D&S Diversified Technologies LLP

Headmaster LLP

MASSACHUSETTS NURSE AIDE CANDIDATE HANDBOOK

October 2026

VERSION 7.0

UPDATES EFFECTIVE OCTOBER 2026:
The **Alternate Testing Languages** section has been updated (page 9).

D&S Diversified Technologies (D&SDT)

Email: **massachusetts@hdmaster.com**

Massachusetts TMU©: **mc.tmutest.com**

Website: **www.hdmaster.com**

(888) 401-0462 | (800) 393-8664 | (888) 401-0465

D&S DIVERSIFIED TECHNOLOGIES (D&SDT)

TMU©

Contact Information

Questions regarding:	Contact:	Hours and Phone #:
• testing process • test scheduling • eligibility to test	**D&S Diversified Technologies (D&SDT)** PO Box 6609 Helena, MT 59604 Email: massachusetts@hdmaster.com Website: hdmaster.com Massachusetts NA TMU© Website: mc.tmutest.com	Monday through Friday 8:00AM – 7:00PM Eastern Time **Phone #: (888) 401-0462** Fax #: (406) 442-3357
Questions regarding:	Contact:	Hours and Phone #:
• Nurse Aide Registry • verification of current nurse aide certification • renewal • reciprocity • equivalency information • registry demographic updates • obtaining information on official regulations and guidelines for nurse aides	**Massachusetts Department of Public Health (DPH)** Nurse Aide Registry 67 Forest Street Marlborough, MA 01752 Email: nars@mass.gov Massachusetts Nurse Aide Website: https://www.mass.gov/nurse-aide-registry-program	Monday through Friday 8:00AM – 5:00PM Eastern Time **Phone #: (617) 753-8144**

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INTRODUCTION

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

As defined in the OBRA regulations, a Nurse Aide Competency Evaluation program provides specific standards for nurse aide-related knowledge and skills. This program aims to ensure that candidates seeking to be nurse aides understand these standards and can competently and safely perform the job of an entry-level nurse aide.

This handbook describes the nurse aide competency examination process and is designed to help prepare candidates for testing. The examination has two parts: a multiple-choice knowledge test and a skill test. Candidates must pass both parts of the exam and meet all other requirements of the Massachusetts Department of Public Health (DPH) to be identified and listed on the Massachusetts Nurse Aide Registry.

The Massachusetts Department of Public Health (DPH) has approved D&S Diversified Technologies, LLP (D&SDT) to provide nurse aide testing and scoring services. For questions not answered in this handbook, please get in touch with D&SDT at (888) 401-0462 or go to D&SDT's Massachusetts Nurse Aide web page or at www.hdmaster.com and click on 'Massachusetts CNA'. The information in this handbook will help you prepare for your examination.

THE MASSACHUSETTS NURSE AIDE REGISTRY REQUIREMENTS

The Massachusetts Nurse Aide Registry (MANAR) lists the names of nurse aides who, through training, testing, and experience, meet federal and/or state requirements to work as nurse aides in Massachusetts. The Registry includes substantiated findings of nurse aide abuse, neglect, misappropriation of resident property, or exploitation involving a nurse aide at a Massachusetts Department of Public Health (DPH) regulated facility.

Upon successful completion of training, passing both the knowledge and skills portions of the competency exam, and meeting federal and/or state requirements, a nurse aide candidate will be listed on the MANAR. Review the **Nurse Aide Competency Exam** section of this handbook to help prepare for the exam.

Registry Renewal

To maintain your eligibility to work, you must renew it every 24 months. To be eligible to renew, you must work for pay as a nurse aide performing nursing or nursing-related services at least eight (8) consecutive hours during the previous 24 months. Nurse aides with misconduct restrictions on the Registry are not eligible for renewal.

Registry Reciprocity

This information is for applicants seeking entry into the MANAR through the Massachusetts Reciprocity/Out-of-State registry placement process.

Out-of-State Reciprocity Process

If you are a certified nurse aide and meet certain requirements, you may apply for reciprocity. To be eligible for Reciprocity, you must be a CNA:

- Who is certified in another state
- Whose certification is current and in good standing
- Who has never been certified in Massachusetts

The Reciprocity application - *link to the* ***MA Reciprocity Form 9110*** *application:* https://mc.tmutest.com/apply/5. Additional information is available at the following link: Reciprocity Information.

