now, which words from the answer choices would you use to finish this sentence? Benito decided not to give the milkshake to his grandmother because he needed to get more information about what kind of __________ she had in the hospital and what kind of __________ is suitable for people who are ill with __________.
   a. diabetes, food, operation
   b. food, operation, diabetes
   c. operation, food, diabetes

The correct answers are “c,” operation, “b,” food, and “a,” diabetes. If you got the right words, you have done a good job of thinking through Benito’s problem situation. You have selected the questions needed to locate important information.

You will use these questions again in later exercises to locate information sources and to select the information you need.
Example Exercise 4

To make sure you understand about asking the correct questions, try these exercises. For each problem situation, select the question that will give you the most important information.

A. You are driving along a country road at 45 miles per hour. Suddenly a car pulls out of a hidden driveway. You slam on your brakes, but the cars hit, or collide. You are shaken and shocked, but not hurt. You get out of your car. Choose the first question you should ask the other driver.
   a. Are you insured?
   b. Were you drinking?
   c. Are you hurt?
   d. Do you have a driver's license?

The first question you should ask is "c. Are you hurt?" The other questions may be important, but if someone was hurt, you have to act quickly. Remember, you need information at once!

Example Exercise 5

You work for a construction company as a clerk typist. Your boss told you she had a big job she wanted you to start on in the morning. When you get in to work, there's a note on the boss's door announcing that she was suddenly called out of town. The boss's assistant always takes over when this happens.

A. What question should you ask first to get the most important information?
   a. Can I take the day off today?
   b. Why is the boss out of town?
   c. Did the boss leave instructions for me?
   d. Why didn't the boss tell me she was going away?

Did you choose “c?” If you did, good. You may be able to take the day off, but first you have to find out what is expected of you. The other two questions might not be answered if the assistant feels they are none of your business!
Skill Check
Skill Area #1: Ask the Correct Questions

Read the problem situation, "What's Next for Bob?" Bob needs more information before he can do the right things. You decide which questions will result in his getting the important information he needs. Then complete the exercise.

What's Next for Bob

Bob worked for five years at the Clifton Auto assembly plant. His wife is a nurse. Bob did not graduate from high school, but he always got high ratings for his work at the plant. Also, he can fix just about anything around the house. Last month the plant shut down, laying off all the workers. Bob is depressed right now. He needs to calm down so he can figure out what to do next. What are some questions that Bob should ask to get the important information that he needs?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Look at the list of possible actions Bob could take in the next few weeks. Which actions are very important for Bob to take as soon as possible?

1. Buy a pickup truck with his savings.
   a. Important Now
   b. Not Important Now

2. Buy a new set of tools with his savings.
   a. Important Now
   b. Not Important Now

3. Find out about how to receive money while not working, or unemployment benefits.
   a. Important Now
   b. Not Important Now

4. Sell his house and move to Florida.
   a. Important Now
   b. Not Important Now
5. Take two low-paying jobs immediately so he won't have to spend his savings.
   a. Important Now
   b. Not Important Now

6. Check the paper for jobs.
   a. Important Now
   b. Not Important Now

7. Contact the employment bureau to find out what job seeking services they offer. The employment bureau works to match jobs with workers looking for jobs.
   a. Important Now
   b. Not Important Now

8. Go to the corner donut shop for a cup of coffee.
   a. Important Now
   b. Not Important Now

9. Check the Yellow Pages for places that offer training.
   a. Important Now
   b. Not Important Now

10. Contact local public schools to ask about getting a high school diploma as an adult.
    a. Important Now
    b. Not Important Now

11. Call a friend who was laid off at the same time to share his feelings and support.
    a. Important Now
    b. Not Important Now

12. Call a former supervisor to see if he will write a statement of recommendation for Bob.
    a. Important Now
    b. Not Important Now

Choose the word that fits into the sentence.

13. Bob would not be wise to spend money out of his __________ right now. That means he should not buy a truck or a new set of tools.
    a. savings
    b. Florida
    c. job
    d. diploma
    e. truck
    f. Yellow Pages
14. If Bob sells his house and moves to __________, his wife would have to quit her job. That is not a good idea right now.
   a. an apartment
   b. a house across town
   c. the corner donut shop
   d. a public school
   e. his parents’ house

15. If he settles immediately for two __________, he will not have time for a more careful job search for a better paying job. He also needs time to check out which jobs might be possible with additional training.
   a. Yellow Pages
   b. low paying jobs
   c. tools
   d. trucks
   e. diplomas
   f. apartments

16. Bob is naturally depressed about losing his job. Sharing his feelings with a friend from work should give the emotional support he needs. Visiting the __________ will probably waste time he could use to take more important action.
   a. corner donut shop
   b. public schools
   c. savings
   d. Yellow Pages
   e. friend who was laid off
   f. low paying jobs
Skill Area #2: Locate the Information Source

Once you have decided what information is important, you have to find it. Locating or finding information means you have to do one or all of the following things:

1. Ask someone who should know the answers you seek.
2. Go directly to a place—library, building, office or bookstore—that employs experts.
3. Refer to a book, a guide or manual, a newspaper, etc.

At first you have to ask yourself the correct questions. You sort through your own thoughts to get started thinking in the right direction. Finding the location of the information you seek means “going public” with your questions. Usually, you have to get help from someone else. That means you can’t be shy about asking questions of other people. To be good at thinking and reasoning, you have to be willing to ask questions of perfect strangers.

