

CALIFORNIA NURSE ASSISTANT CANDIDATE HANDBOOK

January 2011

QUICK REFERENCE

**TABLE OF
CONTENTS**

PRINT

**SEARCH
DOCUMENT**



QUICK REFERENCE

REGIONAL CENTERS

CENTRAL REGION

Regional Health Occupations Resource Center

Santa Barbara City College

721 Cliff Drive

Santa Barbara, CA 93109

(805) 965-0581 x2783

Fax: (805) 963-7222

*Central Region covers the area from
Santa Clara to Woodland Hills, CA*

SOUTHERN REGION

Regional Testing Center

Golden West College

15744 Golden West Street

Library 116

Huntington Beach, CA 92647

(714) 895-8708

Fax: (714) 895-8994

Web: <http://www.regionaltestingcenter.org>

*Southern Region covers the area from
Woodland Hills, CA to the Mexican border*

*Hours of Operation Monday through Friday
8:00 a.m. - 4:00 p.m. (Pacific Time Zone)*

Call the appropriate Regional Center to:

- Obtain Nursing Assistant Training and Assessment Program (NATAP) applications
- Obtain registration information
- Cancel and/or reschedule an examination
- Arrange special examination requests and services
- Change your current address or name **before** testing
- Request an excused absence

PEARSON VUE®

California NNAAP®

PO Box 13785

Philadelphia, PA 19101-3785

(800) 475-8290

*Hours of Operation 8:00 a.m. – 5:00 p.m.
(Eastern Time Zone)*

Call Pearson VUE to:

- Obtain information regarding your Score Report
- Change your current address or name ***after*** testing
- Request a duplicate Score Report

Go to Pearson VUE's website

(www.pearsonvue.com) to:

- Download a Candidate Handbook
- View Regional Test Site testing dates
- Download a Nursing Assistant Practice Written Examination and Skills Check List
- Download an Application

CALIFORNIA

Department of Public Health

(CDPH)

(916) 327-2445

Web: <http://www.cdph.ca.gov>

*Hours of Operation 8:00 a.m. – 5:00 p.m.
(Pacific Time Zone)*

Call CDPH to:

- Obtain information regarding requirements for initial licensing
- Change your current address or name ***after*** testing
- Obtain information regarding reciprocity
- Obtain additional information
- Obtain a Candidate Handbook

For applications and licensing requirements, go to:

<http://www.cdph.ca.gov/pubsforms/Pages/CNAHHAProgram.aspx>

Pearson VUE and COCCC do not discriminate on the basis of age, sex, race, creed, disabling condition, religion, national origin, or any other protected characteristics.

Copyright © 2011 Pearson Education, Inc., or its affiliates. All Rights Reserved.

NNAAP® Written Exam Content Outline and Practical Skills Listing
Copyright © 2010 National Council of State Boards of Nursing, Inc. (NCSBN®). All rights reserved.

TABLE OF CONTENTS

QUICK REFERENCE	inside front cover
INTRODUCTION	1
National Nurse Aide Assessment Program	1
Exam Overview	2
ELIGIBILITY	3
APPLICATION AND SCHEDULING	3
Filling Out an Application	3
Exam Fees.....	4
Exam Scheduling.....	4
Testing Locations.....	5
Special Exam Requests and Services.....	5
Telecommunication Devices for the Deaf (TDD).....	5
CANCELLATION AND RE-SCHEDULING	6
Refunds	6
Absence Policy	6
Weather Emergencies.....	7
EXAM DAY	7
Checking In.....	7
What to Bring	8
Proper Identification.....	8
Security and Cheating.....	9
Testing Policies	9
Lateness	9
Electronic Devices	9
Study Aids	9
Eating/Drinking/Smoking.....	10
Misconduct.....	10
Guests/Visitors.....	10
THE WRITTEN (OR ORAL) EXAM	10
Written Exam	10
Oral Exam.....	11
WRITTEN (OR ORAL) EXAM CONTENT OUTLINE	12
SAMPLE QUESTIONS	13

continued on next page

SELF-ASSESSMENT READING TEST	14-17
THE SKILLS EVALUATION.....	18
What to Expect	18
Setting	18
Who Will Act as a Client?	18
Candidate Volunteer Requirements	18
The Tasks	19
Recording a Measurement	20
Sample Recording Sheet for Measurement Skills.....	21
Tips for the Skills Evaluation.....	22
SKILLS LISTING	23-38
SCORE REPORTING	39
Exam Results	39
Written (or Oral) Exam	39
Skills Evaluation	39
Failing.....	39
How to Read a Failing Score Report	40
Sample of a Failing Score Report.....	40
Passing	41
Duplicate Score Report.....	41
GRIEVANCE PROCESS	42
Overview	42
Process	42
THE REGISTRY	42
Change of Address or Name.....	42
Re-certification.....	43
Lapsed Certification	43
Certification by Reciprocity	43
CALIFORNIA NURSE ASSISTANT FREQUENTLY ASKED QUESTIONS.....	44-47

APPENDIX

Appendix A: Request for Duplicate Score Report
or Handscored Answer Sheet Form

Appendix B: Change of Address or Name Form

INTRODUCTION

This handbook is designed for candidates seeking nurse assistant certification in California. It describes the process of applying for and taking the National Nurse Aide Assessment Program (NNAAP®) Examination.

The Chancellor's Office of the California Community Colleges System (COCCC) has contracted with Pearson VUE, a nationally recognized leading provider of assessment services to regulatory agencies and national associations. Pearson VUE will develop, score, and report the results of the NNAAP® Examination for the California Nursing Assistant Registry. The COCCC has also designated selected colleges within the Community College System to serve as Regional Test Coordination Centers (Regional Centers) to manage the administration of the examination. The Regional Centers are responsible for managing the candidate application process as well as for contracting with evaluators to administer the examination. Moreover, the Regional Centers are responsible for scheduling testing dates, managing test sites, and coordinating the activities of nurse assistant candidates, Pearson VUE, and the state of California.

NATIONAL NURSE ASSISTANT ASSESSMENT PROGRAM (NNAAP®)

The Nursing Home Reform Act, adopted by Congress as part of the Omnibus Budget Reconciliation Act of 1987 (OBRA '87), was designed to improve the quality of care in long-term health care facilities and to define training and evaluation standards for nurse assistants who work in such facilities. Each state is responsible for following the terms of this federal law.

The National Nurse Assistant Assessment Program (NNAAP®) is an examination program designed to determine minimal competency to become a certified nurse assistant in your state. The NNAAP was developed by the National Council of State Boards of Nursing, Inc., (NCSBN) to meet the nurse assistant evaluation requirement of federal and state laws and regulations. Pearson VUE is the authorized administrator of the NNAAP in your state.

The NNAAP Examination is an evaluation of nurse assistant-related knowledge, skills, and abilities. The NNAAP Examination is made up of both a Written (or Oral)

Continued next page

Examination and a Skills Evaluation. The purpose of the NNAAP Examination is to test that you understand and can safely perform the job of an entry-level nurse assistant.

EXAM OVERVIEW

The two parts of the NNAAP Examination process, the Written (or Oral) Examination and the Skills Evaluation, will be administered on the same day. You must pass both parts in order to be certified and listed on the California Nursing Assistant Registry. You must pass both the Written (or Oral) Examination and the Skills Evaluation within two (2) years after course completion and CDPH approval in order to obtain your nurse assistant certification in California.

The Written Examination consists of seventy (70) multiple-choice questions written in English. Sample examination questions are provided in this handbook.

An Oral Examination may be taken in place of the Written Examination if you have difficulty reading English. The Oral Examination consists of sixty (60) multiple-choice questions and ten (10) multiple-choice reading comprehension questions provided on a cassette tape. You will be asked to listen to a cassette tape of the Oral Examination and follow along in the test booklet as the questions are read aloud on the tape. If you want to take the Oral Examination, you must request it when you submit your application.

At the Skills Evaluation you will be asked to perform five (5) randomly selected nurse assistant skills. You will be given twenty-five (25) minutes to complete the five (5) skills. You will be rated on these skills by a Nursing Assistant Evaluator. You must successfully demonstrate five (5) skills in order to pass the Skills Evaluation. A complete listing of the skills is shown on pages 23 to 38.

See *The Written (or Oral) Exam* and *The Skills Evaluation* for more details about the NNAAP Examination.

ELIGIBILITY

All student nurse assistant candidates applying to take the NNAAP Examination in California must have successfully completed a Department of Public Health-approved nurse assistant training program. You are allowed two (2) years from your training program completion date to pass the nursing assistant examination. If you do not pass the NNAAP Examination within a two-year period, you will be required to re-train before you will be allowed to take the examination again.

If you have not completed a CNA training program but you have had other training, please contact the California Department of Public Health at (916) 327-2445 to determine your eligibility.