WAIVER OF THE CERTIFIED NURSE AIDE TRAINING REQUIREMENT

Specific waiver provisions are available to applicants who can verify that they meet the qualifications listed in 105 CMR 156.100 of the Nurse Aide Registry Laws and Regulations.

The application and information to request a Nurse Aide Training Waiver to take the Massachusetts Nurse Aide Competency Evaluation is available at the following link: Waiver Information and Application

AMERICANS WITH DISABILITIES ACT (ADA)

ADA Compliance

The Massachusetts Department of Public Health (DPH) and D&SDT provide reasonable accommodations for candidates with disabilities or limitations that may affect their ability to perform the nurse aide competency examination. Accommodations are granted in accordance with the Americans with Disabilities Act (ADA).

If you have a qualified disability or limitation, you may request special accommodations for the examination. D&SDT must approve accommodations in advance of the examination. Complete the **ADA Accommodation Request Application** found on the Massachusetts CNA TMU© main page under 'APPLICATIONS' to be reviewed for accommodation.

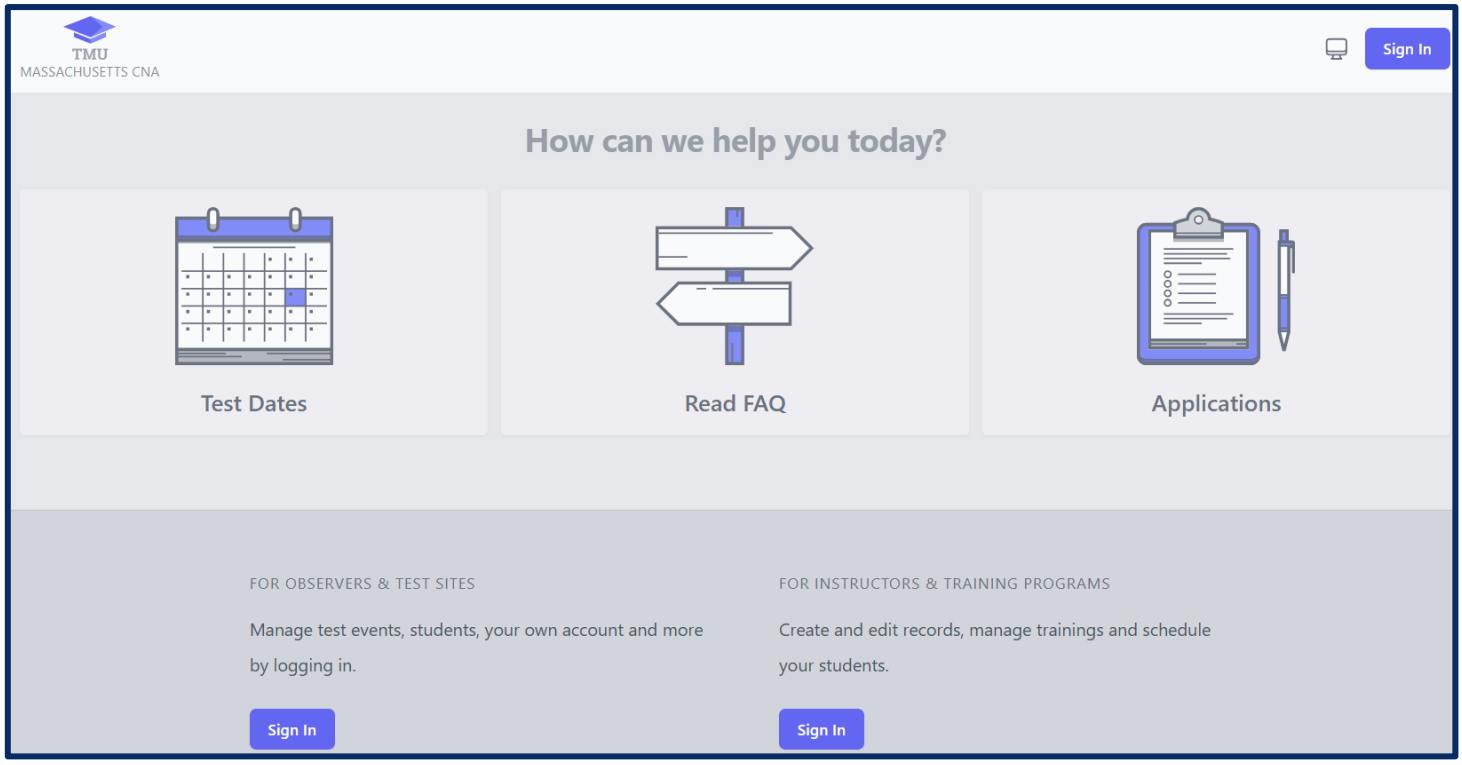
ADA Accommodation Request Applications submitted without the required supporting documentation of a diagnosed disability will not be reviewed until the required documentation is provided. D&SDT will email you if further documentation or information is required using the email in your TMU© account.

