



D&S Diversified Technologies LLP

Headmaster LLP

HEADMASTER LLP

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www.hdmaster.com

*Innovative, quality technology
Solutions throughout the
United States since 1985.*

ARIZONA ASSISTED LIVING FACILITY MANAGER CANDIDATE HANDBOOK

VERSION 4.0

NOVEMBER 1, 2016

(CHANGES MADE TO THE VOCABULARY LIST)

CONTACT INFORMATION

QUESTIONS REGARDING TEST APPLICATIONS-TEST SCHEDULING-ELIGIBILITY TO TEST:

HEADMASTER, LLP

..... 8:00 am to 6:00 pm M-F (800) 393-8664
(MOUNTAIN TIME)
P.O. Box 6609
Helena, MT 59604-6609
hdmaster@hdmaster.com Fax: (406) 442-3357

QUESTIONS ABOUT ASSISTED LIVING FACILITY MANAGER COMPLETION OF COURSE:

ARIZONA BOARD OF EXAMINERS OF NURSING CARE INSTITUTION ADMINISTRATORS AND ASSISTED LIVING FACILITY MANAGERS (NCIA/ALFM)

..... 8:00 am to 5:00 pm M-F (602) 364-2273
1400 West Washington, Suite B-8
Phoenix, AZ 85007 Fax: (602) 542-8316
information@aznciaboard.us

TABLE OF CONTENTS

Introduction.....	2
Scheduling the Arizona Assisted Living Facility Manager Exam	2
Test Day	3
Testing Policy	3
Reschedule / Cancellation / No Show Policies.....	3-4
Security.....	4
The Knowledge Test.....	4
Knowledge Test Content Outline	4
Test Results.....	5
Arizona Assisted Living Facility Caregiver and Manager Registry	5-6
Retaking the Arizona Assisted Living Facility Manager Test.....	7
Knowledge Test Vocabulary List.....	7-8

INTRODUCTION

The purpose of the Arizona Assisted Living Facility Manager competency evaluation program is to ensure that candidates who are seeking to be Assisted Living Facility Managers in Arizona understand the State standards and demonstrate entry level knowledge sufficient to perform the job of an Assisted Living Facility Manager.

This handbook describes the process of taking the Arizona Assisted Living Facility Manager competency test and is designed to help prepare candidates for testing. The Assisted Living Facility Manager competency test is a 50 question multiple-choice knowledge test. Candidates must pass the knowledge test and meet all requirements of the Arizona Nursing Care Institution Administrators and Assisted Living Facility Managers (NCIA/ALFM) Board of Examiners for successful completion of the Arizona Assisted Living Facility Manager course.

The Arizona NCIA/ALFM Board of Examiners has approved HEADMASTER, LLP to provide knowledge tests and scoring services for the Assisted Living Facility Manager knowledge test. For questions not answered in this handbook please contact HEADMASTER at toll free 800-393-8664 or go to www.hdmaster.com. This handbook should be kept for future reference.

SCHEDULING YOUR ASSISTED LIVING FACILITY MANAGER EXAM

Your training program will have completed your Assisted Living Facility Manager registration online. You may schedule your exam date online at www.hdmaster.com (click on Assisted Living Facility Manager under the Assisted Living bar, click on WebETest© Start Page, click on Select Test Event/Reschedule and then log-in with your secure Test ID# and Pin# provided to you by your training program or from Headmaster at 800-393-8664. Securely processed VISA or MASTERCARD credit card or debit card information is required first. You will then be able to schedule your test date online.) If you wish, you may schedule a test date by mailing to Headmaster a Scheduling and Payment Form 1402 indicating your test date choices along with your payment (money order, cashier's check, facility check, Visa or MasterCard – no personal checks or cash.)

The Headmaster application, scheduling and payment forms and three month regional test site schedule are available from the Arizona Assisted Living Facility Manager page of the Headmaster website, www.hdmaster.com. Please call Headmaster at 800-393-8664, Monday through Friday 8 am to 6 pm mountain time if you have questions or problems.