APPLICATION AND SCHEDULING

FILLING OUT AN APPLICATION

You may get *both* the NNAAP examination application and an Application for Nurse Assistant Certification (HS 283B) from your nurse assistant training program, by contacting the appropriate Regional Center, or by downloading each from the Pearson VUE web site.

- You are responsible for completing the appropriate sections of *both applications*. You may ask someone from your nurse assistant training program or facility employer for assistance in completing the applications.
- If you need help or have any questions about the application, please contact the appropriate Regional Center. You may also contact your nursing assistant training program for assistance with the application.
- All required documentation (applications, fee in the form of cashier check or money order) must be received ten (10) business days before the examination date.
- Mail both completed applications and appropriate fees together in one envelope to the appropriate Regional Center (see *Quick Reference* for address).

EXAM FEES

The fees listed below have been established for the NNAAP Examination in California.

EXAM		FEES
Written Examination & Skills Evaluation	<i>both</i>	\$90
Oral Examination & Skills Evaluation	<i>both</i>	\$105
Written Examination ONLY	<i>re-test</i>	\$35
Oral Examination ONLY	<i>re-test</i>	\$50
Skills Evaluation ONLY	<i>re-test</i>	\$55
Rescheduled Manual Examination (less than 48 hours notice)	<i>re-test</i>	\$25
Rescheduled Written Examination (less than 48 hours notice)	<i>re-test</i>	\$25

The first time you test, you must schedule both the Written (or Oral) Examination and the Skills Evaluation.

Payment must be made in the form of a money order, cashier's check, or company check made payable to the college that is associated with the appropriate Regional Center. Even if it is from your employer, the money order, certified check, or company check must display your name so it can be applied to your examination. If you are not currently employed in a nursing home, you may pay the fee yourself. Company checks may pay for more than one candidate. **Personal checks and cash will not be accepted.** Fees are non-refundable and non-transferable once submitted to Regional Center because they cover the administrative costs of registration and testing.

EXAM SCHEDULING

Once the Regional Center receives your applications, required documents, and fees, they will schedule you for testing. You will not be scheduled to test until all required materials are received.

Please note that if you are testing in the Southern Region you will need to call the Regional Center for the current schedule of available examination dates at the test site where you wish to test.

TESTING LOCATIONS

The NNAAP Examination is given by COCCC at Regional Test Sites. Check the Pearson VUE website at www.pearsonvue.com for the latest testing schedule, titled *California Test Sites and Test Schedule*. **Please note that if you are testing in the Southern Region, you will need to call the Regional Center for the current schedule of available sites and dates.**

SPECIAL EXAM REQUESTS AND SERVICES

Pearson VUE and COCCC complies with the provisions of the Americans with Disabilities Act (42 U.S.C. § 12101 *et seq.*) and Title VII of the Civil Rights Act, as amended (42 U.S.C. § 2000e *et seq.*), in accommodating disabled candidates who need special arrangements to take the examination.

If you have a disability, you must ask for special arrangements for testing when you apply. All requests must be approved in advance by COCCC. Be sure to explain the specific type of help you need and enclose proof of the need (diagnosed disability) from your health care provider. Nursing Assistant Evaluators administering the Written (or Oral) Examination and the Skills Evaluation will be prepared to meet the needs of nurse assistant candidates who have disabling conditions.

TELECOMMUNICATION DEVICES FOR THE DEAF (TDD)

Pearson VUE is equipped with Telecommunication Devices for the Deaf (TDD) to assist deaf and hearing-impaired candidates. TDD calling is available during all Pearson VUE hours through a special toll-free number, (866) 274-4777. This TDD phone option is for the express use of individuals equipped with compatible TDD machinery.

CANCELLATION AND RE-SCHEDULING

If you are unable to attend your scheduled examination, you **MUST** call the regional test coordination center *at least two (2) business days* before the examination date to re-schedule (Saturday and Sunday and national holidays are not considered business days). If you do not call the regional test site *at least two (2) business days* in advance of your examination date to re-schedule you will be required to pay an additional fee of \$25 for the written and an additional \$25 for the skills evaluation at the time of your rescheduled test and your fee will **NOT** be refunded and cannot be transferred to a new examination date. You may not give your examination date to another person.

If you notify the Regional Center within at 48 hours of your examination date there is no penalty and your fee may be transferred to your new examination date. If your employer paid for your examination fee, you should tell them about missing the examination. Let them know how you have handled re-scheduling and when you plan to re-test.

REFUNDS

Once payment of exam fees is received, **NO REFUNDS WILL BE ISSUED.**

ABSENCE POLICY

If you applied to take the test and paid the required fee but did not show up to take the test, your money will **NOT** be refunded. **There are no refunds of examination fees.** Since unexpected situations sometimes occur, the Regional Center will consider excusing an absence from a scheduled examination in certain situations.

Acceptable reasons for re-scheduling are as follows:

- Illness of yourself or a member of your immediate family
- Death in the family
- Disabling traffic accident
- Court appearance or jury duty
- Military duty
- Weather emergency

Requests for excused absences must be made in writing and received ***within ten (10) business days*** following the scheduled examination. This request must include verification of your absence from an appropriate source. For example, if you had jury duty, you must supply a copy of your court notice.

The decision of the Regional Center will be final regarding whether an absence is excused and whether you must pay the examination fee if you are absent.

WEATHER EMERGENCIES

Examinations will be delayed or cancelled only in emergencies. If severe weather or a natural disaster makes the test center inaccessible or unsafe, the examination will be delayed or cancelled. If the examination has been cancelled, you will be re-scheduled for the next available examination at that site.

EXAM DAY

CHECKING IN

You must arrive 30 minutes prior to your scheduled time for BOTH the written examination and for the skills evaluation. If you are late for the written examination you will not be allowed to test and your fees will not be refunded. If you missed your written examination and are scheduled for a skills evaluation, please arrive 30 minutes prior to your scheduled time. Skills Evaluation test times are approximate.

You will be required to check in for both the written examination and for the skills evaluation. You will be required to present proper identification.

WHAT TO BRING

You must have the following items with you when you take the examination:

- Two (2) forms of signature identification: one must be photo identification, and the other must be your original Social Security card. See *Proper Identification* above.
- Three (3) No. 2 pencils (sharpened)
- Eraser
- Your original Social Security card
- One legal photo identification card that includes your signature
- Application for Nurse Assistant Certification (HS 283B) or CDPH Approval Letter (unless submitted with registration application)
- Watch with a second hand
- Non-skid footwear
- Translation Dictionary (Translations only, no definitions)

No other materials will be allowed.

You **MUST** have the above items with you on the day of testing. If you do not bring the above items with you on the day of testing, you will **NOT** be allowed to test and your examination fee will **NOT** be returned.

You may bring a paper English translation dictionary which will be checked for notations and any other security issues. No electronic devices of any kind are permitted.

PROPER IDENTIFICATION

You are required to bring your original Social Security card and one form of legal photo identification that includes your signature when reporting to take the examination. This is a mandatory requirement issued by the Department of Public Health (*effective January 2002*). Photocopies of identification will **NOT** be accepted. Examples of proper identification include:

- Driver's license
- Passport
- Alien registration card

The name on both forms of your identification must be the same as the name you used on the application to register for the examination. If your name is different, you **MUST** bring proof of your name change (a copy of an official document such as a marriage license or divorce decree) to the test center.

If you do not bring proper identification, you will not be allowed to test and your examination fee will not be refunded.

SECURITY AND CHEATING

If you give help to or receive help from anyone during the examination, the examination will be stopped. The incident will be reported to the CDPH for review, and your examination will not be scored.

Please note that all examination questions, each form of the examination, and all other examination materials are copyrighted by, the property of, or licensed to Pearson VUE. Consequently, any distribution of the examination content or materials through any form of reproduction, or through oral or written communication, is strictly prohibited and punishable by law. ***Anyone who removes or tries to remove examination materials or information from the test site will be prosecuted.***

TESTING POLICIES

The following policies are observed at each test center.

LATENESS

Plan to arrive about thirty (30) minutes before the examination starts. If you are late for your scheduled examination, or do not bring all of your required materials, you will **NOT** be allowed to test and your examination fee will **NOT** be returned. If you are late for the Written (or Oral) Examination, but arrive on time for the Skills Evaluation, you **will** be allowed to take the Skills Evaluation.

If you are late for your Skills Evaluation or do not bring all your required materials, you will **NOT** be allowed to test and you will be required to re-apply and pay another examination fee (see *Cancellation* for more details).

ELECTRONIC DEVICES

Cellular phones, beepers, or any other electronic devices are not permitted to be used and must be turned off during testing. There is no place for storage of personal belongings at the test center.

STUDY AIDS

You are not permitted to take personal belongings such as briefcases, large bags, study materials, extra books, or papers into the examination room. Any such materials brought into the examination room will be collected and returned to you when you have completed the examination. Pearson VUE is not responsible for lost or misplaced items.

