

Spring, 2014 Final Examination
PRM 200 Park and Recreation Program Leadership

1. Which of the following is adopted by a professional organization to govern the conduct of its members?
 - a. accreditation
 - b. licensure
 - c. code of ethics**
 - d. certification
2. The most important factor in the retention of volunteers is effective
 - a. recognition.**
 - b. evaluation.
 - c. coordination.
 - d. training.
3. Staff development activities are most often successful when
 - a. excellent orientation is available to staff.
 - b. continuing education is required.
 - c. staff are involved in establishing goals.**
 - d. staff evaluations are regularly conducted.
4. Knowing that a volunteer working special events is internally motivated, the most meaningful form of recognition for outstanding work performance would be
 - a. free use of facilities.
 - b. a stipend with a thank you card.
 - c. verbal acknowledgement following the event.**
 - d. the presentation of a plaque at a formal ceremony.
5. The most important reason for the park and recreation supervisor to document the need for disciplinary action is to
 - a. protect the supervisor.
 - b. terminate the employee.
 - c. provide factual details.
 - d. prevent legal action.
6. The implementation of appropriate risk management policies and procedures should reduce an agency's
 - a. maintenance cost.
 - b. right of due care.
 - c. program attractiveness.
 - d. cost of insurance.**
7. A community resident desires to take a recreation class, but is unable to pay the full cost. The park and recreation organization does not have a policy to address this situation. The park and recreation professional should consider
 - a. referring the person to another agency with a similar program for free.**
 - b. explaining there is no policy in place thus no accommodations will be made.
 - c. waiving the fee even though there is no policy in place.
 - d. referring the person to the local YMCA.
8. Which of the following is the primary purpose for parks or facilities personnel to wear uniforms?

- a. employee image enhancement
 - b. ease in purchasing and ordering
 - c. safety improvement
 - d. easy recognition by the public**
9. The proper step when responding to complaints or disputes is to
- a. take a defensive posture to defend the organization.
 - b. have the complaint/dispute filed officially.
 - c. point out the answer immediately.
 - d. treat the complaint/dispute as presented.**
10. Responding to customer complaints in a timely manner is an important part of
- a. conflict resolution.
 - b. problem-solving.
 - c. public relations.**
 - d. social service.
11. Which of the following are appropriate ways for a park and recreation professional to network with related organizations in the community to maximize efforts and services?
- a. frequent e-mails and phone calls with peers from other organizations
 - b. implementation of market segmentation within the community
 - c. attending monthly meetings of local governance or community social services**
 - d. sharing newsletters with peers from other organizations
12. The primary goal of community park and recreation services for individuals with disabilities is to
- a. assist the social workers in providing programs.
 - b. make life satisfying and meaningful for participants.**
 - c. fill the leisure hours of those who are in the community.
 - d. provide periods of relaxation for caregivers.
13. The most accurate indicator of actual future participation by members of a target population is their
- a. expressed desires.
 - b. interest in trends.
 - c. economic resources.
 - d. current participation patterns.**
14. The most common contribution of public schools to local park and recreation agencies is to
- a. develop leisure skills.
 - b. administer specialized recreation programs.
 - c. train teachers as skilled recreation leaders.
 - d. provide facilities for recreational use.**
15. Which of the following program formats is best designed to allow participants to assume leadership roles?
- a. class
 - b. club**
 - c. drop-in
 - d. contest