Complete your Scheduling and Payment Form 1402 by including first and second date choices for your testing. Please keep in mind we need lead time to prepare and ship tests. Therefore, we cannot schedule you for a test date if we do not receive your form at least eight business days prior to your requested test date. Saturdays, Sundays and Holidays are not counted as business days.

Please note:

1. Forms with missing information, payment or signatures will be returned to the candidate.
2. If you fax your forms, a credit card payment is required and a \$5 Priority Fax Service Fee applies.
3. If we are able to schedule you to test within 8 business days of your requested test date a \$15 Express Service Fee and/or a \$29.50 Overnight Express Shipping Fee per candidate may apply.
4. We do not accept personal checks or cash for testing fees.
5. We accept Money Orders, Cashiers Checks, Facility Checks, MasterCard or Visa cards.
6. If you must reschedule, call us or leave us a message immediately at 800-393-8664!

Headmaster will notify the candidate via mail or email of their test date and time. **If you do not hear from Headmaster within 5 business days of sending us your scheduling request and payment, call us immediately or leave us a message on the answering machine at 1-800-393-8664.**

TEST DAY

- You should arrive at your confirmed test site between twenty and thirty (20-30) minutes before your test is scheduled to start. (*For example:* if your test start time is 8:00 a.m. – you need to be at the test site for check-in no later than 7:30 to 7:40 a.m.)
- You must bring a **US GOVERNMENT ISSUED, PHOTO-BEARING FORM OF IDENTIFICATION.** Examples of the forms of US government issued, photo ID's that are acceptable are:
 - ◆ **Driver's License** (*Arizona Driver's License must be issued January 1, 1997 and later*)
 - ◆ **State issued Identification Card** (*Arizona State ID must be issued January 1, 1997 and later*)
 - ◆ **US Passport** (Foreign Passports **are not** acceptable)
 - ◆ **Military Identification**
 - ◆ **Alien Registration Card**
 - ◆ **Tribal Identification Card**
 - ◆ **Work Authorization Card**

****A DRIVER'S LICENSE OR STATE-ISSUED ID CARD THAT HAS A HOLE PUNCHED IN IT IS NOT VALID AND WILL NOT BE ACCEPTED AS AN ACCEPTABLE FORM OF ID****

- Your **FIRST** and **LAST** printed names on your ID that you will present to the RN Test Observer during sign-in at your test event **MUST EXACTLY MATCH** your FIRST and LAST names that were entered in the AZ Assisted Living Facility Manager database by your training program. You may call Headmaster at 1-800-393-8664 to confirm that your name of record is matching your government issued ID.
- You will not be admitted for testing if you do not bring proper ID, your ID is invalid or if your FIRST and LAST printed names on your ID do not match your current name of record. You will be considered a NO SHOW. You will have to pay for another test and date.
- We recommend that you read and bring your test notification letter with you on your test day although it is not required for test admission.
- For paper Knowledge tests, you must bring several sharpened Number 2 pencils with erasers. **DO NOT BRING or USE INK PENS.** The scanner cannot read ink marks on your answer sheet.

TESTING POLICY

The following policies are observed at each test site—

- **PLAN TO BE AT THE TEST SITE UP TO 4 HOURS AS YOU MAY BE ROTATED THROUGH THE TESTING PROCESS.**
- If you arrive late for your confirmed test, or if you do not bring appropriate government issued ID, your ID is invalid or your FIRST and LAST printed names on your ID do not match your current name of record, you will not be admitted to the test and any test fees paid *will NOT be refunded.*
- If you NO SHOW for your testing day you must re-submit Form 1402 (Scheduling and Payment Form) to schedule another test date.
- Cell phones, smart watches (must be removed from wrist), electronic devices and personal items are not permitted in the testing room and there is no place for storage of personal belongings. Anyone caught using these devices during testing will be removed, forfeit all testing fees and will not be permitted to test for 6 months. You may, however, use them during your free time.
- You are not allowed to leave the testing room once the test has begun **for any reason.** If you do leave during your test event, you will not be allowed back into the testing room to finish your test.
- You are encouraged to bring a jacket, snack, drink or study material to have while waiting to test.
- You are not permitted to bring personal belongings such as briefcases, large bags, study materials, extra books, or papers into the testing room. Any such materials brought into the testing room will be collected and returned to you when you have completed the test. You may not take any notes or other materials from the testing room.
- You are not permitted to eat, drink, or smoke during the test.
- Translation dictionaries are not allowed during testing.
- If you are discovered causing a disturbance of any kind, engaging in any kind of misconduct or try to take any notes or testing materials from the testing room, you will be dismissed from the test and reported to your training program and the Arizona NCIA/ALFM Board of Examiners
- No visitors, guests, pets or children are allowed.