Please allow additional time for your request to be approved. If you have questions regarding the ADA review process or specific required documentation, please call D&SDT at (888) 401-0462.

MASSACHUSETTS NURSE AIDE TESTMASTER UNIVERSE© (TMU©)

Massachusetts Nurse Aide TMU© Home Page

This is the Massachusetts Nurse Aide TMU© main page, **mc.tmutest.com**



→ *Click on 'Test Dates' to see the calendar of available test events and their location*

→ *Click on 'Read FAQ' for frequently asked questions*

→ *Click on 'Applications' for frequently used applications*

Complete your TMU© Account

Nursing Assistant Training Program Candidates

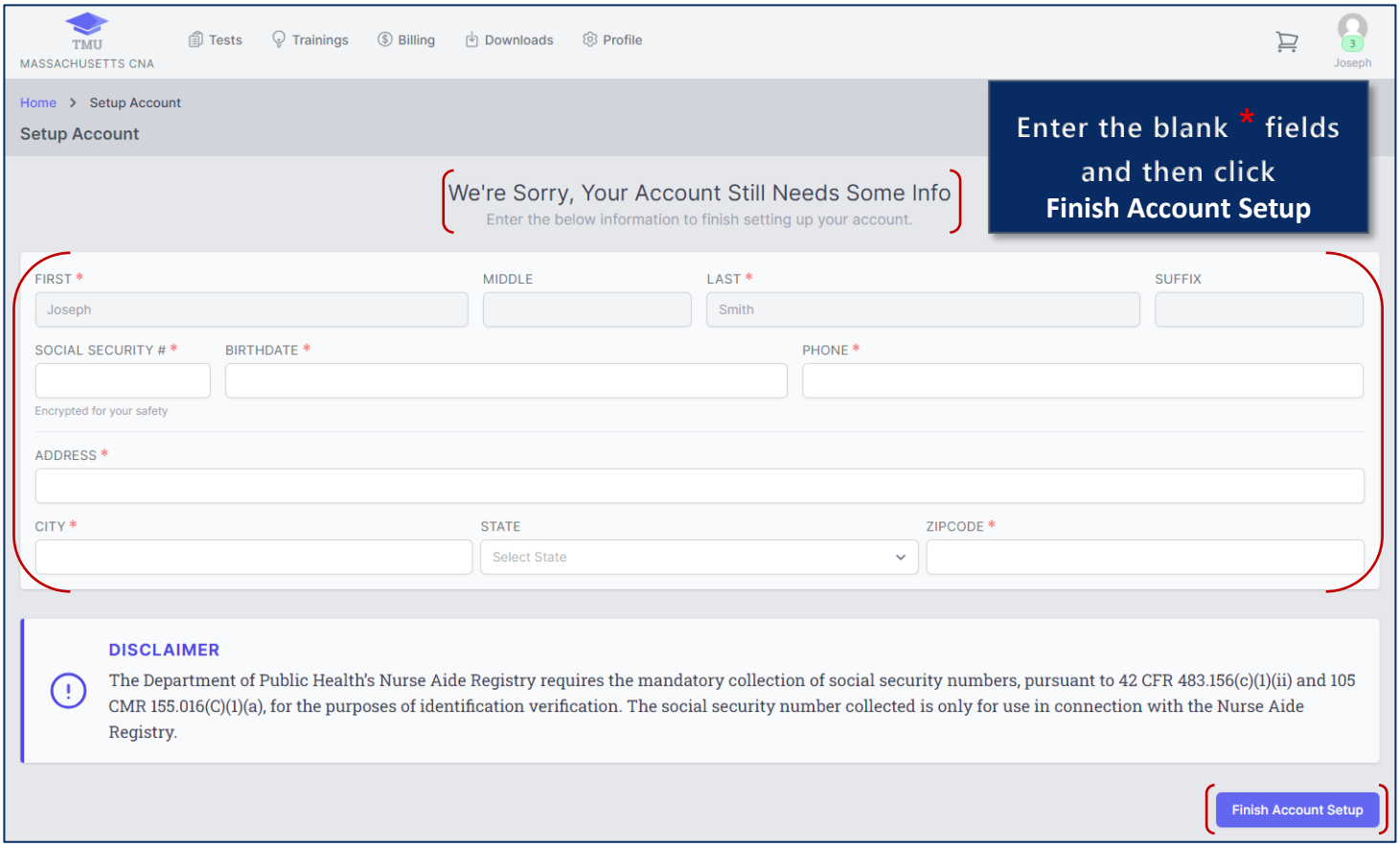
Your initial registration information (name, phone number, Email, and training start date) will be entered in D&SDT's Massachusetts Nurse Aide TestMaster Universe (TMU©) software.