16. When designing a program for teens, which of the following activities would best facilitate socialization?
- volleyball league**
 - table tennis tournament
 - swimming lessons
 - computer class
17. Which of the following are the two most important outcomes when conducting registration?
- accountability of records and ease of enrollment**
 - participant satisfaction and accurate receipts
 - accounting accuracy and daily deposits
 - revenue security and staff scheduling
18. When leading a recreation program, the park and recreation professional should be primarily concerned with
- assessing participant skills.
 - accomplishing program goals.**
 - obtaining waivers from participants.
 - staying within the budget.
19. The inclusion of a library and/or resource center in a neighborhood recreation facility should be based in the belief that a park and recreation agency should do which of the following?
- Encourage leisure education.
 - Improve the agency's image.
 - Encourage democratic ideals.
 - Promote self-directed activities.**
20. A park and recreation professional is responsible for conducting scheduled inspections for facilities and equipment. What is the MOST IMPORTANT reason for conducting these types of inspections?
- It is the foundation for a good risk management plan and maintenance program.**
 - It gives the supervisor the ability to generate the necessary work orders to correct any obvious problems or issues.
 - It ensures the facility staff are completing the essential functions of their job to reduce facility and equipment failures.
 - It allows the park and recreation agency to increase the lifespan of facilities and equipment.
21. In developing services for tourists visiting the community, which of the following community agencies would be best for collaboration with the park and recreation agency?
- United Way
 - Junior Service League
 - Chamber of Commerce**
 - American Automobile Association
22. Which of the following statements best identifies the role of a supervisor in a parks and recreation agency?
- coordinates use of facilities, programs, and personnel**

- b. develops long range and immediate goals of the department
 - c. teaches recreation skills and applications to participants
 - d. communicates program information to the public relations officer
23. A park and recreation leader receives a request from a citizen for a recreation service not provided by the public agency. The leader should first do which of the following?
- a. Survey the community to determine the need for the requested program.
 - b. Report the request to the recreation supervisor for follow-up.**
 - c. Develop a program that responds to the request.
 - d. Make a note of the request in the programming file
24. A recreation supervisor jointly administrates a program with an alternative school for delinquent youths. The students' favorite activity is basketball. How should this activity be implemented to accommodate the youths' needs?
- a. Develop a competitive basketball league.
 - b. Organize trips to professional basketball games.
 - c. Include homework completion as a condition for participation.**
 - d. Develop an integrated experience of cultural activities.
25. Which type of supervision is needed for instructional programs and programs involving low skilled participants?
- a. general supervision
 - b. indirect supervision
 - c. rotating supervision
 - d. direct supervision**
26. Agency public image and relations are influenced LEAST by
- a. program participants and constituents.
 - b. the general public.**
 - c. the media.
 - d. the departmental staff.
27. What is the best organization for people involved in campus recreation leadership to join?
- a) NRPA
 - b) NIRSA
 - c) AEE
 - d) AAHPERD
28. Which association is responsible for publishing Therapeutic Recreation Journal?
- a) NIRSA
 - b) ACA
 - c) NRPA
 - d) ATRA
29. The conference all PRM students should attend at some point in their Ole Miss career is hosted by which PRM accrediting association?
- a) NIRSA
 - b) AAHPERD
 - c) ACA
 - d) NRPA
30. Joining multiple associations are helpful in certain positions. Which two associations would you recommend someone join if they were in a leadership position at a camp?

- a) ACA and NRPA
 - b) NRPA and AAHPERD
 - c) NRPA and NIRSA
 - d) AEE and NIRSA
31. Which of the following should not be done in ensuring failure is not final?
- a) Say goodbye to yesterday
 - b) Get over yourself and start giving yourself
 - c) Feel your way into acting
 - d) Find the benefit in every bad experience
32. To get up, get over, and get going after a failure which of the following is good advice?
- a) Advance based on your character
 - b) Welcome new mistakes
 - c) Risk failing by taking action
 - d) All of the above
33. What is behavior management?
- a) Controlling other people's behaviors through proscribed techniques
 - b) The modification of behaviors using operant conditioning tools
 - c) A method of addressing conflict management
 - d) Activities that work toward maintaining positive relationships in groups.
34. If a leader preferred behavior modification over assertive discipline s/he would likely...
- a) Help individuals develop relationships with peers and provide opportunities to demonstrate skills
 - b) Use lots of positive and negative reinforcement to direct behaviors
 - c) Use values clarification techniques and lots of active listening
 - d) Use "I language" and articulate the desired behaviors.
35. What is the goal of assertive discipline as a behavior management model?
- a) To develop open communication and strong relationships
 - b) To help individuals recognize how they are being perceived by others
 - c) To help individuals see how their behaviors are affecting others
 - d) To help make changes in the emotional identity of an individual.
36. What are the factors that affect the success of various behavior management techniques?
- a) Culture, age, gender, health status
 - b) Developmental stage, previous experience, leadership status
 - c) Time, demographics, education level
 - d) Escalation of the issue, access to resources, individual needs.
37. Why is it important to make behavior management an agency process?
- a) To help leaders identify their 'hot buttons' and avoid those
 - b) To make the most of offering corrective feedback
 - c) So a leader knows how and when to be proactive
 - d) To give guidance to leaders and be sure all know how to deal with things.