RESCHEDULE / CANCELLATION / NO SHOW POLICIES

Reschedules - All candidates are entitled to one free reschedule any time up until **1 business day** preceding a scheduled test day, **excluding** Saturdays, Sundays and holidays. Additional reschedules are subject to a \$35 fee that must be paid in full prior to a reschedule taking place. **RESCHEDULES WILL NOT BE GRANTED LESS THAN 1 BUSINESS DAY PRIOR TO A SCHEDULED TEST.**

Cancellations – Cancellation requests must be made within six (6) months of payment of testing fees with Headmaster. A request must be made *in writing* to cancel a test any time up until 1 business day preceding a scheduled test day, **excluding** Saturdays, Sundays, and Holidays, and qualify for a full refund of any testing fees paid minus a \$45 cancellation fee. We accept faxed or emailed requests for cancellation.

No Shows- If you are scheduled for your test and do not show up without notifying Headmaster at least 1 business day prior to your scheduled testing event, **excluding** Saturdays, Sunday, and Holidays, you will be considered a **NO SHOW** and must submit a new application (with payment) to be scheduled for a new test date.

These fees partially offset Headmaster cost incurred for services requested and resulting work that is performed. If a reschedule or cancellation request is not received within 1 business day preceding a scheduled test date, excluding Saturdays, Sundays, and Holidays, a NO SHOW status will exist and your Re-test Request Form with payment must be submitted to Headmaster to secure a new test date.

If you No Show for any of the following reasons please provide the following documentation:

Car breakdown: Headmaster must be contacted within one business day via phone call, fax or email and a tow bill or other appropriate documentation must be submitted within **2 business days** of the test date, if we do not receive proof within the 2 business day time frame you will have to pay as though you were a No Show.

Medical emergency: Headmaster must be contacted within one business day via phone call, fax or email and a doctor's note must be submitted within **5 business days** of the missed exam date, if we do not receive proof within the 5 business days time frame you will have to pay as though you were a No Show.

Death in the family: Headmaster must be contacted and an obituary for **immediate family only** submitted within **14 business days** from a missed test date.

SECURITY

Anyone who removes or tries to remove test material, takes notes or information from the test site will be prosecuted to the full extent of the law, will be recorded as a test failure, and will not be allowed to retest for a minimum period of six months. If you give or receive help from anyone during testing (which also includes the use of any electronic devices ie; cell phones, smart watches, etc., during testing), the test will be stopped, your test will not be scored, you will be dismissed from the testing room, you will forfeit any testing fees paid, will have a NO SHOW status in our computer scoring system, and your name will be reported to the appropriate agency.

THE KNOWLEDGE TEST

The Knowledge Test Proctor will hand out materials and give instructions for taking the Knowledge Test. You will have a maximum of ninety (90) minutes to complete the 50 question Knowledge Test. You will be told when fifteen (15) minutes remain. You may not ask questions about the content of the Knowledge Test (such as "What does this question mean?") For paper tests, fill in only one (1) oval on the answer sheet for each question. **DO NOT mark in the testing booklet.** Marks in the test booklet will not be accepted as answers. Your answers must appear on the separate scan form answer sheet. You must have a score of **75%** or better to pass the knowledge exam. The cost of the Assisted Living Facility Manager test is \$125.00.