Sometimes it feels funny or embarrassing when we show other people what we don’t know. Don’t let that stop you from asking the question. All good thinkers risk seeming foolish or stupid at times. If someone makes you feel stupid because you asked a question, that is not your problem. You are doing what is needed to reason or think through a problem.

Let’s review what we’ve been saying about locating information sources.

Example Exercise 6

Choose the letter of the word that fits into the sentence.

A. One way to locate information is to ask a __________ who should know.
   a. book
   b. place
   c. person
   d. library

   The correct answer is “c.” One way to locate information is to ask a person who should know.
B. Another way to locate information is to go to a place like a ________ or a bookstore.
   a. library  
   b. gas station 
   c. gift shop  
   e. restaurant 

   If you chose “a,” you are correct. A library is a very good place to locate information.

C. You can also refer to a book or a __________ for information.
   a. place  
   b. guide  
   c. hardware store  
   d. gift shop 

   The correct answer is “b.” A guide is a very good source of information.

D. Don’t be __________ about asking questions.
   a. shy 
   b. angry 
   c. stupid  
   d. depressed 

   The correct answer is “a.”

**Example Exercise 7**

Do the exercise below that describes how you locate information sources. Select the word that fits in the sentence.

A. To find an important telephone number you would __________.
   a. Ask a teacher  
   b. Consult a dictionary  
   c. Ask a police office  
   d. Consult a phone book 

   If you chose “d,” you are correct.
B. To learn more about a disease such as diabetes, you would get __________ concerning the subject.
   a. A phone book
   b. Materials
   c. A dictionary
   d. A cook book

   The correct answer is “b.”

C. One guide you could consult concerning diabetes is a __________.
   a. Math book
   b. Health book
   c. Phone book
   d. Cook book

   If you chose “b,” you are right.

**Example Exercise 8**

The following activities will help you practice choosing an information source. Reference books are information sources you can find in the library. Read about what you can expect to find in each of the following reference books. Then read each statement. Decide which reference book will have the information needed.

- **Almanac** — a large collection of facts about the past and the present. Subjects may include famous people, politics, and important events.
- **Atlas** — maps of countries, continents, and the world.
- **Encyclopedia** — general information on any subject you can think of like flowers, science, stories of people’s lives and more.
- **Telephone Directory** — telephone numbers and addresses of people, businesses, and special services.

A. What countries are part of Africa?
   a. Almanac
   b. Atlas
   c. An encyclopedia
   d. Telephone directory

   The correct answer is “b,” an Atlas.
B. Where is the closest pizza store that delivers?
   a. Almanac
   b. Atlas
   c. An encyclopedia
   d. Telephone directory

   If you chose “d,” a telephone directory, you are correct.

C. What U.S. gold medals were won in the last Olympics?
   a. Almanac
   b. Atlas
   c. An encyclopedia
   d. Telephone directory

   The correct answer to this question is “a,” an Almanac.

D. What kind of government rules England?
   a. Almanac
   b. Atlas
   c. An encyclopedia
   d. Telephone directory

   If you chose “a,” an almanac, you are right.

E. What is the life span of Salmon?
   a. Almanac
   b. Atlas
   c. An encyclopedia
   d. Telephone directory

   The correct answer is “c,” an encyclopedia.
**Skill Area #2: Locate the Information Source**  
**Exercise A, B, and C**

You will need to refer to Information Source 6, page A-6-1 (1-3) in the appendix when answering the questions in Exercises A, B, and C in this section. It is called "Sources of Job Information." Read the information sheet carefully, then do the exercises. The exercises will ask you to write the names of the best sources of job information.

All the facts you need in order to choose the right source of job information are on the information sheet. The facts are written in columns under these titles:

- Where to Find  
- How to Use  
- Kind of Service  
- Advantages  
- Disadvantages  

Each exercise will tell you something about a job information source.
Skill Check
Skill Area #2: Locate the Information Source

Exercise A

Locate one job information source to fit each description.

17. You have to pay attention to news items to use this job information source. It also takes some assertiveness, or willingness to take action on your part, to find the jobs. But if you inquire about jobs before they appear in ads, you can impress a potential or possible employer. (Hint: Look under Disadvantages column.)
   a. Yellow Pages
   b. News Media
   c. Civil Service Commission
   d. In-house Newsletter

   a. Word of Mouth
   b. Civil Service Commission
   c. County and Civil Personnel Offices
   d. Professional Journals, Newsletters, and Trade Magazines

19. The more people you tell about your job search, the more information you can get. Tell all your friends.
   a. In-house Newsletters
   b. Professional Journals, Newsletters, and Trade Magazines
   c. Word of Mouth
   d. Yellow Pages

20. This job information source can test your aptitudes or abilities. It also offers job counseling.
   a. State Employment Agencies
   b. Civil Service Commission
   c. Private Employment Agencies
   d. County Personnel Offices

21. Using this job information source doesn't cost any money, but it does take some courage to call potential employers.
   a. News Media
   b. Word of Mouth
   c. Yellow Pages
   d. In-house Newsletters
Skill Check
Skill Area #2: Locate the Information Source
Exercise B

Read the following statements about sources of information. Decide whether each statement is true or false. Use the Sources of Job Information chart on page A-6-1 (1-3) of the Appendix to answer these questions.