IMPORTANT: Before you can test, you must sign in to your TMU© account using your secure Email or Username and Password and complete the missing demographic information *prior to testing*. Failure to do so may result in you being turned away from testing. You will be a no-show status for your event and forfeit your testing fees.

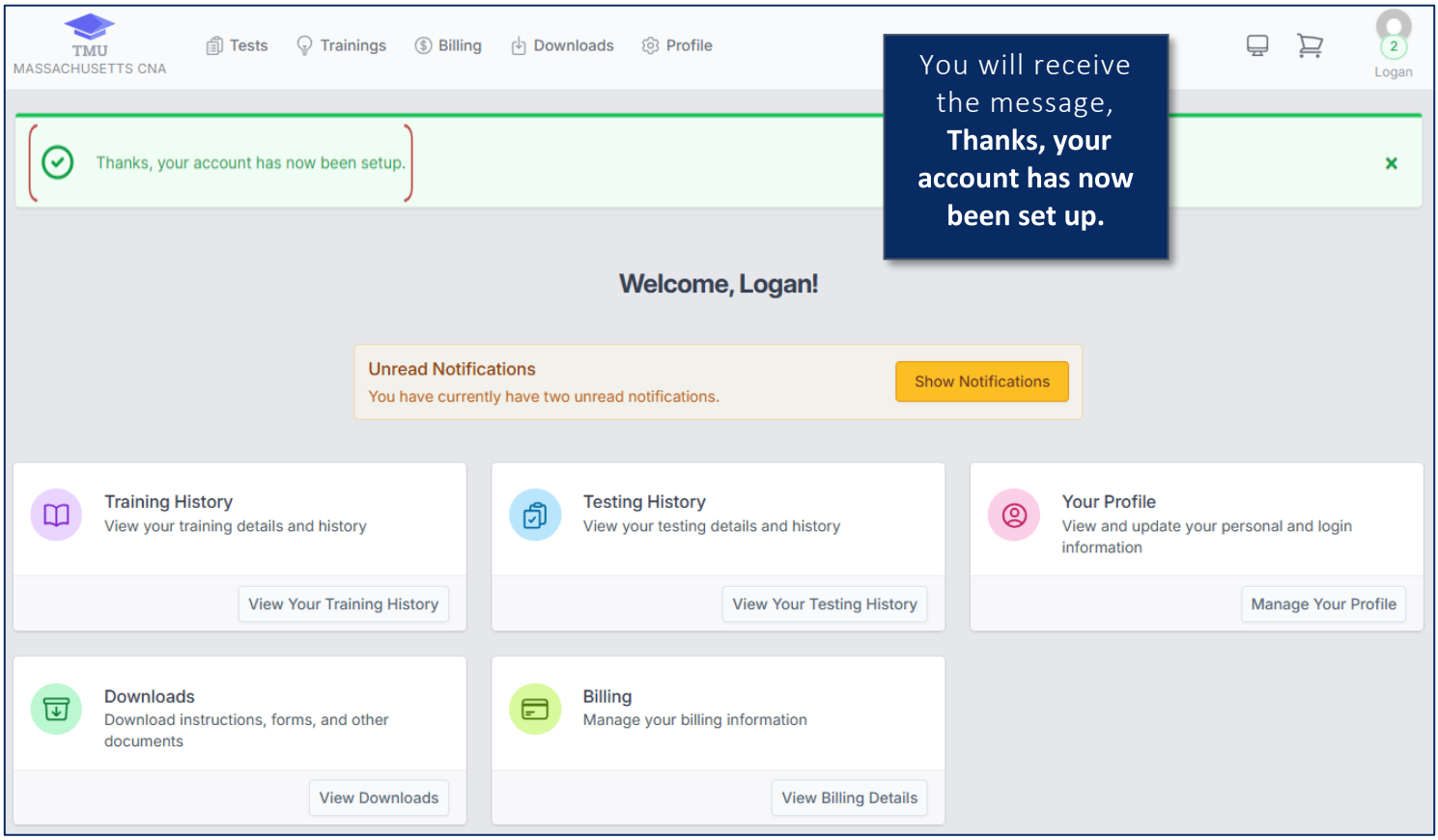
- Upon receiving your confirmation email from TMU© (check your junk/spam mail) that your account has been created, you need to sign in to your TMU© account, update your password, and complete your demographic information. **This must be done before scheduling a test event**.