Electronic testing called WebEtest© using Internet connected computers is utilized at several sites in Arizona. For electronic tests, the Knowledge test portion of your exam will be displayed on a computer screen for you to read and key in your answers. Testing online with WebEtest© allows next business day scoring of tests and eliminates examination material shipping time so test results are available days sooner than with traditional paper and pencil testing.

KNOWLEDGE TEST CONTENT

The Knowledge Test consists of 50 multiple-choice questions. Questions are selected from subject areas based on the approved Arizona Assisted Living Facility Manager test plan and include questions from all the required categories as defined in the Arizona NCIA/ALFM Board of Examiners regulations. The subject areas are as follows:

- ◆ Resident Services Management (14)
- ◆ Personnel Management (8)
- ◆ Medication Management (7)
- ◆ Physical Environment Management (7)
- ◆ Financial Management (8)
- ◆ Legal Management (6)

TEST RESULTS

After you have completed the Knowledge Test, your test results will be sent to the Arizona Board of Examiner's of NCIA/ALFM and your training program (via email). If you fail the knowledge test, you must reapply to retake the knowledge test. Procedures for reapplying and detailed test results are included in a failure notification letter mailed or emailed to your address on record.

Test results will be available the same day that they are graded on our website at www.hdmaster.com (3-5 days after a paper testing event). If you tested at a WebETest© facility your test results will be available 24 to 48 hours after an electronic test event (**Excluding** Saturdays, Sundays and Holidays).

You may also check your test results on-line by going to www.hdmaster.com, click on ARIZONA ASSISTED LIVING FACILITY MANAGER. Under the CANDIDATES COLUMN, click on On-Line Test Results.

1. Type in your social security number
2. Type in your test date
3. Type in your birth date
4. Click on Submit Score Report Request

Directions

To receive your online score report you must complete the fields as indicated below using the **required formats**. If you are certain that you have completed the fields correctly, and you do not receive a score report, it is likely that your tests have not been scored. Electronic tests require 1 day for official scoring, while paper tests require 1 to 4 days depending on mail service. If you do not receive a score report, please return at a later date and submit your request.

Important Note: Scores will be available **after 6:00 PM mountain time** on the day they are scored. (electronic tests are scored the next business day and paper tests scored within 3-5 business days after testing.)

Required Login Fields

Please enter your **social security # or test ID**

Please enter the **test date** (mm/dd/yyyy)

Please enter your **birthdate** (mm/dd/yyyy)

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****YOU ARE ELIGIBLE TO TEST TWO TIMES. IF YOU FAIL BOTH ATTEMPTS, YOU WILL BE REQUIRED TO GO THROUGH AN APPROVED ASSISTED LIVING FACILITY MANAGER TRAINING COURSE AGAIN BEFORE BEING ELIGIBLE TO TEST.****

ASSISTED LIVING FACILITY CAREGIVER & MANAGER REGISTRY

Once you pass the Assisted Living Facility Manager Knowledge Test, your name will be placed on the Assisted Living Facility Caregiver and Manager Registry for prospective employers, etc., to verify that you have passed an Arizona Assisted Living Facility Manager course. The Assisted Living Facility Caregiver and Manager Registry can be accessed at: <https://az.tmuniverse.com> under PUBLIC SEARCH, type in your last name and click SEARCH:

GO TO: <https://az.tmuniverse.com>

Arizona Not logged in yet. [Login](#)

Welcome,

Login

Please log in using the form below

Email:

Password:

[Sign in](#)

Facility Login

This form is for testing facility members to login only

Training Program ID:

Password:

[Sign in](#)

Public Search

Search By:

[Search](#)

First	Last	Last Updated
No Candidates Found		

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Script executed in 0.0080 seconds, 0 SQL query(s) and 1MB of PHP memory used.