EATING/DRINKING/SMOKING

You are not permitted to eat, drink, or smoke during the examination.

MISCONDUCT

If you are discovered causing a disturbance of any kind or engaging in any kind of misconduct, you will be dismissed from the examination and the incident will be reported to the California Department of Human Services. Decisions regarding disciplinary measures are the responsibility of this agency.

GUESTS/VISITORS

No guests, visitors, pets, or children are allowed at the test center.

THE WRITTEN (OR ORAL) EXAM

WRITTEN EXAM

The Nursing Assistant Evaluator will hand out materials and give instructions for taking the Written Examination. The Written Examination has seventy (70) multiple-choice questions. You will have two (2) hours to complete the Written Examination. You will be told when fifteen (15) minutes remain in order to finish. Fill in only one (1) box on the answer sheet for each question. Markings in the test booklet will **NOT** be accepted as answers. Your answers must appear on the separate answer sheet. Sample questions for the Written Examination are located on page 13.

ORAL EXAM

An Oral Examination may be taken in place of the Written Examination if you have difficulty reading English. You must request an Oral Examination when filling out your application. The Oral Examination is provided on a cassette tape. A cassette player and earphones are provided at the test center. You will be asked to listen to a tape of the Oral Examination and follow along in the test booklet as the questions are read aloud on the tape.

The Oral Examination consist of two (2) parts, and you must pass both parts in order to pass the Oral Examination. The first part of the Oral Examination has sixty (60) multiple-choice questions. Each of these questions is read twice. As each question is read, you will be asked to choose the correct answer and mark it on your answer sheet.

The second part of the Oral Examination has ten (10) multiple-choice questions. These questions test your ability to speak a minimum amount of English by recognizing common words used as a nurse assistant in long-term care facilities. Each word is read three (3) times. You are asked to match the word you hear on the tape to the written word in the test booklet. As you find the match, you mark your answer on the answer sheet.

The Oral Examination takes two (2) hours to complete. You will be told when fifteen (15) minutes remain in order to finish. Fill in only one (1) box on the answer sheet for each question. You may write in the test booklet, but markings in the test booklet will **NOT** be accepted as answers. Your answers must appear on the separate answer sheet.

2011 WRITTEN (OR ORAL) EXAM CONTENT OUTLINE

The revised 2011 NNAAP® Examination Content Outline is based on the findings from the *2009 Job Analysis of Nurse Aides* published by NCSBN in spring 2010. The examination content outline will go into effect January 2011.

The NNAAP written examination is comprised of 70 multiple-choice items; 10 are pretest items (non-scored) on which statistical information will be collected. The NNAAP oral examination is comprised of 60 multiple-choice items and 10 reading comprehension (word recognition) items. The candidate is allowed to choose between a written and an oral examination.

	<i>% of the exam</i>	<i># of questions in the exam</i>
I. Physical Care Skills		
A. Activities of Daily Living.....	14%	8
1. Hygiene		
2. Dressing and Grooming		
3. Nutrition and Hydration		
4. Elimination		
5. Rest/Sleep/Comfort		
B. Basic Nursing Skills.....	39%	24
1. Infection Control		
2. Safety/Emergency		
3. Therapeutic/Technical Procedures		
4. Data Collection and Reporting		
C. Restorative Skills.....	7%	4
1. Prevention		
2. Self Care/Independence		
II. Psychosocial Care Skills		
A. Emotional and Mental Health Needs	11%	6
B. Spiritual and Cultural Needs	2%	2
III. Role of the Nurse Aide		
A. Communication.....	8%	5
B. Client Rights	7%	4
C. Legal and Ethical Behavior.....	3%	2
D. Member of the Health Care Team	9%	5

SAMPLE QUESTIONS

The following questions are samples of the kinds of questions that you will find on the Written Examination. Check your answers to these questions in the box below.

- 1. The client's call light should always be placed:**
 - (A) on the bed
 - (B) within the client's reach
 - (C) on the client's right side
 - (D) over the side rail
- 2. Which of the following items is used in the prevention and treatment of bedsores or pressure sores?**
 - (A) rubber sheet
 - (B) air mattress
 - (C) emesis basin
 - (D) restraint
- 3. When caring for a dying client, the nursing assistant should:**
 - (A) keep the client's room dark and quiet
 - (B) allow client to express his feelings
 - (C) change the subject if client talks about death
 - (D) contact the client's minister, priest or rabbi
- 4. What does the abbreviation ADL mean?**
 - (A) Ad Lib
 - (B) As Doctor Likes
 - (C) Activities of Daily Living
 - (D) After Daylight
- 5. After giving a client a back rub, the nursing assistant should always note:**
 - (A) the last time the client had a back rub
 - (B) any change in the client's skin
 - (C) client's weight
 - (D) amount of lotion used
- 6. How should the nursing assistant communicate with a client who has a hearing loss?**
 - (A) face the client when speaking
 - (B) repeat the statement
 - (C) shout so that the client can hear
 - (D) use a high-pitched voice

Correct Answers
1. B 2. B 3. B 4. C 5. B 6. A

SELF-ASSESSMENT READING TEST

The two-part Self-Assessment Reading Test that appears below will help you decide if you should consider taking the Oral Examination instead of the Written Examination. To complete the reading test, follow the instructions provided below and select the answer to each question. When you have completed the reading test, you will be able to determine the number of questions you answered correctly.

PART 1: VOCABULARY

- Circle the best answer to each question.
- When you have finished, check your answers using the answer key on page 17.
- Count up the number of correct answers.
- If your score is less than 17, you may have difficulty reading the Written Examination and should consider taking the Oral Examination.
 - You go to a doctor when you _____.**
(A) feel sleepy (D) need money
(B) need socks (E) need clothes
(C) feel sick
 - A person who flies an airplane is its _____.**
(A) pilot (D) surgeon
(B) steward (E) director
(C) mother
 - You use a _____ to write.**
(A) bow (D) carpenter
(B) calculator (E) needle
(C) pencil
 - To EXIT a room means to _____ it.**
(A) enter (D) read
(B) leave (E) interrupt
(C) forget
 - A wedding is a joyous _____.**
(A) focus (D) occasion
(B) vehicle (E) civilization
(C) balloon
 - To REQUIRE something means to _____ it.**
(A) need (D) understand
(B) have (E) hear
(C) forget

go to next page

7. **You _____ something to find its length.**
(A) slice
(B) lock
(C) measure
(D) force
(E) tape
8. **Soup is served in a _____.**
(A) plate
(B) bowl
(C) fork
(D) chair
(E) closet
9. **To accompany someone means to _____.**
(A) disagree with him
(B) work for him
(C) go with him
(D) speak to him
(E) choose him
10. **A nursing home resident receives _____ from the staff.**
(A) quality
(B) fame
(C) interruption
(D) care
(E) work
11. **Medicine is used to _____ pain.**
(A) widen
(B) conjure
(C) enliven
(D) increase
(E) relieve
12. **To DRENCH the flowers means to _____ them.**
(A) steam
(B) drink
(C) touch
(D) soak
(E) anger
13. **A bicycle is a means of _____.**
(A) nourishment
(B) transportation
(C) prediction
(D) collision
(E) walking
14. **When someone speaks in a whisper, it may be difficult to _____.**
(A) deceive
(B) understand
(C) frighten
(D) estimate
(E) regulate

go to next page

SELF-ASSESSMENT READING TEST

PART 2: COMPREHENSION

In this part of the reading test you will be provided with a series of brief paragraphs. You are to read each paragraph and then answer the questions that appear after the paragraph.

There are many different kinds of fish. All fish live in water. They use their tails and fins to swim.

15. **Fish live in _____.**
- (A) cups
 - (B) houses
 - (C) air
 - (D) water
 - (E) fountains
16. **Fish use their _____ to swim.**
- (A) tails
 - (B) heads
 - (C) gills
 - (D) lungs
 - (E) floats

Maria grew up on a farm. She loved the work on the farm. She knew when all of the crops had to be planted. She would like a job on a farm or in a flower garden.

17. **Maria has had experience as a _____.**
- (A) guide
 - (B) farmer
 - (C) driver
 - (D) nurse
 - (E) teacher
18. **She would like to work in _____.**
- (A) an office
 - (B) a library
 - (C) a garden
 - (D) a hospital
 - (E) a supermarket
19. **As a child Maria lived _____.**
- (A) in the city
 - (B) in an apartment
 - (C) on a farm
 - (D) in a large house
 - (E) on the beach

go to next page

Carolyn has a good job. She is a nurse in a large hospital. Every day she can help many people. She enjoys this very much. She also makes a good salary. Each month she can pay her bills and save some money.