38. What is the main difference between unobtrusive and obtrusive techniques of behavior management?
- Unobtrusive techniques are planned ahead of time and obtrusive techniques are in response to really obvious undesirable behaviors
 - Obtrusive techniques are primarily used with children and adolescents while unobtrusive techniques are used with adults
 - With obtrusive techniques group members know the leader is engaged in behavior management; unobtrusive techniques happen 'in the background'
 - Unskilled leaders use more unobtrusive techniques than do skilled leaders.
39. Which of the following is one of the most important keys to successful behavior management?
- Avoid a power struggle with those misbehaving
 - Take care of the target of the misbehaviors
 - Focus on the behavior of the individual, rather than the person
 - All of the above are important.
40. What is another term for unobtrusive techniques?
- Preventative techniques
 - A priori planning strategies
 - Discernable techniques
 - Planned behaviors.
41. Which behavior management technique could you use to address a group of participants who had been sitting for a long time and started to fidget?
- Redirection
 - Compromise
 - Reinforcement
 - Regulated permission.
42. Which of the following is NOT a guideline for giving appropriate praise?
- Be genuine and truthful with praise
 - Give praise frequently and to many participants
 - Always give praise publicly
 - Use "I language".
43. A behavioral contract is only effective if it...
- Outlines the rewards if the contract is followed
 - Addresses the behaviors of the participant and the leader
 - It is formal and in writing
 - Is understood by all involved.
44. Which of the following is a general 'rule-of-thumb' for using a time-out as a behavior management technique?
- Time-outs should be given for first infractions to get the individual's attention
 - The time-out should not be much longer than the individual's age
 - The best time-out locations are in a totally different room than where the leader is
 - All of the above are good rules of thumb.

45. McClelland's theory of motivation includes...
- a) A hierarchy of needs that build on one another
 - b) Intrinsic, extrinsic, and intratransic motivation
 - c) Achievement, affiliation, and power
 - d) Anxiety and boredom.
46. In Maslow's Hierarchy of Needs, where does the need for belonging fall?
- a) Right after physiological needs
 - b) Second from the top of the pyramid
 - c) Right under self-actualization
 - d) It is the first level of the hierarchy.
47. What can leaders do to facilitate motivation of participants?
- a) Change the lighting in the room, lead an ice-breaker, share expectations
 - b) Use music, bright lights, and loudspeakers
 - c) Be sure everyone feels welcome, hold a social session, let others talk
 - d) Offer competitive events, plan for down time, state all the rules clearly.
48. A group of people share religious values, speak to each other with a similar dialect, share a history, believe that children are very important, and enjoy the same activities. This would best describe a...
- a) Cultural group
 - b) Stereotypical belief system
 - c) Intermingling of dimensions of diversity
 - d) Trait system of understanding peoples.
49. Why do some researchers believe in surface and deep culture?
- a) Because cultural competence is impossible to achieve, so we only learn about surface culture
 - b) Because we cannot see all the elements of diversity that impact culture
 - c) Because people are so secretive, there is no way of knowing anything about culture
 - d) Because underlying values and assumptions that drive culture cannot always be seen by observers.
50. What is meant by "culture is dynamic"?
- a) Since dimensions of diversity change, culture has to also change
 - b) All cultural groups evolve and grow; no culture remains the same
 - c) Culture is a complex and multidimensional process
 - d) People learn new languages all the time.
51. Which of the following would describe a leader with some cultural competence?
- a) This leader is aware of her own biases and strives to learn about other cultures
 - b) This leader reads a lot of books about other cultures and he speaks one language
 - c) This leader believes that at the essence, all people are human and should be treated as such
 - d) This leader believes that we are all different from one another and we should accept that.