22. Eighty percent of all jobs are filled through newspaper ads.
   a. True
   b. False

23. Private employment agencies are very concerned about finding a "good job" for you.
   a. True
   b. False

24. Friends, neighbors, and coworkers are a good source of job information.
   a. True
   b. False

25. Categories or groups of information are identified in the index in the back of the Yellow Pages.
   a. True
   b. False

26. It costs money to get information and services from state employment agencies.
   a. True
   b. False

27. For Civil Service jobs, look in the telephone directory under U.S. Government.
   a. True
   b. False

   Civil Service jobs can be found by contacting the Civil Service Commission, which is listed under U.S. Government in the telephone directory. Look in the Civil Service Commission section under "where to find" for details.

28. County or city personnel offices do all the hiring.
   a. True
   b. False
Skill Check

Skill Area #2: Locate the Information Source

Exercise C

Do you remember reading about Bob, the out-of-work assembly worker? Bob lost his job at the auto assembly plant. You completed skill-building exercises by selecting the questions to ask for important missing information. Now Bob needs to locate some sources of information in order to answer these questions. Choose the letter of the name of the job information source that you feel could help Bob with his questions. Not every possible source of information is listed on the information sheet. If you can’t find a good information source for a question, choose None of the above as the answer. Use the Sources of Job Information chart on page A-6-1 (1-3) of the Appendix.

29. Which source has a record of placing approximately 50% of the users in a job?
   a. Private Employment Agencies
   b. State Employment Agencies
   c. Word of Mouth
   d. None of the above

30. Which source would Bob use to keep from feeling depressed?
   a. County and City Personnel Offices
   b. Yellow Pages
   c. Word of Mouth
   d. None of the above

31. Which source uses friends, neighbors, relatives, and coworkers to help find a job?
   a. Word of Mouth
   b. Professional Journals, Newsletters, and Trade Magazines
   c. Yellow Pages
   d. None of the above

32. Which source uses the local newspaper, radio, and television to help find a job?
   a. News Media
   b. Civil Service Commission
   c. In-house Newsletters
   d. None of the above

33. Which source would help Bob discover openings before they are publicized?
   a. Private Employment Agencies
   b. In-house Newsletters
   c. Professional Journals, Newsletters, and Trade Magazines
   d. None of the above

34. Which source would Bob use to get his unemployment check?
   a. State Employment Agencies
   b. County and City Personnel Offices
   c. Word of Mouth
   d. None of the above
Skill Area #3: Select the Information You Need From Books and Guides

So far you have practiced deciding what questions will lead to the information that is needed. Then you tracked down information sources. If your questions are answered directly by an expert, usually the problem is solved. Often, though, you need to study a book or guide to find the answer to your question.

To quickly find out what information is in books and guides, you can do three things:

1. Look through the table of contents.
2. Check the index for the topic you want.
3. Glance through the pages and section headings for word clues.

Books and guides usually have a table of contents at the front, right after the title page. The table of contents gives the names of chapters or sections and a page number where the chapter begins. The contents are listed in the order in which they appear in the book.

Books and guides that contain a lot of information also have an index. The index is usually at the back of the book. It is much more broken down or detailed than the table of contents.

Usually some words stand out more than others. These words can be your first clue to the information you are seeking.
Example Exercise 9

Suppose you want to find out how to use your microwave to defrost poultry. Check the table of contents and the index for information about defrosting.

A. The table of contents lists microwave defrosting on page __________.
   a. 18
   b. 12
   c. 14
   d. 15

   The correct answer is “c,” 14.

B. The index lists __________ on page 14.
   a. Microwave Defrosting
   b. Microwave Re-heating
   c. Convenience Foods Chart
   d. Defrosting

   The correct answer is “d,” Defrosting.

C. The index also lists a defrosting poultry chart on page __________.
   a. 67
   b. 17
   c. 74
   d. 46

   If you chose “a,” you are correct. The index lists a poultry chart on page 67.
Example Exercise 10

Look again at the Table of Contents and Index examples in the Appendix. Do you notice any difference in how the information is arranged? The facts in the index are arranged in alphabetical order. This means that the facts that begin with "c" are going to appear before the facts that begin with "d," because that is how those letters are arranged in the alphabet.

Look at the partial index from the same microwave cookbook.

Complete the following exercise to check your understanding of alphabetical order.

A. If "cherry pie" was listed in the index, it would be between _______ and _______.
   a. Cream pies, defrosting and Pecan Pie
   b. Boston Cream Pie and Cream Pie
   c. Ham Loaf and Pies
   d. Cream Pie and Cream pies, defrosting

The correct answer is "b," Boston Cream Pie and Cream Pie, because the "ch" of "cherry" comes after the "b" of "Boston" and before the "cr" of "Cream" alphabetically.

B. If "baked pork chops" were listed, it would be placed before __________.
   a. German Potato Salad
   b. Pork
   c. Barbecued Pork Chops
   d. Boneless Roast

If you chose “c,” Barbecued Pork Chops, you are right, because the "bak" of "Baked" comes before the "bar" of "Barbecued" alphabetically.
**Example Exercise 11**

To make sure you understand what you have been reading about selecting the information you need, try these exercises. You will use the details in the following information to complete the following activities.

Bill is learning to repair televisions. He is working on a television that has weak color. Find the guide he needs for information. Look at Information Source 5, page A-5-1 of the Appendix in answering the following questions.