20. Carolyn works in a _____.
- (A) hospital
 - (B) doctor's office
 - (C) garage
 - (D) school
 - (E) library
21. One of the things Carolyn enjoys is _____.
- (A) working in an office
 - (B) helping people
 - (C) reading books
 - (D) working late hours
 - (E) driving a car
22. With her salary she can pay her bills and _____.
- (A) buy furniture
 - (B) give to charity
 - (C) save money
 - (D) buy new clothes
 - (E) pay for college

*This completes the
Self-Assessment Reading Test.*

Answers

- | | | | |
|------|-------|-------|-------|
| 1. C | 7. C | 13. B | 19. C |
| 2. A | 8. B | 14. B | 20. A |
| 3. C | 9. C | 15. D | 21. B |
| 4. B | 10. D | 16. A | 22. C |
| 5. D | 11. E | 17. B | |
| 6. A | 12. D | 18. C | |

If your score is less than 17, you may have difficulty reading the Written Examination and should consider taking the Oral Examination in place of the Written Examination.

THE SKILLS EVALUATION

WHAT TO EXPECT

SETTING

The Skills Evaluation is set up to resemble an actual caregiving situation. The Skills Evaluation area will look similar to your work setting. It will have all the equipment necessary to perform the assigned skills. The Skills Evaluation will be administered by a Nurse Assistant Evaluator. Before your skills evaluation begins, the evaluator will show you where equipment is located and answer questions about operating the equipment.

WHO WILL ACT AS A CLIENT?

The part of the “client” will be played by a candidate who volunteers to act as a weakened elderly person. While you perform the skills, speak to the candidate volunteer as you would speak to an actual client in a nurse assistant work setting. You are encouraged to speak to the candidate volunteer not only because it is part of quality care, but also because it will help you to relax as you perform the skills.

CANDIDATE VOLUNTEER REQUIREMENTS

You will need to act as a candidate volunteer for another nurse assistant’s Skills Evaluation and play the role of a nursing home patient (client). The evaluator will give you verbal instructions that will describe how you should act in performing the role of the client.

You **must wear flat, slip-on, non-skid shoes**; a loose-fitting top with short sleeves that can be rolled up to the shoulder, or tank top; and loose fitting pants that can be rolled up. You will be required to put a gown on over your clothing. In no case may candidates remove clothing down to undergarments.

Prior to beginning the exam, you should inform the evaluator of any food or latex allergy or sensitivity to skin soaps or lotion. Any limitations to range of motion must also be communicated to the evaluator prior to the start of the skills examination.

For infection control purposes, you should not come to the test site with open areas/sores on the skin. Candidates with any open areas or sores on their skin should reschedule their skills test to a later date after their skin fully heals.

THE TASKS

The NNAAP Skills List contains all of the skills that you may be asked to demonstrate during the Skills Evaluation. Each skill represents a task that you will be asked to perform in your job and has been broken down into a series of steps.

See pages 23-38 for the complete skills listing.

A step that is highlighted in **bold type** is called a **Critical Element Step**. Critical Element Steps are important steps that must be performed correctly in order for you to pass the skill. If you leave out a Critical Element Step or do not perform a Critical Element Step properly, you will not pass the skill. However, if you perform only the Critical Element Step correctly in a skill, you do not automatically pass that skill. You must also correctly demonstrate enough steps to meet the passing standard (or *cut score*) for each skill.

Before your Skills Evaluation begins, the Nurse Assistant Evaluator will give you an instruction card that will list the five (5) skills selected for you to perform. Hand-washing will always be one of the skills to be performed. The remaining four (4) skills are randomly chosen from the complete set of skills listings on pages 23 to 38 of this handbook. You are strongly encouraged to perform the skills in the order they are listed on the instruction card.

If you make a mistake, say so, and you will be instructed to tell the evaluator which step(s) is to be corrected and then to perform the step(s). You will not have to redo the entire skill, just the steps you wish to correct. There are, however, some exceptions to this rule. If you fail to put on gloves or take them off when it is required to do so and the evaluator reminds you to do so, for infection control purposes, then you will not receive credit for attempting to correct this step. If you wish to correct an order-dependent step (a step stating that an action should be performed **before** or **after** another step) and you fail to say **when** the corrected step should be performed, you will not receive credit for the correction.

Once you begin a new skill, you may not go back to correct a previous skill. The Nurse Assistant Evaluator will not answer questions **during** the Skills Evaluation and will not tell you whether you performed a skill correctly. You may not receive help from anyone during the Skills Evaluation. If you do have any questions, please ask them before the Skills Evaluation begins.

One (1) of the four (4) randomly-selected skills will include a measurement skill (see the section below, *Recording A Measurement*, for more information regarding measurement skills).

You must successfully complete five (5) out of the five (5) skills in the skill form to pass the Skills Evaluation. You will have twenty-five (25) minutes to demonstrate all five (5) skills.

When you have completed your skills evaluation, the evaluator will direct you to wash your hands. Although this will not effect your examination results, for the purposes of infection control, you must wash your hands.

RECORDING A MEASUREMENT

The NNAAP Skills Evaluation requires every candidate to perform one measurement skill, such as blood pressure, radial pulse, respirations, urine output, or weight. You will be given a special form, called a Recording Sheet for Measurement Skills, to write down, or *record*, the measurement. For example, if performing the *Measures and Records Blood Pressure* skill, you will write the complete systolic and diastolic pressures of your blood pressure reading in a box labeled Candidate Results.

On the following page is a copy of the recording sheet that will be used during the skills exam. The candidate must record his/her results in the Candidate Results box on this sheet. This sheet will be used to record the results of the following measurement skills:

- Measures and Records Blood Pressure
- Measures and Records Weight of Ambulatory Client
- Measures and Records Urinary Output
- Counts and Records Radial Pulse
- Counts and Records Respirations



RECORDING SHEET FOR MEASUREMENT SKILLS

Date _____

Test Site ID _____

CANDIDATE NAME _____

CANDIDATE ID _____

EVALUATOR NAME _____

EVALUATOR ID _____

SAMPLE

SKILL TESTED	
<i>Evaluator must check one box next to the skill being tested.</i>	
<input type="checkbox"/> Blood Pressure	<input type="checkbox"/> Respirations
	<input type="checkbox"/> Urine Output
<input type="checkbox"/> Radial Pulse	<input type="checkbox"/> Weight

CANDIDATE RESULTS	EVALUATOR RESULTS



TIPS FOR THE SKILLS EVALUATION

- You will be expected to perform the skills as you would in a nursing home setting. When water is required, you must use running water. All candidates will be required to perform the *Washes Hands* skill. The evaluator will inform you after you have washed your hands for the first time that you should just tell him or her when you would wash your hands during your performance of the rest of the skills, rather than actually washing them for each skill. For all steps other than hand-washing, you must actually perform the skill in order to receive credit. You may not simply tell the evaluator what you would do for simulating a step. For example, you may not simply tell the evaluator that you would wash the client. You must actually demonstrate washing the client. You may not simply tell the evaluator that you would feed the client. You must actually demonstrate feeding the client.
- After you have introduced yourself to the client for the first time, it is not necessary for you to introduce yourself each time you begin a new skill.
- To receive full credit for a measurement skill, you must accurately make the required measurement and then write that measurement on the *Recording Sheet for Measurement Skills*. The evaluator will provide the Recording Sheet to you at the test site. A sample of the Recording Sheet is shown on page 21 of this handbook. You are encouraged to become familiar with the Recording Sheet before your scheduled test date.
- You must know how to operate both a standing and a non-digital bathroom scale and must know how to set both types of scales to zero.
- You **may not bring** any of your own equipment to the test site (i.e. transfer/gait belt).
- It is important for you to place the call signal within the client's reach whenever you leave the client.
- *Where the word "client" appears, it refers to the person receiving care.*

SKILLS LISTING

The 24 skills that follow are arranged in alphabetical order, except for the *Washes Hands* skill. *Washes Hands* is listed first as a reminder of the importance of performing this skill before all other skills. The numbered lines below each skill are the steps needed to perform that skill. Critical Element Steps are in bold type.