52. Institutional discrimination refers to...
- Prejudices that people learn within businesses
 - The discrimination between Blacks and Whites
 - The discrimination that occurs within an agency or organization
 - The discrimination that is perpetuated by the norms of the dominant culture.
53. Which region of the United States is facing a population explosion of older citizens?
- Southern
 - mid-America (the Plains)
 - Western
 - Southern.
54. As demographic variables the relationship between sex and gender can be best described as...
- Sex is socially defined; gender is biological
 - They match (i.e., females are feminine and males are masculine)
 - People who are one gender and the other sex are considered to have mental health issues
 - Sex is determined by biology; gender is socially defined.
55. From US Census data we know that...
- Most people over the age of 65 live in long-term care facilities
 - The age group of 55 and older will continue to expand in the next 15 years
 - The fastest growing immigrant group is from Asia
 - Almost 15% of people in the U.S. have a disability of some sort.
56. In leadership the term, "inclusion" refers to...
- Including people with disabilities in everyday recreational opportunities
 - Using gender-neutral language in all printed and verbal material
 - A leader who pays attention to both primary and secondary dimensions of diversity
 - All of the above.
57. What sorts of behaviors would a leader who undertakes a cultural audit engage in?
- He would explore the options available to increase his own cultural understanding
 - She would ask the finance director at the agency to see how much money was spent on cultural programs
 - He would develop a list of the multicultural programs the agency offers
 - She would examine her personal biases and prejudices, and try to learn how those were learned.
58. We know that there are large numbers of people with disabilities in our communities. Therefore, it would be wise if...
- All recreation and leisure providers had the CTRS qualification
 - Recreation and leisure service agencies were in compliance with IDEA
 - All recreation and leisure providers were prepared to offer inclusion programs
 - Recreation and leisure service agencies trained their staff in transfer techniques.

59. Which of the following would NOT be considered a reasonable accommodation?
- Ensuring that telephone registration could occur with a TTY system
 - Providing a sign language interpreter to a deaf participant, at her expense
 - Spending up to \$1,000 on widening a main entrance doorway
 - All of the above are reasonable accommodations.
60. The ADA clearly states that an agency must...
- Change activity rules to allow a person who is blind to participate
 - Widen every entrance to allow for a wheelchair to pass through
 - Allow every person with epilepsy to take their dog into buildings, if they ask
 - Maintain the same fee structure for people with and without disabilities.
61. Which of the following is true of the ADA?
- The ADA applies to participants and employees
 - It only has to be followed if someone asks for an accommodation
 - Is incredibly expensive to implement
 - Forces parks and recreation agencies to change activity rules and policies.
62. If making an accommodation would alter the fundamental nature of an activity, what is the responsibility of the agency?
- The agency has an 18-month window to ease into the change
 - The agency would have to make the accommodation; the ADA is not an optional law
 - They have to make the accommodation, but can ask the person who is disabled to pay for part of it
 - They do not have to make the accommodation.
63. What is the typical first step of the inclusion process?
- The person with the disability makes a request for an accommodation.
 - The agency conducts a cultural audit to determine readiness
 - The leader notices a person with a disability and asks what s/he needs
 - The leader develops a draft inclusion plan for the person to consider.
64. A person who has mental retardation and needs limited support...
- Needs support for most activities of daily living
 - Might need assistance only for particular tasks
 - Should never participate in recreation and leisure activities on her or his own
 - Likely has severe or profound retardation.
65. Which of the following is true?
- Morality comes from our ethics.
 - There is no such thing as universal ethics
 - Ethics are a product of morality
 - Morality and ethics mean the same thing.
66. If a person has high ethical standards she or he also has...
- High integrity and a positive character
 - Morals and beliefs that uphold character
 - Reliability and validity
 - All of the above.