A. Find the information Bill needs in the table of contents. What is the name of the guide Bill needs?
   a. TV Trouble Shooting Manual
   b. Built-in Dishwashers
   c. Complete Do-it-yourself Manual
   d. Volume 1

   The correct answer is “a,” The name of the guide is TV Trouble Shooting Manual.

B. Find the page where the information Bill needs is found in the booklet. What is the correct page number?
   a. Page 81
   b. Page 90
   c. Page 114
   d. Page 112

   The correct answer is “d.” The section that deals strictly with weak color begins on page 112.

C. Complete the following sentence: This symptom is usually referred to as _______.
   a. no uniform color strength
   b. weak color in all channels
   c. faded or insufficient color
   d. weak color in some stations

   The correct answer is “c,” faded or insufficient color.
Skill Check
Skill Area #3: Select the Information You Need From Books and Guides
Exercise D

You will use the six information sources in the Appendix to complete exercises D, E, and F. You used the information on their covers for earlier skill-building exercises. Now you will find the details you need to answer the questions or solve the problems in the following exercises.

These exercises will help you practice your skills in finding and using the information you need to figure out:

1. Tools, materials, and equipment needed to do an activity.
2. What methods or practices are necessary to do an activity.
3. The order in which tasks should be performed.

These skills will help you in your daily life and on the job as you think through problem situations.

Find the information source booklet on diabetes. Do you see that it has no table of contents? How would you make a table of contents for this booklet? Study the main headings on each page. Now look at the possible headings in the following list. Main headings are usually big and at the top of the page. There are three important subject headings in the list. The other headings are less important and should fit under one of the three important headings. Choose whether the following headings are more important or less important. Don't worry if you don't understand all of the words—you can still tell which heading is important by how it looks on the page.

35. Sample menu
   a. Important Heading
   b. Less Important Heading

36. Sick Day Guidelines for Persons Who Take Diabetes Medication
   a. Important Heading
   b. Less Important Heading

37. Hyperglycemia - High Blood Sugar
   a. Important Heading
   b. Less Important Heading

38. Comparison of Signs and Symptoms of Hypo- and Hyperglycemia
   a. Important Heading
   b. Less Important Heading

39. Diabetes Patient Education Classes
   a. Important Heading
   b. Less Important Heading
40. Eat Carbohydrates
   a. Important Heading
   b. Less Important Heading

41. Home Blood-Sugar Monitoring
   a. Important Heading
   b. Less Important Heading

42. Acute Emergencies
   a. Important Heading
   b. Less Important Heading

43. Sudden Changes in Disposition
   a. Important Heading
   b. Less Important Heading
Skill Check  
Skill Area #3: Select the Information You Need From Books and Guides  
Exercise E

Sam wants to complete two projects on his house. First, he wants to patch a hole in a plaster wall. Then he needs to replace a broken windowpane. Sam isn't sure that he has the right tools for the two jobs.

Refer to the table of contents of Information Source 1 in the Appendix in answering the following questions.

44. Use the table of contents to locate the tools Sam needs. Complete the following sentence. The information Sam needs is in Section 1 on page 10. The heading for the page is __________.
   a. Power tools for the home workshop
   b. Hand tools: How to choose and use them
   c. Workbenches
   d. Your basic tool kit

45. In addition to a knife, plaster mix, metal lath, sandpaper, and primer, which of the tools below does Sam need to patch a hole in the plaster wall?
   a. pry bar
   b. saw
   c. scissors
   d. cold chisel

46. In addition to a chisel, hammer, glazier's point, paint, and glass, which of the following tools does Sam need to replace a broken windowpane?
   a. sandpaper
   b. putty knife
   c. chain
   d. hand drill

Refer to Information Sources in the Appendix in answering the following questions.

Julie has an emergency plumbing problem. Her kitchen sink drain is stopped. Use the table of contents to locate the page Julie needs for plumbing emergencies. Complete the following sentence.

47. The information Julie needs is on Page 7 in Information Source 1 of the Appendix. The heading of the section is __________.
   a. Home plumbing systems
   b. Plumbing: How to keep it in working order
   c. Clogged fixture drains
   d. Plumbing emergencies
Find the information Julie needs in the Home Repair and Home Improvement booklet (1). Read the directions for "Sluggish or Stopped Sink Drains." The directions give a list of procedures or steps to follow in order to fix the drain.

Compare the following procedures with the ones listed.

48. Put the following procedures in the correct order:
   a. Try a rubber force cup.
   b. Put a pail under the trap and remove the plug.
   c. Try a chemical drain opener.
   d. Replace the plug and run scalding hot water.
   e. Use a wire to remove the debris.
Skill Check
Skill Area #3: Select the Information You Need From Books and Guides
Exercise F

Karl's father is from Germany and he loves German potato salad. Since he is coming to visit, Karl decided to surprise him with his favorite dish. Just before dinnertime, Karl tasted the German potato salad he had made.

Help Karl figure out why the German potato salad tastes so bad. Use the following information to complete the following sentence:

Refer to Information Source 3 in the Appendix, index under “G”, and to page 95 in answering the following questions.