If you do not know your Email or Username and Password, enter your email address and click "Forgot Your Password?" You will be asked to re-enter your email, and a 'reset password link' will be sent to your email (see instructions under **Forgot your Password and Recover your Account**). If you cannot sign in, contact D&SDT at (888) 401-0462.

*Screen you will see the first time you sign in to your TMU© account with the **demographic information you need to enter to complete your account**:*

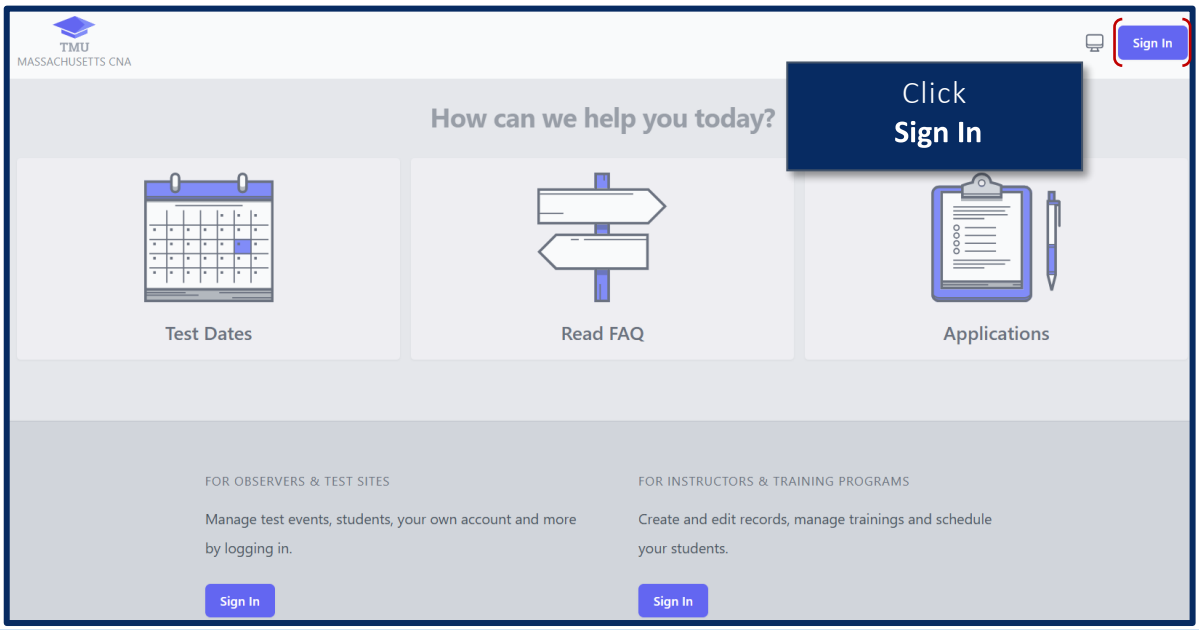


This is the candidate's home page:

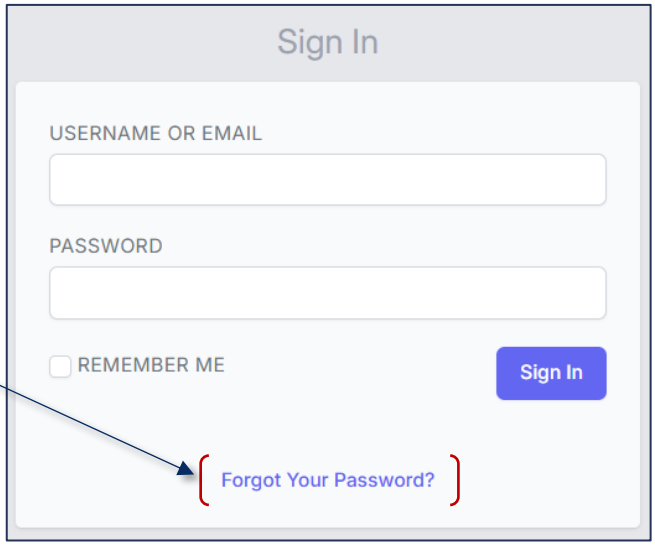


Forgot your Password and Recover your Account

If you do not remember your password, follow the instructions with screenshots in this section.
Go to **mc.tmutest.com**.



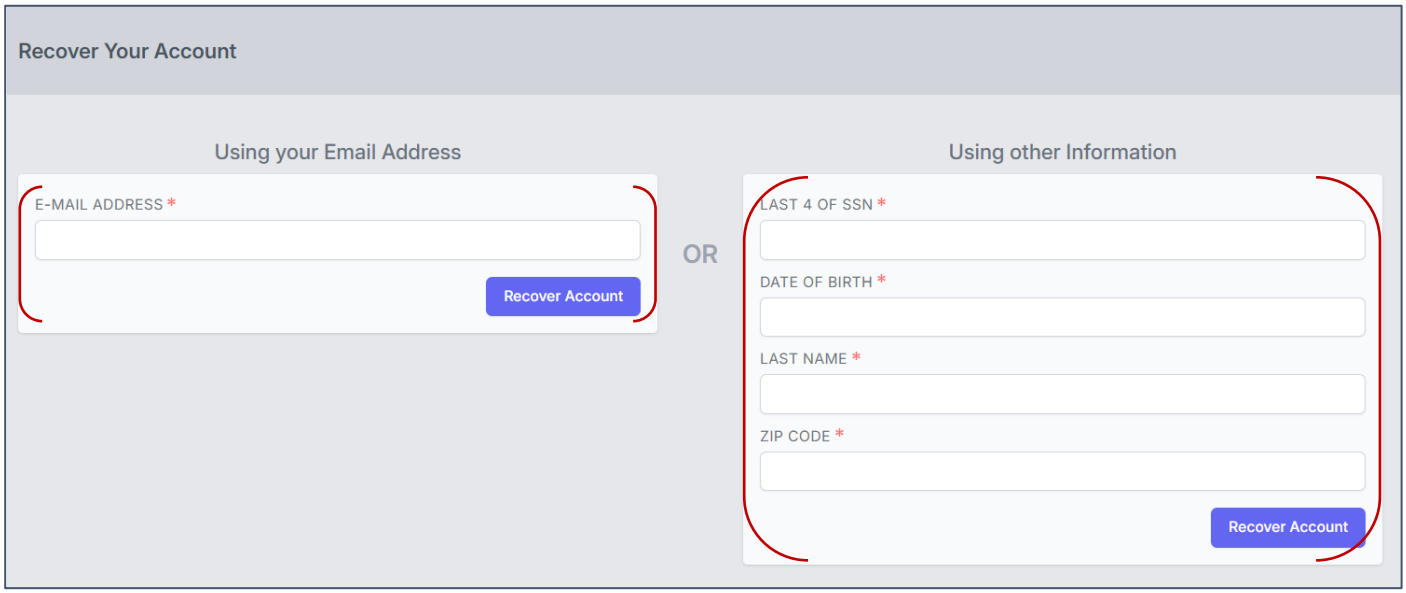
Click
Forgot Your Password?