WASHES HANDS

- 1 Address client by name and introduces self to client by name
- 2 Turns on water at sink
- 3 Wets hands and wrists thoroughly
- 4 Applies soap to hands
- 5 **Lathers all surfaces of wrists, hands, and fingers, producing friction for at least 15 (fifteen) seconds**
- 6 Cleans fingernails by rubbing fingertips against palms of the opposite hand
- 7 After lathering for at least 15 seconds, rinses all surfaces of wrists, hands, and fingers keeping hands lower than the elbows and the fingertips down
- 8 Uses clean, dry paper towel to dry all surfaces of hands, wrists, and fingers then disposes of paper towel into waste container
- 9 Uses clean, dry paper towel to turn off faucet then disposes of paper towel into waste container or uses knee/foot control to turn off faucet
- 10 Does not touch inside of sink at any time

APPLIES ONE KNEE-HIGH ELASTIC STOCKING

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Client is in supine position (lying down in bed) while stocking is applied
- 4 Turns stocking inside-out
- 5 Places foot of stocking over toes, foot, and heel
- 6 Pulls top of stocking over foot, heel, and leg
- 7 Moves foot and leg gently and naturally, avoiding force and over-extension of limb and joints

Skill continues

- 8 **Finishes procedure with no twists or wrinkles and heel of stocking (if present) is over heel and opening in toe area (if present) is either over or under toe area**
- 9 Signaling device is within reach and bed is in low position
- 10 Washes hands

ASSISTS TO AMBULATE USING TRANSFER BELT

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 **Before assisting to stand, candidate ensures client is wearing shoes**
- 3 Before assisting to stand, bed is at a safe level
- 4 Before assisting to stand, checks and/or locks bed wheels
- 5 Before assisting to stand, client is assisted to sitting position with feet flat on the floor
- 6 Before assisting to stand, applies transfer belt securely over clothing/gown
- 7 Before assisting to stand, provides instructions to enable client to assist in standing including prearranged signal to alert client to begin standing
- 8 Stands facing client positioning self to ensure safety of candidate and client during transfer. Counts to three (or says other prearranged signal) to alert client to begin standing
- 9 On signal, gradually assists client to stand by grasping transfer belt on both sides with an upward grasp (candidate's hands are in upward position), and maintaining stability of client's legs
- 10 Walks slightly behind and to one side of client for a distance of ten (10) feet, while holding onto the belt
- 11 After ambulation, assists client to bed and removes transfer belt
- 12 Signaling device is within reach and bed is in low position
- 13 Washes hands

ASSISTS WITH USE OF BEDPAN

- 1 Explains procedure speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Before placing bedpan, lowers head of bed
- 4 Puts on clean gloves before handling bedpan
- 5 Places bedpan correctly under client's buttocks**
- 6 Removes and disposes of gloves (without contaminating self) into waste container and washes hands
- 7 After positioning client on bedpan and removing gloves, raises head of bed
- 8 Toilet tissue is within reach
- 9 Hand wipe is within reach and client is instructed to clean hands with hand wipe when finished
- 10 Signaling device within reach and client is asked to signal when finished
- 11 Puts on clean gloves before removing bedpan
- 12 Head of bed is flat before bedpan is removed
- 13 Avoids overexposure of client
- 14 Removes, empties, and rinses bedpan and pours rinse into toilet
- 15 After rinsing bedpan, places bedpan in designated dirty supply area
- 16 After placing bedpan in designated dirty supply area, removes and disposes of gloves (without contaminating self) into waste container and washes hands
- 17 Signaling device is within reach and bed is in low position

CLEANS UPPER OR LOWER DENTURE

- 1 Puts on clean gloves before handling dentures
- 2 Sink is lined and/or sink is partially filled with water before denture is held over sink
- 3 Rinses denture in tepid/moderate temperature running water before brushing them
- 4 Applies toothpaste to toothbrush
- 5 Brushes surfaces of denture
- 6 Rinses surfaces of denture under tepid/moderate temperature running water
- 7 Before placing denture into cup, rinses denture cup and lid
- 8 Places denture in denture cup with tepid/moderate temperature water and places lid on cup
- 9 Rinses toothbrush and places in designated toothbrush basin/container

Skill continues

- 10 Maintains clean technique with placement of toothbrush and denture
- 11 Sink liner is removed and disposed of appropriately and/or sink is drained
- 12 After rinsing equipment and disposing of sink liner, removes and disposes of gloves (without contaminating self) into waste container and washes hands

COUNTS AND RECORDS RADIAL PULSE*

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Places fingertips on thumb side of client's wrist to locate radial pulse
- 3 Count beats for one full minute
- 4 Signaling device is within reach
- 5 Washes hands
- 6 After obtaining pulse by palpating in radial artery position, records pulse rate within plus or minus 4 beats of evaluator's reading**

* Count for one full minute.

COUNTS AND RECORDS RESPIRATIONS*

- 1 Explains procedure (for testing purposes), speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Counts respirations for one full minute
- 3 Signaling device is within reach
- 4 Washes hands
- 5 Records respiration rate within plus or minus 2 breaths of evaluator's reading**

* Count for one full minute. For testing purposes you may explain to the client that you will be counting the respirations.

DONNING AND REMOVING PPE (GOWN AND GLOVES)

- 1 Picks up gown and unfolds
- 2 Facing the back opening of the gown places arms through each sleeve
- 3 Fastens the neck opening
- 4 Secures gown at waist making sure that back of clothing is covered by gown (as much as possible)
- 5 Puts on gloves
- 6 Cuffs of gloves overlap cuffs of gown

Skill continues

- 7 With one gloved hand, grasps the other glove at the palm, pulls glove off
- 8 Slips fingers from ungloved hand underneath cuff of remaining glove at wrist, and removes glove turning it inside out as it is removed
- 9 Disposes of gloves into designated waste container without contaminating self
- 10 After removing gloves, unfastens gown at neck and waist
- 11 Removes gown without touching outside of gown
- 12 While removing gown, holds gown away from body, turns gown inward and keeps it inside out
- 13 Disposes of gown in designated container without contaminating self
- 14 Washes hands

DRESSES CLIENT WITH AFFECTED (WEAK) RIGHT ARM

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Asks which top he/she would like to wear and dresses him/her in top of choice
- 4 While avoiding overexposure of client, removes gown from the unaffected side first, then removes gown from the affected side
- 5 Assists to put the right (affected/weak) arm through the right sleeve of the top before placing garment on left (unaffected) arm**
- 6 While putting on items, moves body gently and naturally, avoiding force and over-extension of limbs and joints
- 7 Finishes with clothing in place
- 8 Disposes of gown into soiled linen container
- 9 Signaling device is within reach and bed is in low position
- 10 Washes hands

FEEDS CLIENT WHO CANNOT FEED SELF

- 1 Explains procedure to client, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Before feeding, candidate picks up name card from tray and asks client to state name
- 3 Before feeding client, client is in an upright sitting position (45-90 degrees)**
- 4 Places tray where it can be easily seen by client
- 5 Client's hands are cleaned with hand wipe before beginning feeding
- 6 Candidate sits facing client during feeding
- 7 Tells client what foods are on tray and asks what client would like to eat first
- 8 Using spoon, offers client one bite of each type of food on tray, telling client the content of each spoonful
- 9 Offers beverage at least once during meal
- 10 Makes sure client's mouth is empty before offering next bite of food or sip of beverage
- 11 At end of meal, client's mouth is wiped and hands are cleaned with hand wipe
- 12 Removes food tray and places tray in designated dirty supply area
- 13 Signaling device is within client's reach
- 14 Washes hands

GIVES MODIFIED BED BATH (FACE AND ONE ARM, HAND AND UNDERARM)

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Removes gown while keeping client covered
- 4 Before washing, checks water temperature for safety and comfort and asks client to verify comfort of water
- 5 Puts on clean gloves before washing client
- 6 Beginning with eyes, washes eyes with wet washcloth (no soap), using a different area of the washcloth for each eye, washing inner aspect to outer aspect then proceeds to wash face
- 7 Dries face with towel
- 8 Exposes one arm and places towel underneath arm
- 9 Applies soap to wet washcloth

Skill continues

- 10 Washes arm, hand, and underarm, keeping rest of body covered
- 11 Rinses and dries arm, hand, and underarm
- 12 Moves body gently and naturally, avoiding force and over-extension of limbs and joints
- 13 Puts clean gown on client
- 14 Empties, rinses, and dries basin
- 15 After rinsing basin, places basin in designated dirty supply area
- 16 Disposes of used gown and linen into soiled linen container
- 17 Avoids contact between candidate clothing and used linens
- 18 After placing basin in designated dirty supply area, and disposing of used linen, removes and disposes of gloves (without contaminating self) into waste container and washes hands
- 19 Signaling device is within reach and bed is in low position

MAKES AN OCCUPIED BED (CLIENT DOES NOT NEED ASSISTANCE TO TURN)

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Lowers head of bed before moving client
- 4 Client is covered while linens are changed
- 5 Loosens top linen from the end of the bed
- 6 Raises side rail on side to which client will move and client moves toward raised side rail
- 7 Loosens bottom used linen on working side and moves bottom used linen toward center of bed
- 8 Places and tucks in clean bottom linen or fitted bottom sheet on working side and tucks under client
- 9 Before going to other side, client moves back onto clean bottom linen
- 10 Raises side rail then goes to other side of bed
- 11 Removes used bottom linen
- 12 Pulls and tucks in clean bottom linen, finishing with bottom sheet free of wrinkles
- 13 Client is covered with clean top sheet and bath blanket/used top sheet has been removed
- 14 Changes pillowcase