49. The name of the dish Karl made is __________. It is on page 95. It is the first item under the letter G in the index.
   a. Gingered Beef and Vegetables
   b. Bratwurst in Buns
   c. German Potato Salad
   d. Scalloped Potatoes

50. Now find the recipe in the booklet for German potato salad. Below are some of the ingredients Karl used in the salad. Compare these ingredients with the ones in the booklet. Select the ingredient in Karl's list that was measured differently from the recipe in the booklet.
   a. 4 medium potatoes
   b. 3 slices bacon, cut up
   c. 1 tablespoon all-purpose flour
   d. 1 teaspoon salt
   e. ¼ plus another ¼ cup water
   f. 1 T. sugar
   g. 1/8 t. pepper
   h. ¼ cup vinegar

51. Besides not measuring correctly, Karl left something out of his salad. Which ingredients did Karl leave out?
   a. sugar and water
   b. pepper and flour
   c. vinegar and salt
   d. onion and celery
Use Information Sources 2, 3 and 4 in the Appendix to complete the following exercises. Here are six basic steps to follow when installing a dishwasher. These steps are not in the correct order.

52. Put the following actions in the correct order:
   a. Preparing the location
   b. Placing the dishwasher in its location
   c. Choosing the location
   d. Connecting the electrical supply
   e. Connecting the drain line
   f. Connecting the water supply line

53. How much time does it take to microwave a TV dinner with 3 compartment trays?
   a. 6 to 7 minutes
   b. 6 to 12 minutes
   c. 7 to 12 minutes
   d. 3 1/2 to 7 minutes

Look in the table of contents or index for hard-to-find information to answer the following questions.

54. Total cooking time for a carrot cake is 20 1/2 minutes.
   a. True
   b. False

55. Information about microwave utensils can be found on page 5 of the information source booklet.
   a. True
   b. False

56. Patient education classes on exercise and diet for diabetics are held Monday afternoons.
   a. True
   b. False

57. All of the information source booklets contain an index.
   a. True
   b. False

58. According to the Dishwasher Installation Instructions, the specifications state that if you have Model #KUDB2105, the minimum water temperature at the dishwasher must be 120°F.
   a. True
   b. False
59. The cabinet space below your kitchen counter is probably the best location to install a dishwasher.
   a. True
   b. False

Now select your area of work and then turn to the appropriate page for “Let’s Apply to Your Workplace” questions:

   Nursing Assistant ---------------------- Page 181 - 184
   Dietary Services ---------------------- Page 185 - 190
   Environmental Services ------------- Page 191 - 196
Let’s Apply to Nurse Assistant
Problem Solving - Lesson 1 of 5

Skill Area #1: Ask the Correct Question

As a nurse assistant you are responsible for monitoring the residents in your charge. You are to help them when they have a problem.

You are working on the second shift and Mary, one of the residents on your floor, tells you that she is not feeling well this evening.

Review the following questions and determine whether they are very important or less important.

1. What did you eat for breakfast today?
   a. Very important
   b. Less important

2. When did you start feeling bad?
   a. Very important
   b. Less important

3. Have any friends or relatives visited with you today?
   a. Very important
   b. Less important

4. Have you told the in-charge nurse of anyone else about this problem?
   a. Very important
   b. Less important

5. What time did you wake up this morning?
   a. Very important
   b. Less important
Skill Area #2: Locate the Information Source

As a nursing assistant, you will very often need information to help you do your job and fulfill your obligations as an employee. Since we are now in an age where no one can be expected to remember everything he or she needs to know, several information sources are at your disposal.

With all these sources, you must be able to determine where to find a particular piece of information. A list of possible sources at your place of work may include:

- Dictionary
- Bulletin Board
- Material Safety Data Sheet (MSDS) (Information on hazardous materials)
- Recipes or Cook Book
- Kardex File
- Employee Handbook
- Resident Chart
- Nurse Aide Assignment Worksheet
- Weight Chart

Using the above list as a guide, choose the best answer for the following questions.

6. While reviewing a nursing handbook concerning exercise therapy, you see a word you do not understand. Where should you look for help?
   a. MSDS
   b. Dictionary
   c. Weight Chart
   d. Employee Handbook
7. While unloading and inventorying nursing assistant supplies, you discover that a can labeled hazardous is leaking. Where should you look for help?
   a. MSDS
   b. Dictionary
   c. Weight Chart
   d. Employee Handbook

8. As a nursing assistant, you are given an assignment for making rounds to the resident rooms. What documentation listed below is proper to use while doing this task?
   a. MSDS
   b. Dictionary
   c. Nurse Aide Assignment Worksheet
   d. Employee Handbook

9. Where would you locate information concerning sick leave?
   a. MSDS
   b. Dictionary
   c. Cook Book
   d. Employee Handbook

10. Where is the most likely source to find information concerning a recently published announcement from management?
    a. MSDS
    b. Dictionary
    c. Cook Book
    d. Bulletin Board
Skill Area #3: Select the Information You Need From Books and Guides

As a nursing assistant, you will often need information to help you in doing your job or fulfilling your obligations. No one can be expected to remember everything he or she needs to know and must use several information sources. You must be able to determine where to look for a particular piece of information.