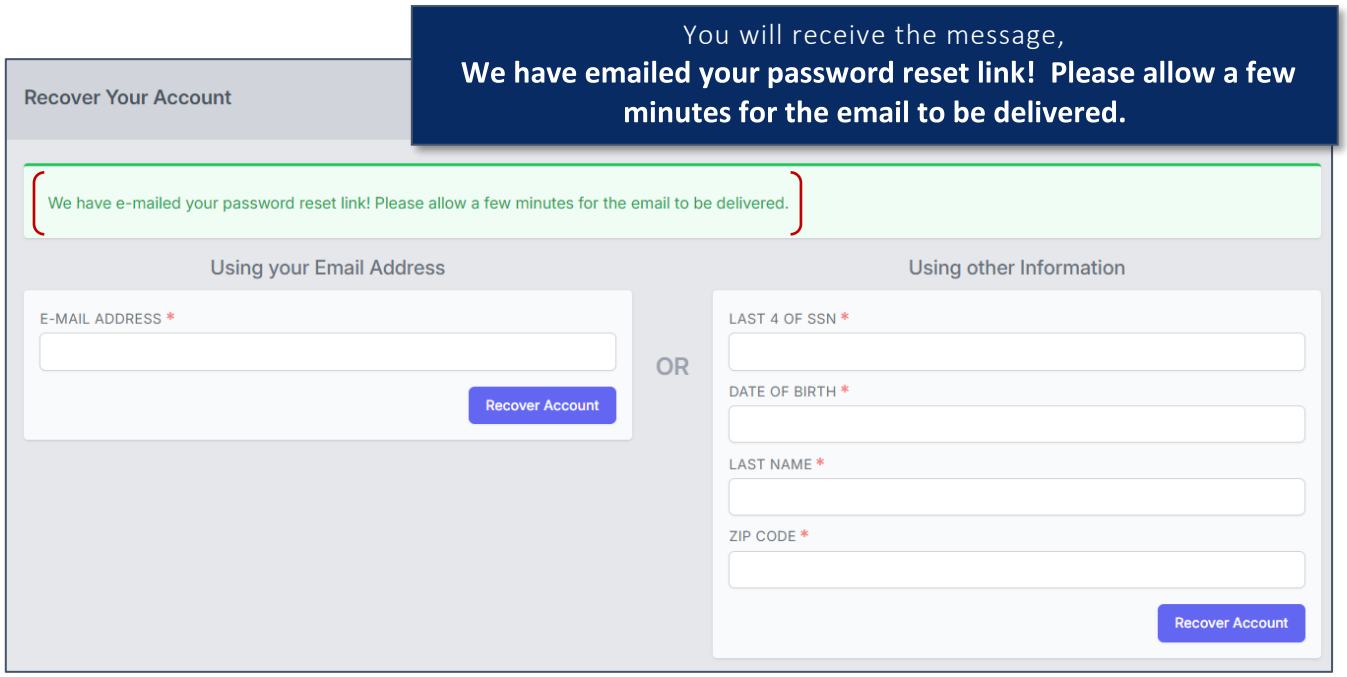


Type in your Email Address
Click **Recover Account**

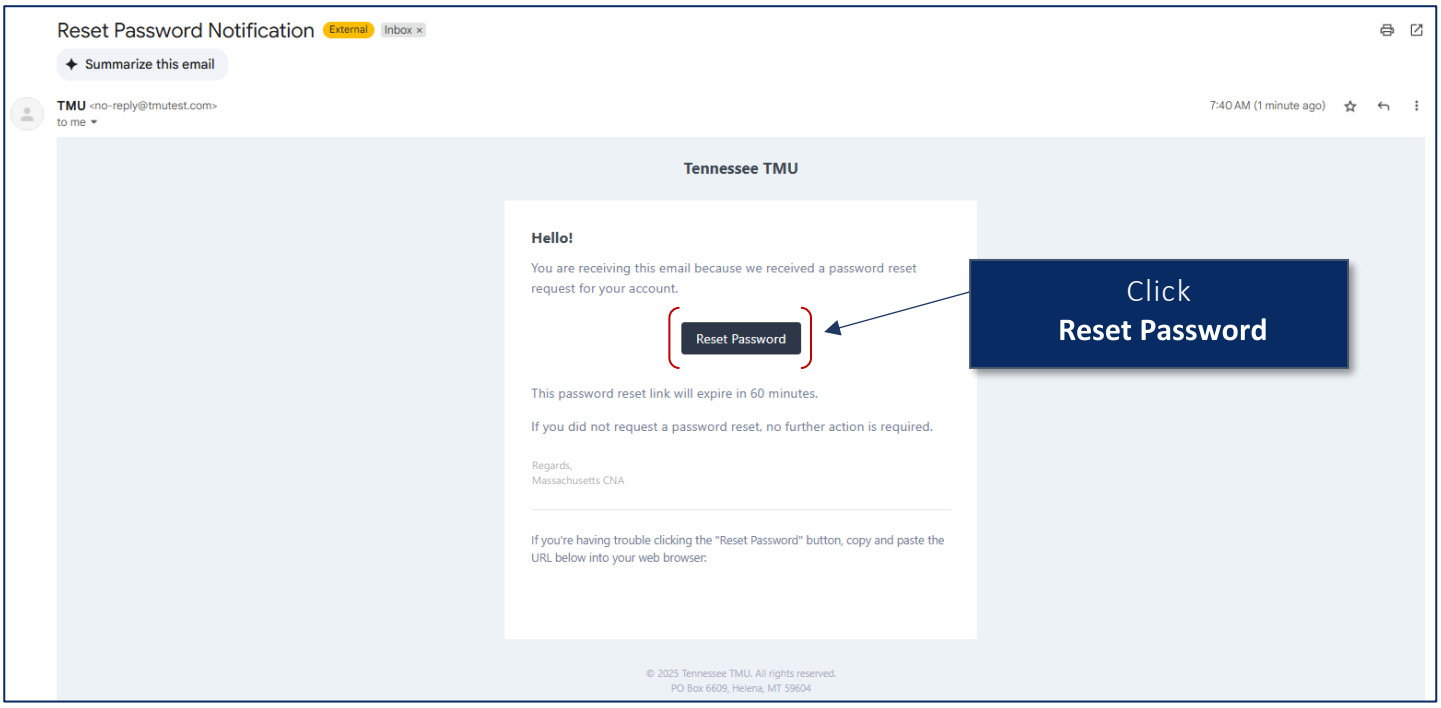
- An email with the reset link will be sent to you.
- Click on the reset link in your email to reset your password.