- 1) Under PUBLIC SEARCH - Type in the LAST NAME of the candidate you wish to verify has completed training
- 2) Click on Search

Arizona Not logged in yet. [Login](#)

Welcome,

Login

Please log in using the form below

Email:

Password:

[Sign in](#)

Facility Login

This form is for testing facility members to login only

Training Program ID:

Password:

[Sign in](#)

Public Search

Search By:

[Search](#)

First	Last	Last Updated
Sample	Candidate	10/31/2013 03:19 PM

[View Record](#)

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Script executed in 0.0048 seconds, 1 SQL query(s) and 1.25MB of PHP memory used.

- 3) Click on VIEW RECORD

Arizona Not logged in yet. [Login](#)

Sample Candidate

Name

First: Sample

Middle: N/A

Maiden: N/A

Last: Candidate

Other info

Zipcode: 59601

Completed Training(s)

Training Name	Eligible to Test	Exam Passed	Training Program Name	Certificate Number
Assisted Living Facility Manager Training	11/15/2013	11/16/2013	Practice Manager Site	AZ00041

Completed training information is shown to verify the candidate has completed the required training.

- Training Name** – Assisted Living Facility Caregiver Training OR Assisted Living Facility Manager Training
- Eligible to Test** – this is the date the candidate was ELIGIBLE TO TEST (completed the course requirements)
- Exam Passed** – this date is the date the candidate passed the exam and is the **COMPLETION OF COURSE DATE**
- Training Program Name** – the name of the training program where the candidate completed their training
- Certificate Number** – the number that will be on the candidate's completion certificate

CERTIFICATE OF COMPLETION: Once candidates successfully pass their Assisted Living Facility Manager exam, Training Programs are required to print Certificates of Completion for their candidates as proof for employment that their candidates have successfully completed an Arizona Assisted Living Facility Manager course. *Please contact your training program after you pass your exam and request your Certificate of Completion.*

Your Certificate of Completion from your Training Program and/or your Official Test Results letter that you will receive in the mail from Headmaster after you have passed your exam and verification that your name is on the Assisted Living Facility Caregiver and Manager Registry is proof for employment that you have successfully completed an Arizona Assisted Living Facility Caregiver course. Please direct any prospective employer requests to the PUBLIC SEARCH on the Assisted Living Facility Caregiver and Manager Registry or they may call Headmaster at 1-800-393-8664.

RETAKING THE ASSISTED LIVING FACILITY MANAGER TEST _____

If paying with money order or cashier's check:

1. Make address corrections to the top portion of your failure results letter Re-Test Request Form (Form 1301).
2. Choose test dates from the test schedule (Form 1700) and write them on the Re-Test Request Form.
3. Check the Exam type and Method of Payment and sign the bottom of your Re-Test Request Form and mail or *fax to Headmaster. *If faxed, we only accept credit card payments (Visa or Mastercard), be sure to include credit card information on your Re-Test Request Form.
4. If you lost your failure letter (Form 1301), complete a new Scheduling and Payment Form (1402):
 - a. Fill out Exam types and Fee payment on a new Scheduling and Payment Form (Form 1402) and choose test dates from the test schedule (Form 1700) and write them on the Scheduling and Payment Form (1402) under Option 1. (Regional Test Site Schedule.)
5. Headmaster cannot accept payments over the phone. You will need to submit your Re-Test Request Form (Form 1301) or Scheduling and Payment Form (1402) to Headmaster either by *fax (\$5.00 extra fax fee for credit card payments only via fax) or by mail.

If paying on-line with a credit card:

6. You can schedule a test or re-test on-line at www.hdmaster.com with a VISA or MASTERCARD (click on Arizona Assisted Living Manager, click on WebETest© Start Page, click on Select Test Event/Reschedule and then log-in with your secure Test ID# and Pin# located on your test results letter, you will need to pay with a VISA or MASTERCARD first and then will be able to schedule. Call Headmaster at 800-393-8664 if assistance is needed or to get your ID# and Pin#.)