Answer the following questions:

11. You are making rounds and taking resident annual weights. You need to review the proper document for reviewing the last annual weights recorded. Where should you look for help?
   a. Information placed on the Bulletin Board
   b. Dictionary
   c. On the MSDS Sheet
   d. On the Resident Annual Weight Chart

12. You are asked to remove a hazardous material spill. Where would you look for information concerning hazardous material?
   a. In the MSDS Book
   b. Information placed on the Bulletin Board
   c. In the Dietary Menus Listing Book
   d. In the Nurse Aide Assignment Workbook

13. You are asked questions by a resident’s immediate family member concerning the rules of closet space for residents. Where would you look for this type of information?
   a. In the MSDS Book
   b. Information placed on the Bulletin Board
   c. In the Residents’ Rights Manual
   d. In the Nurse Aide Assignment Workbook

14. The Nurse on duty asks you about the amount of fluid intake and output concerning a particular resident. Where would you look for this information?
   a. In the MSDS Book
   b. On the I/O (Intake/Output) Chart
   c. In the Dietary Menu Listing Book
   d. In the Nurse Aide Assignment Workbook

15. Which of the following is true concerning most reference books?
   a. The index is in the front and table of contents is in the back
   b. The index is an outline of what is in the book
   c. The index is in the back and table of contents is in the front
   d. The table of contents always comes after the introduction
Let’s Apply to Dietary Services
Problem Solving - Lesson 1 of 5

Skill Area #1: Ask the Correct Question

Dietary Services workers need to know the correct questions to ask in order to solve potential problems.

One of your coworkers approaches you and asks for your help. She has just removed a sheet cake from the oven and discovered that it has not risen properly and is not fully baked. The questions below are ones you might ask. Some questions are very important and will help you get information quickly. Other questions are less important. Review the questions and determine whether they are very important or less important.

1. What time did you put the cake into the oven?
   a. Very important
   b. Less important

2. Is the oven temperature set at the correct setting?
   a. Very important
   b. Less important

3. Was the cake pan properly washed prior to your using it?
   a. Very important
   b. Less important

4. Are you sure that you added the correct amount of each ingredient?
   a. Very important
   b. Less important

5. Has the cake been in the oven for the recommended amount of time?
   a. Very important
   b. Less important
Skill Area #2: Locate the Information Source

As dietary workers you will very often need information to help you do your job and fulfill your obligations as an employee. Since we are now in an age where no one can be expected to remember everything he or she needs to know, several information sources are at your disposal. With all these sources, you must be able to determine where to find a particular piece of information.

A list of possible sources at your place of work may include:

- Dictionary
- Bulletin Board
- Material Safety Data Sheet (MSDS) (Information on hazardous materials)
- Recipes or Cook Book
- Employee Handbook
- Dietary Policy and Procedures Book

Using the above list as a guide, choose the best answer for the following questions.

6. While reviewing a recipe, you see a word you do not understand. Where should you look for help?
   a. MSDS
   b. Dictionary
   c. Cook Book
   d. Employee Handbook
7. While unloading and inventorying grocery wholesale supplies, you discover that a can of scrubbing chemical cans, which is marked hazardous, is leaking.
   a. MSDS
   b. Dictionary
   c. Cook Book
   d. Employee Handbook

8. The special request meal of the day is broccoli casserole. You have twenty (20) residents that request this dish. Where would you look to find the proper amount of ingredients to prepare a dish for twenty people?
   a. MSDS
   b. Dictionary
   c. Cook Book
   d. Employee Handbook

9. Where would you locate information concerning sick leave?
   a. MSDS
   b. Dictionary
   c. Cook Book
   d. Employee Handbook

10. Where is the most likely source to find information concerning a recently published announcement from management?
    a. MSDS
    b. Dictionary
    c. Cook Book
    d. Bulletin Board
**Skill Area #3: Select the Information You Need From Books and Guides**

Below is a partial list of menu items for the fall diets. There are four different diets:

1. General
2. Mechanical soft
3. Pureed
4. A 2 gram sodium diet

<table>
<thead>
<tr>
<th>Health Care Fall/ Winter Menu</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General</strong></td>
</tr>
<tr>
<td><strong>Mechanical Soft</strong></td>
</tr>
<tr>
<td><strong>Pureed</strong></td>
</tr>
<tr>
<td><strong>2 Gram Sodium</strong></td>
</tr>
</tbody>
</table>

**Breakfast:**

<table>
<thead>
<tr>
<th></th>
<th>General</th>
<th>Mechanical Soft</th>
<th>Pureed</th>
<th>2 Gram Sodium</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orange Juice</td>
<td>4 oz.</td>
<td>Orange Juice</td>
<td>4 oz.</td>
<td>Orange Juice</td>
</tr>
<tr>
<td>Oatmeal</td>
<td>⅛cup</td>
<td>Oatmeal</td>
<td>⅛cup</td>
<td>SF Oatmeal</td>
</tr>
<tr>
<td>Scrambled Eggs</td>
<td>1 #16</td>
<td>Scrambled Eggs</td>
<td>1 #16</td>
<td>SF Scrambled Eggs</td>
</tr>
<tr>
<td>Bacon</td>
<td>1 slice</td>
<td>Bacon</td>
<td>1 slice</td>
<td>None</td>
</tr>
<tr>
<td>Wheat Toast</td>
<td>1 slice</td>
<td>Wheat Toast</td>
<td>1 slice</td>
<td><strong>White Toast</strong></td>
</tr>
<tr>
<td>Margarine</td>
<td>2 pats</td>
<td>Margarine</td>
<td>2 pats</td>
<td>Margarine</td>
</tr>
<tr>
<td>Jelly</td>
<td>1 pkt</td>
<td>Jelly</td>
<td>1 pkt</td>
<td>Jel l</td>
</tr>
<tr>
<td>Coffee or Tea</td>
<td>8 oz.</td>
<td>Coffee or Tea</td>
<td>8 oz.</td>
<td>Coffee or Tea</td>
</tr>
<tr>
<td>Milk, Whole</td>
<td>8 oz.</td>
<td>Milk, Whole</td>
<td>8 oz.</td>
<td>Milk, Whole</td>
</tr>
</tbody>
</table>