Skill continues

- 15 Linen is centered and tucked at foot of bed
- 16 Avoids contact between candidate's clothing and used linen
- 17 Disposes of used linen into soiled linen container and avoids putting linen on floor
- 18 Signaling device is within reach and bed is in low position
- 19 Washes hands

MEASURES AND RECORDS BLOOD PRESSURE*

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Before using stethoscope, wipes bell/diaphragm and earpieces of stethoscope with alcohol
- 3 Client's arm is positioned with palm up and upper arm is exposed
- 4 Feels for brachial artery on inner aspect of arm, at bend of elbow
- 5 Places blood pressure cuff snugly on client's upper arm, with sensor/arrow over brachial artery site
- 6 Earpieces of stethoscope are in ears and bell/diaphragm is over brachial artery site
- 7 Candidate does one of the following: a. Inflates cuff between 160 mm Hg to 180 mm Hg. (If beat heard immediately upon cuff deflation, completely deflate cuff.) Re-inflate cuff to no more than 200 mm Hg. OR b. Inflates cuff 30 mm Hg beyond where radial or brachial pulse was last heard or felt
- 8 Deflates cuff slowly and notes the first sound (systolic reading), and last sound (diastolic reading) (If rounding needed, measurements are rounded UP to the nearest 2 mm of mercury)
- 9 Removes cuff
- 10 Signaling device is within reach
- 11 Washes hands
- 12 After obtaining reading using BP cuff and stethoscope, records both systolic and diastolic pressures each within plus or minus 8 mm of evaluator's reading**

* This is a one-step blood pressure procedure. However, if a candidate correctly performs a two-step blood pressure procedure that includes step 7b, the candidate will not be penalized and will be given credit for step 7.

MEASURES AND RECORDS URINARY OUTPUT

- 1 Puts on clean gloves before handling bedpan
- 2 Pours the contents of the bedpan into measuring container without spilling or splashing urine outside of container
- 3 Measures the amount of urine at eye level with container on flat surface
- 4 After measuring urine, empties contents of measuring container into toilet
- 5 Rinses measuring container and pours rinse into toilet
- 6 Rinses bedpan and pours rinse into toilet
- 7 After rinsing equipment, and before recording output, removes and disposes of gloves (without contaminating self) into waste container and washes hands
- 8 Records contents of container within plus or minus 25 ml/cc of evaluator's reading**

MEASURES AND RECORDS WEIGHT OF AMBULATORY CLIENT

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Candidate ensures client has shoes on before walking to scale
- 3 Sets scale to zero before weighing client
- 4 While client steps onto scale, candidate stands next to scale and assists client, if needed, onto center of scale, then determines client's weight
- 5 While client steps off scale, candidate stands next to scale and assists client, if needed, off scale before recording weight
- 6 Records weight based on indicator on scale. Weight is within plus or minus 2 lbs of evaluator's reading (If weight recorded in kg weight is within plus or minus 0.9 kg of evaluator's reading)**
- 7 Washes hands

PERFORMS PASSIVE RANGE OF MOTION (PROM) FOR ONE KNEE AND ONE ANKLE

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Instructs client to inform nurse aide if pain is experienced during exercise

Skill continues

- 4 Supports leg at knee and ankle while performing range of motion for knee
- 5 Bends the knee and then returns leg to client's normal position (extension/flexion) (AT LEAST 3 TIMES unless pain is verbalized)
- 6 Supports foot and ankle close to the bed while performing range of motion for ankle
- 7 Pushes/pulls foot toward head (dorsiflexion), and pushes/pulls foot down, toes point down (plantar flexion) (AT LEAST 3 TIMES unless pain is verbalized)
- 8 While supporting the limb, moves joints gently, slowly, and smoothly through the range of motion, discontinuing exercise if client verbalizes pain**
- 9 Signaling device is within reach and bed is in low position
- 10 Washes hands

PERFORMS PASSIVE RANGE OF MOTION (PROM) FOR ONE SHOULDER

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Instructs client to inform nurse aide if pain is experienced during exercise
- 4 Supports client's arm at elbow and wrist while performing range of motion for shoulder
- 5 Raises client's straightened arm from side position upward toward head to ear level and returns arm down to side of body (extension/flexion) (AT LEAST 3 TIMES unless pain is verbalized)
- 6 Moves client's straightened arm away from the side of body to shoulder level and returns to side of body (abduction/adduction) (AT LEAST 3 TIMES unless pain is verbalized)
- 7 While supporting the limb, moves joint gently, slowly, and smoothly through the range of motion, discontinuing exercise if client verbalizes pain**
- 8 Signaling device is within reach and bed is in low position
- 9 Washes hands

POSITIONS ON SIDE

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Before turning, lowers head of bed
- 4 Raises side rail on side to which body will be turned
- 5 Slowly rolls onto side as one unit toward raised side rail
- 6 Places or adjusts pillow under head for support
- 7 Client is positioned so that client is not lying on arm
- 8 Supports top arm with supportive device
- 9 Places supportive device behind client's back
- 10 Places supportive device between legs with top knee flexed; knee and ankle supported
- 11 Signaling device is within reach and bed is in low position
- 12 Washes hands

PROVIDES CATHETER CARE FOR FEMALE

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Before washing checks water temperature for safety and comfort and asks client to verify comfort of water
- 4 Puts on clean gloves before washing
- 5 Places linen protector under perineal area before washing
- 6 Exposes area surrounding catheter while avoiding overexposure of client
- 7 Applies soap to wet washcloth
- 8 While holding catheter near meatus without tugging, cleans at least four inches of catheter nearest meatus, moving in only one direction, away from meatus, using a clean area of the cloth for each stroke**
- 9 While holding catheter near meatus without tugging, rinses at least four inches of catheter nearest meatus, moving only in one direction, away from meatus, using a clean area of the cloth for each stroke**
- 10 While holding catheter near meatus without tugging, dries four inches of catheter moving away from meatus

Skill continues

- 11 Empties, rinses, and dries basin
- 12 After rinsing basin, places basin in designated dirty supply area
- 13 Disposes of used linen into soiled linen container and disposes of linen protector appropriately
- 14 Avoids contact between candidate clothing and used linen
- 15 After disposing of used linen and cleaning equipment, removes and disposes of gloves (without contaminating self) into waste container and washes hands
- 16 Signaling device is within reach and bed is in low position

PROVIDES FINGERNAIL CARE ON ONE HAND

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Before immersing fingernails, checks water temperature for safety and comfort and asks client to verify comfort of water
- 3 Basin is in a comfortable position for client
- 4 Puts on clean gloves before cleaning fingernails
- 5 Fingernails are immersed in basin of water
- 6 Cleans under each fingernail with orangewood stick
- 7 Wipes orangewood stick on towel after each nail
- 8 Dries fingernail area
- 9 Candidate feels each nail and files as needed
- 10 Disposes of orangewood stick and emery board into waste container (for testing purposes)
- 11 Empties, rinses, and dries basin
- 12 After rinsing basin, places basin in designated dirty supply area
- 13 Disposes of used linen into soiled linen container
- 14 After cleaning nails and equipment, and disposing of used linen, removes and disposes of gloves (without contaminating self) into waste container and washes hands
- 15 Signaling device is within reach

PROVIDES FOOT CARE ON ONE FOOT

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Before washing, checks water temperature for safety and comfort and asks client to verify comfort of water
- 4 Basin is in a comfortable position for client and on protective barrier
- 5 Puts on clean gloves before washing foot
- 6 Client's bare foot is placed into the water
- 7 Applies soap to wet washcloth
- 8 Lifts foot from water and washes foot, including between the toes
- 9 Foot is rinsed, including between the toes
- 10 Dries foot, including between the toes
- 11 Applies lotion to top and bottom of foot, removing excess (if any) with a towel
- 12 Supports foot and ankle during procedure
- 13 Empties, rinses, and dries basin
- 14 After rinsing basin, places basin in designated dirty supply area
- 15 Disposes of used linen into soiled linen container
- 16 After cleaning foot and equipment, and disposing of used linen, removes and disposes of gloves (without contaminating self) into waste container and washes hands
- 17 Signaling device is within reach

PROVIDES MOUTH CARE

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Before providing mouth care, client is in upright sitting position (45-90 degrees)
- 4 Puts on clean gloves before cleaning mouth
- 5 Places clothing protector across chest before providing mouth care
- 6 Moistens toothbrush
- 7 Applies toothpaste to toothbrush
- 8 Cleans mouth (including tongue and surfaces of teeth) using gentle motions**
- 9 Maintains clean technique with placement of toothbrush
- 10 Holds emesis basin to chin while client rinses mouth
- 11 Wipes mouth and removes clothing protector
- 12 Empties, rinses, and dries basin
- 13 Places used toothbrush in basin
- 14 After rinsing basin, places basin in designated dirty supply area
- 15 Disposes of clothing protector appropriately
- 16 After placing basin in designated dirty supply area, and disposing of used linen, removes and disposes of gloves (without contaminating self) into waste container and washes hands
- 17 Signaling device is within reach and bed is in low position