KNOWLEDGE TEST VOCABULARY LIST _____

abandonment	balancing books	delegation
abbreviations HVAC	behavior	delinquent
abuse	behavior management	democratic management style
accessibility	benefits	dependency
accounting	blood sugar	diabetes
accounting methods	Board order	diet manual
accounts receivable	body mechanics	direct mail
addressing behaviors in service plan	body temperature	disagreement
addressing staff problems	budget	discharge
administration	budgeting	discipline
administrator's responsibility	calculations	discrimination
administrator's role	care	disease symptoms
admission	care models	diseases
admission agreement	care plan	documentation
admission policies	CEU	documentation requirements
admitting resident	chronic disease	documenting changes to service plan
advance directives	cleaning	drug disposal
advocate	communication	dying
age discrimination	compensation	effective administration
aging	components of marketing program	effective management
aging in place	confidentiality	efficiency
ALF survey	conflict	egress
Alzheimer's	congestive heart failure	emergencies
approach to staff	cooking temperature	emergency notification
arteriosclerosis	corrective action	emergency preparedness plan
arthritis	court appointees	emergency procedure
assessment	CQI	emergency transfer
assets	current asset	emergency transfers
at will and just cause	debts and credits	employee duties
balance sheet	decubitus ulcer	employee recognition
	delegating	empowering employees

epidemic	management	reportable events
ethics	management style	reporting
evacuation	marketing	representative payee
evaluating behavior management	meal refusal	reproductive system
evening meal	measuring financial performance	resident care
expected income	Medicaid	resident care management
exploitation	medical records	resident centered care
facility expense	medical terminology	resident contract
facility finances	Medicare part B	resident emergency
facility license	Medicare payments	resident fees
fair labor standards	medication	resident independence
falls	medication assistance	resident needs
faxed order	medication categories	resident records
FICA	medication disposal	resident right to privacy
files	medication occurrence	resident rights
financial	medication policies	resident room square footage
financial abuse	medication record	resident smoking policies
financial management	medication sheet	resident's families
fines	mental health	responsible compliance person
fire	mental illness	restraint
fire deaths	misappropriation	retaliation
fire drills	mission statement	revenue
fire sprinkler inspections	mistreatment	rights
first impression	mobility	safety
five rights	models of care	satisfaction survey
fixed cost	most common core issue	service plan
fixed costs	MSDS	sexual harassment
FMLA	musculoskeletal	showers per resident
food	neglect	side effect
food safety	negligence	signed menu
form to establish exemptions	nervous system	skin changes
fraud	net income	sliding scale
frayed cord	net profit	snacks
FUTA	net worth	staff training
glucose levels	notice of rate increase	stage IV pressure sore
grieving	nutrient	stored chemicals
guardian	obtaining medications	strategic planning
handle & store linens	of	substitution
health-care team	ombudsman	survey
Hepatitis	operation	survey availability
HIPAA	orders	taxes withheld
hiring	orientation	TBI
hormone	OSHA	terminations
hospice	osteoporosis	toilets per resident
hugging	outside services	training requirements
hyperglycemia	over-the-counter medication	unemployment insurance
hypoglycemia	overtime	uniform assessment
identity loss	pacemaker	unused medication
IDR	Parkinson's disease	UTI
income	paying for care	vacation and sick leave
income statement	payroll exemptions	violent behavior
infection	performance appraisal	wage garnishment
infection control	performance evaluation	wages
infection prevention	personnel file	water test
informal dispute resolution	pest control	weight
insomnia	possible causes of behaviors	weight loss
inspections	postural changes	withholding
insulin administration	power of attorney	work performance
insurance	pressure sore	worker's compensation
insurance options	prevent transfer of infection	written records tracking controlled substances
intake	privacy	
interpersonal skills	PRN	
interview questions	problem solving	
investigation	profit	
investigation policies	profit and loss	
isolation precautions	promotion	
job description	psychiatric disorders in later life	
labor	psychological disorder	
labor law	psychosocial adjustment	
leadership	purpose of training	
legal defense	quality control	
liabilities	quality improvement	
license	quality of life	
liquidity	reasonable accommodations	
living will	records	
lockout/tagout	refusal	
maintaining resident records	regulations	