**Noon Meal:**

<table>
<thead>
<tr>
<th></th>
<th>General</th>
<th>Mechanical Soft</th>
<th>Pureed</th>
<th>2 Gram Sodium</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meat Loaf</td>
<td>3 oz.</td>
<td>Meat Loaf</td>
<td>3 oz.</td>
<td>SF Meat Loaf</td>
</tr>
<tr>
<td>Brown Gravy</td>
<td>1 oz.</td>
<td>Brown Gravy</td>
<td>1 oz.</td>
<td>SF Brown Gravy</td>
</tr>
<tr>
<td>New Potatoes</td>
<td>⅛cup</td>
<td>Mashed Potatoes</td>
<td>⅛cup</td>
<td>New Potatoes</td>
</tr>
<tr>
<td>Green Beans</td>
<td>⅛cup</td>
<td>Green Beans</td>
<td>⅛cup</td>
<td>SF Green Beans</td>
</tr>
<tr>
<td>Hot Roll</td>
<td>1 each</td>
<td><strong>White Bread</strong></td>
<td>1 slice</td>
<td>Hot Roll</td>
</tr>
<tr>
<td>Margarine</td>
<td>1 pat</td>
<td>Margarine</td>
<td>1 pat</td>
<td>Margarine</td>
</tr>
<tr>
<td>Fruited Gelatin</td>
<td>⅛cup</td>
<td>Dk. Red Gelatin</td>
<td>⅛cup</td>
<td>Fruited Gelatin</td>
</tr>
<tr>
<td>Whipped Topping</td>
<td>1 oz.</td>
<td>Whipped Topping</td>
<td>1 oz.</td>
<td>Whipped Topping</td>
</tr>
<tr>
<td>Coffee or Tea</td>
<td>8 oz.</td>
<td>Coffee or Tea</td>
<td>8 oz.</td>
<td>Coffee or Tea</td>
</tr>
</tbody>
</table>

**Evening Meal:**

<table>
<thead>
<tr>
<th></th>
<th>General</th>
<th>Mechanical Soft</th>
<th>Pureed</th>
<th>2 Gram Sodium</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chicken Noodle Soup</td>
<td>6 oz.</td>
<td>Chicken Noodle Soup</td>
<td>6 oz.</td>
<td>SF Chicken Noodle Soup</td>
</tr>
<tr>
<td>Saltine Crackers</td>
<td>1 pkt</td>
<td>Saltine Crackers</td>
<td>1 pkt</td>
<td>SF Saltine Crackers</td>
</tr>
<tr>
<td>Pimento Cheese Spred</td>
<td>2 ½ oz</td>
<td>Pimento Cheese Spred</td>
<td>2 ½ oz.</td>
<td>SF Pimento Cheese</td>
</tr>
<tr>
<td>Wheat Bread</td>
<td>2 slices</td>
<td>Wheat Bread</td>
<td>2 slices</td>
<td><strong>White Bread</strong></td>
</tr>
<tr>
<td>Pickle Spear</td>
<td>1 each</td>
<td>None</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>Pink Pear Salad</td>
<td>½cup</td>
<td>Pur. Pink Pear Salad</td>
<td>½cup</td>
<td>Pink Pear Salad</td>
</tr>
<tr>
<td>Black Forest Cake</td>
<td>1 serv.</td>
<td>Black Forest Cake</td>
<td>1 serv.</td>
<td>Black Forest Cake</td>
</tr>
<tr>
<td>Coffee or Tea</td>
<td>8 oz.</td>
<td>Coffee or Tea</td>
<td>8 oz.</td>
<td>Coffee or Tea</td>
</tr>
<tr>
<td>Milk, Whole</td>
<td>8 oz.</td>
<td>Milk, Whole</td>
<td>8 oz.</td>
<td>Milk, Whole</td>
</tr>
</tbody>
</table>

**Pureed Diets:** May substitute #8 scoop fresh bread crumbs instead of bread (B-1005)

**NAS:** follow general diet; eliminate salt packet on tray

**Liberal Bland:** Follow General Diet and omit Black Pepper, Chili Powder, Coffee, Tea and Chocolate
Use the chart on the previous page to answer questions 11 through 15.

11. What is the serving size and name for the eggs served at the breakfast meal for residents on a 2 gram sodium diet?
   a. Two eggs fried over easy
   b. Three egg omelet with ham and cheese
   c. One #16 spoon full of SF scrambled eggs
   d. Two eggs hard boiled SF

12. Which one of the following items should not be served to a resident at the evening meal who is on a pureed diet?
   a. Pureed chicken noodle soup
   b. Saltine crackers
   c. Pureed vanilla wafers
   d. Pimento cheese spread

13. Which two meal recommendations are identical?
   a. The noon meal for a general diet and the noon meal for a mechanical soft diet
   b. The HS snack for a general diet and the HS snack for a mechanical soft diet
   c. The breakfast meal for a general diet and a mechanical soft diet
   d. The evening meal for a general diet and a mechanical soft diet

14. What is the most common size portion for beverages?
   a. 4 ounces
   b. 6 ounces
   c. 3 ounces
   d. 8 ounces

15. Which beverage is permitted in the pureed noon meal but is not permitted in either the general, mechanical soft, or the 2-gram sodium noon meals?
   a. Coffee
   b. Tea
   c. Skim milk
   d. Whole milk
Environmental services workers need to know the correct questions to ask in order to solve potential problems.