67. Which of the following serves as a basis or source of leader beliefs, thoughts and actions?
- a) Morals
 - b) Values
 - c) Ethics
 - d) Family.
68. Which of the following is NOT a function of values and ethics?
- a) To establish shared ethics within an organization
 - b) To help with solving ethical dilemmas
 - c) To define and communicate ethical behaviors through words and actions
 - d) To translate a definition of ethics to others.
69. A leader can build trust and loyalty by engaging in what types of behaviors?
- a) Treating people from a Kohlberg's Stage 3 position
 - b) Valid, people and task oriented behaviors
 - c) Consistent, ethical behaviors based on values and morals
 - d) Treating people equally as individuals.
70. What are people demonstrating when they value something?
- a) That they have strong morals
 - b) Whether they are task or people oriented
 - c) How much money means to them
 - d) That 'something' is important to them.
71. Who or what has the strongest influence on individual's ethical bases?
- a) Behaviors of supervisors and bosses
 - b) The ethical practices of the person's profession
 - c) The general moral climate of society
 - d) Having formal standards within an agency.
72. A leader who shares basic values and morals with her or his agency is exhibiting what?
- a) Value congruence
 - b) Shared ethics
 - c) Congruent morals
 - d) Group think.
73. When addressing an ethical dilemma a leader would be wise to fully consider...
- a) The position her or his boss would take
 - b) The moral issues involved, as well as the related facts and concepts
 - c) The financial and political implications of any decision
 - d) Both a collectivist and individualist perspective on the issue.
74. Morality is viewed as...
- a) Inherent to all human beings
 - b) Beliefs and values about religion
 - c) An ethic of rights and justice
 - d) What is right (good) and what is wrong (bad).

75. A leader who makes a decision to extend a registration deadline for an individual because they had been experiencing health issues would be demonstrating ...
- An ethic of consideration
 - An ethic of care
 - An ethic of humanity
 - An ethic of rights and justice.
76. Which of the following are elements of principled leadership?
- Empowerment, trustworthiness, shared trust, and organizational alignment
 - Power, organizational values, a strong hierarchy, and open communication
 - The ability to use a mix of leadership styles, personal strength, and trust
 - All of the above.
77. Why is it important for leaders to understand negligence?
- Because one of their participants might file criminal charges against the agency
 - Because they can be sued by anyone for their actions related to work
 - So they can prevent themselves from getting sued
 - There rarely is a legal duty, so they do not really have to understand torts.
78. Which of the following is NOT a required element of negligence?
- Some sort of injury must exist
 - A violation of the required standard of care
 - A violation of city or state statutes
 - A legal relationship between agency personnel and participant.
79. To what standard will a leader accused of negligence be held?
- To the level of qualification stated on her or his resume
 - To the level of expert in her or his profession
 - To the same standard as a reasonable and careful professional
 - To the level dictated by the professional code of conduct.
80. What is the "Rule of Seven"?
- It relates to the ages at which people are generally held responsible for their own actions
 - It takes seven people to form a well-functioning group
 - People have to hear a message seven times before they remember it
 - It relates to the number of staff needed to work with children under seven years old.
81. Which of the following is an act of commission which could lead to negligence?
- A leader removes the safety mechanism from a piece of equipment and then uses that equipment
 - A leader forgets to check to see if everyone in an agency vehicle is wearing a seatbelt
 - A leader (who is not trained) physically restrains a participant who is screaming loudly
 - A leader neglects to put up a warning sign for a wet spot on the floor.