PROVIDES PERINEAL CARE (PERI-CARE) FOR FEMALE

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Before washing checks water temperature for safety and comfort and asks client to verify comfort of water
- 4 Puts on clean gloves before washing perineal area
- 5 Places pad/linen protector under perineal area before washing
- 6 Exposes perineal area while avoiding overexposure of client
- 7 Applies soap to wet washcloth
- 8 Washes genital area, moving from front to back, while using a clean area of the washcloth for each stroke**
- 9 Using clean washcloth, rinses soap from genital area, moving from front to back, while using a clean area of the washcloth for each stroke**
- 10 Dries genital area moving from front to back with towel
- 11 After washing genital area, turns to side, then washes and rinses rectal area moving from front to back using a clean area of washcloth for each stroke. Dries with towel
- 12 Repositions client
- 13 Empties, rinses, and dries basin
- 14 After rinsing basin, places basin in designated dirty supply area
- 15 Disposes of used linen into soiled linen container and disposes of linen protector appropriately
- 16 Avoids contact between candidate clothing and used linen
- 17 After disposing of used linen, and placing used equipment in designated dirty supply area, removes and disposes of gloves (without contaminating self) into waste container and washes hands
- 18 Signaling device is within reach and bed is in low position

TRANSFERS FROM BED TO WHEELCHAIR USING TRANSFER BELT

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Before assisting to stand, wheelchair is positioned along side of bed, at head of bed, and facing the foot of the bed
- 4 Before assisting to stand, footrests are folded up or removed
- 5 Before assisting to stand, bed is at a safe level
- 6 Before assisting to stand, locks wheels on wheelchair**
- 7 Before assisting to stand, checks and/or locks bed wheels
- 8 Before assisting to stand, client is assisted to a sitting position with feet flat on the floor
- 9 Before assisting to stand, candidate ensures client is wearing shoes
- 10 Before assisting to stand, applies transfer belt securely over clothing/gown
- 11 Before assisting to stand, provides instructions to enable client to assist in transfer including prearranged signal to alert when to begin standing
- 12 Stands facing client positioning self to ensure safety of candidate and client during transfer. Counts to three (or says other prearranged signal) to alert client to begin standing
- 13 On signal, gradually assists client to stand by grasping transfer belt on both sides with an upward grasp (candidate's hands are in upward position) and maintaining stability of client's legs
- 14 Assists client to turn to stand in front of wheelchair with back of client's legs against wheelchair
- 15 Lowers client into wheelchair
- 16 Positions client with hips touching back of wheelchair and transfer belt is removed
- 17 Positions feet on footrests
- 18 Signaling device is within reach
- 19 Washes hands

SCORE REPORTING

EXAM RESULTS

The Nursing Assistant Evaluator may not answer questions about your Score Report. If you have questions about your Score Report, or the content of the examination, call Pearson VUE at (800) 475-8290. **Results will not be given over the phone.**

WRITTEN (OR ORAL) EXAM

After you finish the Written (or Oral) Examination, the Nursing Assistant Evaluator will fax your answer sheet for scoring. An official Score Report will be faxed to the evaluator. The Score Report will indicate whether you have passed or failed the Written (or Oral) Examination.

SKILLS EVALUATION

After the Nursing Assistant Evaluator evaluates your performance, he or she will fax the Skills Evaluation answer sheet for scoring. An official Score Report will be faxed to the evaluator. The Score Report will indicate whether you have passed or failed the Skills Evaluation.

Occasionally, due to technical difficulties, Score Reports may not be received at the test center on the day of testing. If this happens your answer sheet will be mailed overnight to Pearson VUE for handscoring. Your Score Report will then be mailed out to you within 5-7 business days after testing. For questions regarding delayed Score Reports, please contact Pearson VUE at (800) 475-8290.

FAILING

If you fail the Written (or Oral) Examination or the Skills Evaluation, your Score Report will provide you with information on how to re-take either or both parts. A new examination fee is required each time you re-take any part of the NNAAP Examination. To re-take either or both parts, you must submit your official Score Report and a re-take fee to the appropriate Regional Center (see *Exam Fees*).

State and federal regulations allow you three (3) attempts to pass both the Skills Evaluation and the Written (or Oral) Examination. If you should fail either part or both parts three (3) times, you will be required to successfully complete a state-approved training program and re-take both parts. You must take and pass both the Written (or Oral) Examination and the Skills Evaluation within twenty-four (24) months of your nursing assistant training in order to be placed on the California Nursing Assistant Registry.

HOW TO READ A FAILING SCORE REPORT

If you do not pass the Skills Evaluation, you will receive a Failing Score Report. The score report will list the five (5) skills that you performed and a score of *Satisfactory* or *Unsatisfactory* for each skill. Any skill with an *Unsatisfactory* result is considered a failed skill. You must receive a *Satisfactory* result on all five (5) skills in order to pass the Skills Evaluation.

Use your failing Score Report as an aid in studying to re-take the Skills Evaluation. A failed skill will show the reason for the failure. You may not have performed the steps of a skill correctly, or you may have forgotten a step, for example a Critical Element Step.

The failing Score Report will list steps that were missed or incorrect—look for numbers printed directly under a skill marked *Unsatisfactory*. A list of all the skills and the steps needed for each skill can be found in this handbook. Find the skill you failed, and study the steps, especially steps listed as *Unsatisfactory* on the score report.

In the example on the next page, a candidate received a result of *Unsatisfactory* on the skill *Washes Hands*. The numbers 1, 5, and 10 printed below the skill refer to steps that were missed or performed incorrectly. To study for re-taking the Skills Evaluation, this candidate should turn to the Skills Listing in this handbook, look for the *Washes Hands* skill, and review all the steps, especially steps 1, 5, and 10.

California NNAAP® Examination Results	
Exam: Skills	Result: Fail
Skills Performance:	
Washes Hands 1, 5, 10	Unsatisfactory
Assists Client With Use of Bedpan	Satisfactory
Measures and Records Blood Pressure	Satisfactory
Puts One Knee-High Elastic Stocking on Client	Satisfactory
Measures and Records Weight of Ambulatory Client	Satisfactory

Sample of a Failing Score Report

PASSING

Once you have passed both the Written (or Oral) Examination and the Skills Evaluation, your name will be placed on the California Nursing Assistant Registry. Approximately ten (10) business days from the day on which you successfully complete both parts of the NNAAP Examination, the CA Department of Health will mail your Nurse assistant Certificate to you. If you have not received your Nurse assistant Certificate from thirty (30) days after the examination, contact the CDPH at (916) 327-2445. **Your Nurse assistant Certificate is valid for twenty-four (24) months from the date it was issued.**

DUPLICATE SCORE REPORT

If you lose your Score Report or need a duplicate Score Report, or would like a handscoring of your Written (or Oral) Examination or Skills Evaluation, complete the *Request for Duplicate Score Report or Handscored Answer Sheet Form* and mail it to Pearson VUE (see *Appendix A*).

GRIEVANCE PROCESS

OVERVIEW

Each candidate has a right to file a grievance to complain or contest the results of their Nurse Aide Exam. The California Department of Public Health will follow-up on each grievance within thirty (30) days of receipt of the candidate grievance letter.

No grievance will be investigated if it is not received in writing by the CDPH.

PROCESS

All grievances **must** be in writing. The candidate must provide as much detail as possible in a grievance letter and forward it to the CDPH within 30 days of their exam date.

After receipt of the grievance letter, the appropriate RN Associate Program Director will investigate the complaint. The RN Associate Program Director will lead the investigation into the complaint.

Once the investigation is complete, the RN Associate Program Director will draft a letter back to the candidate informing him/her of the outcome of the investigation. If an error was made by the evaluator, CDPH, or Pearson VUE, the candidate will be allowed to retest at no additional cost.

A copy of the original grievance letter along with the results of the investigation will be forwarded to the appropriate agency and to Pearson VUE.

THE REGISTRY

CHANGE OF ADDRESS OR NAME

The California Department of Public Health must be kept informed of your current address and name so that you can receive notification of certification renewal on the Registry. Failure to inform the CDPH of an address change may jeopardize your certification status.

If your address or name changes at any time after you are placed on the Registry, you must send written notification of this change to the CDPH. Use the *Change of Address or Name Form* found in the back of this handbook.

Name changes **MUST** be accompanied by official documentation such as a notarized copy of a marriage certificate,

divorce decree, or other official document. Your notification must include your previous name, current name, mailing address, phone number, and Social Security number.