A nurse’s assistant tells you that she slipped on a slick substance in the hallway and almost fell. The questions below are ones you might ask. Some questions are very important and will help you get information quickly. Other questions are less important. Review the questions and determine whether they are very important or less important.

1. What caused you to slip on this slick substance?
   a. Very important
   b. Less important

2. Do you know what type of slick substance this is?
   a. Very important
   b. Less important

3. Can you show me exactly where this slick substance is located?
   a. Very important
   b. Less important
4. Do you know if anyone else is there now cleaning up the area?
   a. Very important
   b. Less important

5. Do you know if anyone else has slipped on this substance?
   a. Very important
   b. Less important
Skill Area #2: Locate the Information Source

As Environmental Services workers you will very often need information to help you do your job and fulfill your obligations as an employee. Since we are now in an age where no one can be expected to remember everything he or she needs to know, several information sources are at your disposal. With all these sources, you must be able to determine where to find a particular piece of information.

Environmental services workers get information from several sources. Below is a list of types of information Environmental Services workers use, and where they can be found.

<table>
<thead>
<tr>
<th>Information</th>
<th>Sources</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Spill/Leak Procedures (MSDS)</td>
<td>Material Safety Data Sheet</td>
</tr>
<tr>
<td>b. Employee Health Program</td>
<td>Employee Handbook</td>
</tr>
<tr>
<td>c. Sorting/Washing Procedures</td>
<td>Laundry Policy</td>
</tr>
<tr>
<td>d. Quality of Life for Residents</td>
<td>Resident Rights (Form 3126R)</td>
</tr>
<tr>
<td>e. Absenteeism/Tardiness</td>
<td>Personnel Policy/Procedure</td>
</tr>
</tbody>
</table>

Read the questions below and select the information source.

6. There has been an outbreak of unusual absenteeism recently. Management sends a memo to all employees instructing them to read policy concerning absenteeism. Where would you look?
   a. MSDS
   b. Personnel Policy and Procedures
   c. Employee handbook
   d. Resident Rights

7. While unloading material from a delivery truck, a container marked DESTAINER V - liquid sodium hypochlorite bleach, falls and spills onto the receiving area floor. Where would you find clean-up information?
   a. MSDS
   b. Employee Handbook
   c. Laundry Policy
   d. Personnel Policy and Procedures
8. You are asked to attend a company wide meeting next week. The meeting will pertain to your health benefits and you are asked to review appropriate materials to prepare for the meeting. What material(s) would you review?
   a. MSDS
   b. Employee Handbook
   c. Laundry Policy
   d. Personnel Policy and Procedures

9. A coworker asks you where to find information concerning residents’ quality of life. Where would you advise your coworker to look?
   a. MSDS
   b. Employee Handbook
   c. Personnel Policy and Procedure
   d. Resident’s Rights - Form 3126R

10. You are assigned on-the-job training duties to new employees concerning the proper procedures of sorting and washing processes. Where is the information located?
    a. MSDS
    b. Employee Handbook
    c. Laundry Procedure
    d. Resident’s Rights - Form 3126R
Skill Area #3: Select the Information You Need From Books and Guides

As an environmental services worker, you will often need information to help you in doing your job. No one can be expected to remember everything he or she needs to know, so you must use information sources. You must be able to determine where to look for a particular piece of information.

The following information is from the Operating and Maintenance Manual for the dryers in the laundry area:

**Table of Contents**

- **Model HD Institutional Dryer**
  - Installation ........................................... 1
  - Electrical power requirements ......................... 3
  - Proper operation ....................................... 4
  - Maintenance – daily .................................. 7
  - Maintenance – weekly ................................ 8
  - Maintenance – monthly ............................... 9
  - Replacement parts list ............................... 11
  - Warranty information ................................. 12

Use the above information to answer the following questions:

11. You are working in the laundry area and see on the Operating Instructions Sheet that you must be sure to clean the lint traps on all of the dryers at the end of each shift. According to the above information, which page of the Operating and Maintenance Manual would explain how to perform this daily maintenance task?
   a. 4
   b. 7
   c. 8
   d. 9

12. While performing the monthly maintenance check of the dryers, you notice that one of the drive belts is showing signs of wear and will need to be replaced soon. On which page will you find information showing the correct part number of a replacement belt?
   a. 1
   b. 4
   c. 9
   d. 11
13. You notice on the inside of the dryer drum that some rust is appearing. The dryer is only 18 months old. On what page would you look to determine if the manufacturer will replace or repair the drum at his expense or if the repairs will need to be paid for by your facility?
   a. 1
   b. 4
   c. 11
   d. 12

14. You have been assigned to work in the laundry area today to fill in for a coworker who is off sick. You are not sure how to set the washing machine setting for washing towels and washcloths. On which page of the Operating and Maintenance Manual would you find the information you need?
   a. 4
   b. 7
   c. 9
   d. 11

15. On which page of the Operating and Maintenance Manual would you find instructions on the things that you need to check and clean at the end of each week?
   a. 4
   b. 7
   c. 8
   d. 9