82. In negligence, standard of care is related to which three elements?
- Duty, proximate cause, injury
 - Misfeasance, leadership, and participant ratios
 - Participants, number of leaders, types of supervision
 - Environment, activity, participants.
83. To be a supervisor of others a leader must be what age?
- As appropriate to the activity requirements
 - At least 18
 - At least 21
 - At least five years older than the participants.
84. Which of the following is true?
- Only the agency supervisor is responsible for maintaining safe premises
 - An activity leader is responsible for the safety of the facilities and grounds where they are leading the activity
 - The person who owns the land where an activity is held is solely responsible for property safety
 - Participants are responsible for their own safety when engaged in recreation and leisure activities.
85. A waiver should never be used with people under the age of majority because...
- This age group cannot legally enter into a contract
 - This age group has too much trouble understanding legal terms
 - This age group cannot collect monetary damages
 - This age group can sign away their rights, only if their parents agree.
86. What is the most common reason complaint identified in recreation-related lawsuits?
- Lack of supervision
 - Not following rules
 - Violation of civil rights
 - Lack of transportation
87. Professional issues affect...
- Microcosms of society
 - The general public, mostly
 - Such things as professional ethics, credentialing and on-going development
 - All of the above.
88. Which of the following is the most common type of child abuse and yet the least reported?
- Sexual
 - Verbal
 - Neglect
 - Physical.
89. If a 26-year old activity leader was to get right up in the face of a 9-year old and tell her she was 'stupid', 'ugly', and a 'big baby', what would this be classified as?
- Verbal abuse
 - Maltreatment

- c) Emotional abuse
 - d) Really poor leadership.
90. As a leader, if you notice a 13-year old youth with circular burn marks on his arms, unwashed hair, and who talks back a lot, you might rightly suspect...
- a) He is being physically abused
 - b) He has a bad attitude toward adults
 - c) He needs a shower and some clean clothes
 - d) He was trying to give himself a tattoo.
91. A child with low self-esteem, who is apathetic, uses alcohol, and is withdrawn is showing signs of
- a) Sexual abuse
 - b) Emotional abuse
 - c) Being neglected
 - d) Poor behaviors.
92. Maltreating adults often have which of the following characteristics?
- a) They are isolated, face undue stresses, and tend to be disciplinarians
 - b) They are from large families, are out of work, and do not like children
 - c) They have poor parenting skills, are women, and tend to be over 35 years old
 - d) All of the above.
93. What is a “mandatory reporter”?
- a) A journalism student intern at a major newspaper
 - b) A person who is required by law to report risk management infractions
 - c) A person who legally must report suspected child abuse
 - d) A person required by a professional society to report ethical violations.
94. If a child begs a leader to not tell anyone else about being abused the leader must...
- a) Honor the child’s wishes
 - b) Refer the child to a counselor
 - c) Report it to the authorities anyhow
 - d) Both b and c.
95. What is the legal obligation of a leisure services leader who has reported suspected abuse to proper authorities?
- a) There is no follow up legal obligation
 - b) To follow up with child protective services to be sure the investigation has begun
 - c) To follow up with the child to see how she or he is doing
 - d) To follow up with documentation.
96. What are the most important things a leader can do for a suspected victim of abuse?
- a) Only tell the child’s closest friends so they can support her or him
 - b) Treat her/him with warmth, be reliable, dependable, and open
 - c) Be available to talk to and counsel the child at any time, day or night
 - d) Avoid touching her or him in any fashion and stay at least 18-inches away at all times.

97. Who is the most common abuser of the elderly?
- a) A close neighbor who knows about their frail condition
 - b) The social system as a whole
 - c) A family member who lives with them
 - d) Teens who belong to neighborhood gangs.
98. Which of the following would be the most appropriate professional certification for a person who wants to work as a park manager?
- a) CRSS
 - b) CPRP
 - c) CTRS
 - d) APRP.
99. What are the certification requirements for a student who is graduating from an accredited parks and recreation curriculum?
- a) They must work at least two years before they can sit for the certification exam
 - b) They may sit for the certification exam immediately upon graduation
 - c) They must graduate with at least an Associate's degree, and then can sit for the exam
 - d) They must earn 2.0 CEUs before they can sit for the exam.
100. What is required for a person who wants to receive the CTRS status?
- a) They must complete a minimum 10-week long internship under a CTRS
 - b) They must pass the certification exam with a minimum score of 85%
 - c) They must have completed 500-clock hours working with a variety of populations
 - d) They must graduate from an accredited university program.