RE-CERTIFICATION

Nursing assistants on the California Nursing Assistant Registry must renew their certification through the Department of Health in order to stay active. You must have worked for pay as a nurse assistant performing nursing-related services for at least eight (8) consecutive hours during the twenty-four (24) months prior to your certification expiration date, and you must submit evidence of forty-eight (48) hours of in-service training or continuing education. Contact the CA Department of Public Health at (916) 327-2445 for more information.

LAPSED CERTIFICATION

Under federal requirements, certification as a nurse assistant becomes invalid after a lapse of twenty-four (24) consecutive months or more in the performance of paid nursing-related services. It is critical to maintain a personal file of your past work history that can be validated by your prospective employer.

CERTIFICATION BY RECIPROCITY

Reciprocity is a process by which a certified nurse assistant from another state may qualify for certification in California. You are eligible for reciprocity if you are a nurse assistant in a state other than California in accordance with the competency evaluation requirements of OBRA '87, and if you are currently listed on the other state's registry as active and in good standing.

Contact the CDPH for additional information about applying for placement onto the California Nursing Assistant Registry via reciprocity.

CALIFORNIA NURSE ASSISTANT FREQUENTLY ASKED QUESTIONS

QUESTION	ANSWER
<p>How do I become a CNA?</p>	<ul style="list-style-type: none"> • You must successfully complete a state-approved nurse aide training program and pass both the written and skills portions of the NNAAP examination. • If you have not completed a CNA training program but you have had other training, contact the California Department of Public Health at 916-327-2445 to determine your eligibility. • You must pass both the written and skills portions of the NNAAP examination.
<p>May I Perform the Duties of a Nurse Assistant Before I Am Certified?</p>	<ul style="list-style-type: none"> • If you are currently attending an approved training program in a nursing home, you have 120 days in which to complete the training and become certified. During that period, a student may not perform any duty for which they have not been trained and checked by the instructor. • If you are not enrolled in an approved facility training course, you may not perform any nurse aide duties until you become certified.
<p>How Do I Arrange for Special Accommodations?</p>	<ul style="list-style-type: none"> • Special requests must be submitted and approved prior to testing. Documentation from your physician or other qualifying professional must be included with the request. Please refer to the Special Exam Requests and Services section of the candidate handbook for details.

CALIFORNIA NURSE ASSISTANT FREQUENTLY ASKED QUESTIONS

QUESTION	ANSWER
How do I decide which exam to take?	<ul style="list-style-type: none"> • Initially, both the Written and Skills exams must be scheduled together. • An Oral Examination in English may be substituted for the Written examination if you have difficulty reading English. It contains ten (10) reading comprehension questions in which you must identify job-related words.
Is there a time limit in which I must pass both exams?	<ul style="list-style-type: none"> • You are allowed three (3) attempts within two (2) years after successfully completing a training program to pass both parts of the NNAAP Examination, to be eligible for placement on the Nurse Aide Registry. If you do not pass the NNAAP Examination within a two-year period, you will be required to re-train before you will be allowed to take the examination again.
Can I register for an exam or check my scores online?	<ul style="list-style-type: none"> • Registration must be done by mail. • STATE ISSUES CNA LICENSE • If you passed both parts of the examination, your name will be placed on the California Nursing Assistant Registry. • Results cannot be viewed online.
What form of payment do you accept and may I take it to the test site?	<ul style="list-style-type: none"> • All payments (money order, cashier's check, or company check made payable to the college that is associated with the appropriate Regional Center and mailed to appropriate Regional Center. NO form of payment will be accepted at the test site.

CALIFORNIA NURSE ASSISTANT FREQUENTLY ASKED QUESTIONS

QUESTION	ANSWER
What is the next test date?	<ul style="list-style-type: none"> • Test dates at Regional Test Sites are listed on the Pearson VUE website (www.pearsonvue.com). Click on Health, Medicine & Nurse Aides, California Nurse Aides, Regional Test Sites & Test Schedule. Please note that if you are testing in the Southern Region, you will need to call the Regional Center for the current schedule of available sites and dates.
How long will it take me to find out if I passed or failed?	<ul style="list-style-type: none"> • After the Nursing Assistant Evaluator evaluates your performance, he or she will fax the answer sheet for scoring. An official Score Report will be faxed to the evaluator. The Score Report will indicate whether you have passed or failed. If the site experiences technical difficulties with faxing answer sheets, they will be sent to Pearson VUE for hand scoring and results will be mailed within 5-7 business days after testing.
THE REGISTRY	
How do I verify if I'm on the Nurse Aide Registry?	<ul style="list-style-type: none"> • Contact the California Certification Unit at (916) 327-2445
How do I change my name and/or address?	<ul style="list-style-type: none"> • Complete the form in the back of the handbook and mail it with appropriate documentation to Pearson VUE.

CALIFORNIA NURSE ASSISTANT FREQUENTLY ASKED QUESTIONS

QUESTION	ANSWER
<p>How long will my name remain on the registry?</p>	<ul style="list-style-type: none"> • Once on the Nurse Aide Registry, your certification will remain current for twenty-four (24) months from the date you passed both parts of the NNAAP exam. You must have worked for pay as a nurse assistant performing nursing related services for at least eight (8) consecutive hours during the twenty-four (24) months) prior to your certification expiration date, and you must submit evidence of 48 hours of in-service training or continuing education. Contact the CA Department of Public Health at (916) 327-2445 for additional information. A Renewal Notice will be sent to you four (4) months prior to your expiration date.
<p>My certification expired. How do I renew it or become certified again?</p>	<ul style="list-style-type: none"> • If your certification expired, you will be required to re-test at an ATCS-approved training program.
<p>I'm moving to or from another state. May I perform nurse aide duties in that state?</p>	<ul style="list-style-type: none"> • If you are moving TO California, please contact the Department of Public Health for state requirements. • If you are moving FROM California, you should contact the Board of Nursing or Department of Health for that state, to obtain state requirements.

California Nursing Assistant

REQUEST FOR DUPLICATE SCORE REPORT OR HANDSCORED ANSWER SHEET

DIRECTIONS:

You may use this form to request Pearson VUE to send a duplicate copy of your Score Report or to request a hand-score of your Written (or Oral) Examination or Skills Evaluation answer sheet. Please print or type all information on the reverse side of this form and include correct fees, or your request will be returned. Check the service requested:

Duplicate Score Report

Handscore

FEE:

\$15 each. Please enclose a certified check or money order made payable to "Pearson VUE Processing Center". Do not send cash. Write the Pearson VUE identification number found on your Score Report or your Social Security number on your payment.

SEND TO:

California Duplicate Score Report/Handscore Request
Pearson VUE Processing Center
PO Box 13785
Philadelphia, PA 19101-3785

AMOUNT ENCLOSED:

\$ _____

PLEASE COMPLETE BOTH SIDES OF THIS FORM

PLEASE COMPLETE THE FOLLOWING FORM WITH YOUR CURRENT NAME AND ADDRESS. ALL INFORMATION MUST BE COMPLETE AND ACCURATE TO ENSURE PROPER PROCESSING.

Name _____

Street _____

City _____ State _____ Zip _____

Tel. (_____) _____ Pearson VUE Identification Number or Social Security Number _____

IF THE ABOVE INFORMATION WAS DIFFERENT AT THE TIME YOU WERE TESTED, PLEASE INDICATE ORIGINAL INFORMATION.

Name _____

Street _____

City _____ State _____ Zip _____

Tel. (_____) _____

I hereby authorize Pearson VUE to send to me at the address above a duplicate copy of my Score Report or the handscored results of my Written (or Oral) Examination or Skills Evaluation.

Your Signature _____ Date _____

PLEASE COMPLETE BOTH SIDES OF THIS FORM

California Nursing Assistant

CHANGE OF ADDRESS OR NAME

DIRECTIONS:

Use this form to inform the Registry of your change of address or name. Please print or type all information on the reverse side of this form. Be sure to provide all information, or your request cannot be filled.

For name changes you must also provide written documentation of your name change. See back of this form for details.

SEND TO:

California Nursing Assistant Registry
California Department of Public Health
Training Program Review Unit
1615 Capitol Avenue, MS-3301
P.O. Box 997416
Sacramento, CA 95899-7416

PLEASE COMPLETE OTHER SIDE OF THIS FORM

PRINT YOUR NEW NAME AND ADDRESS BELOW.

Name _____

Street _____

City _____ State _____ Zip _____

Tel. (_____) _____

PLEASE PRINT YOUR OLD NAME AND ADDRESS BELOW.

Name _____

Street _____

City _____ State _____ Zip _____

Social Security Number _____ Nursing Assistant Certification Number _____

YOUR SIGNATURE _____ Date _____

NOTE: *A copy of an official document (marriage certificate or other court order) verifying your name change must accompany this request if you are notifying the California Nursing Assistant Registry of a change in name.*