(-OR- You can type in the requested data under **Using other Information** if you have already updated your demographic information in your account)
Click **Recover Account**

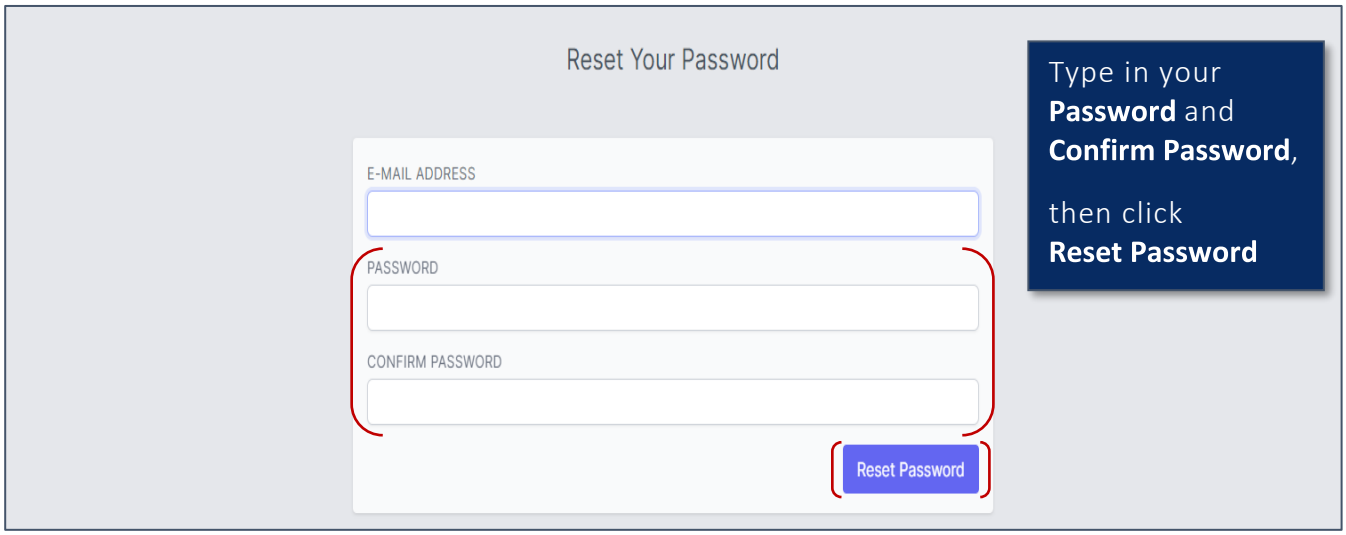




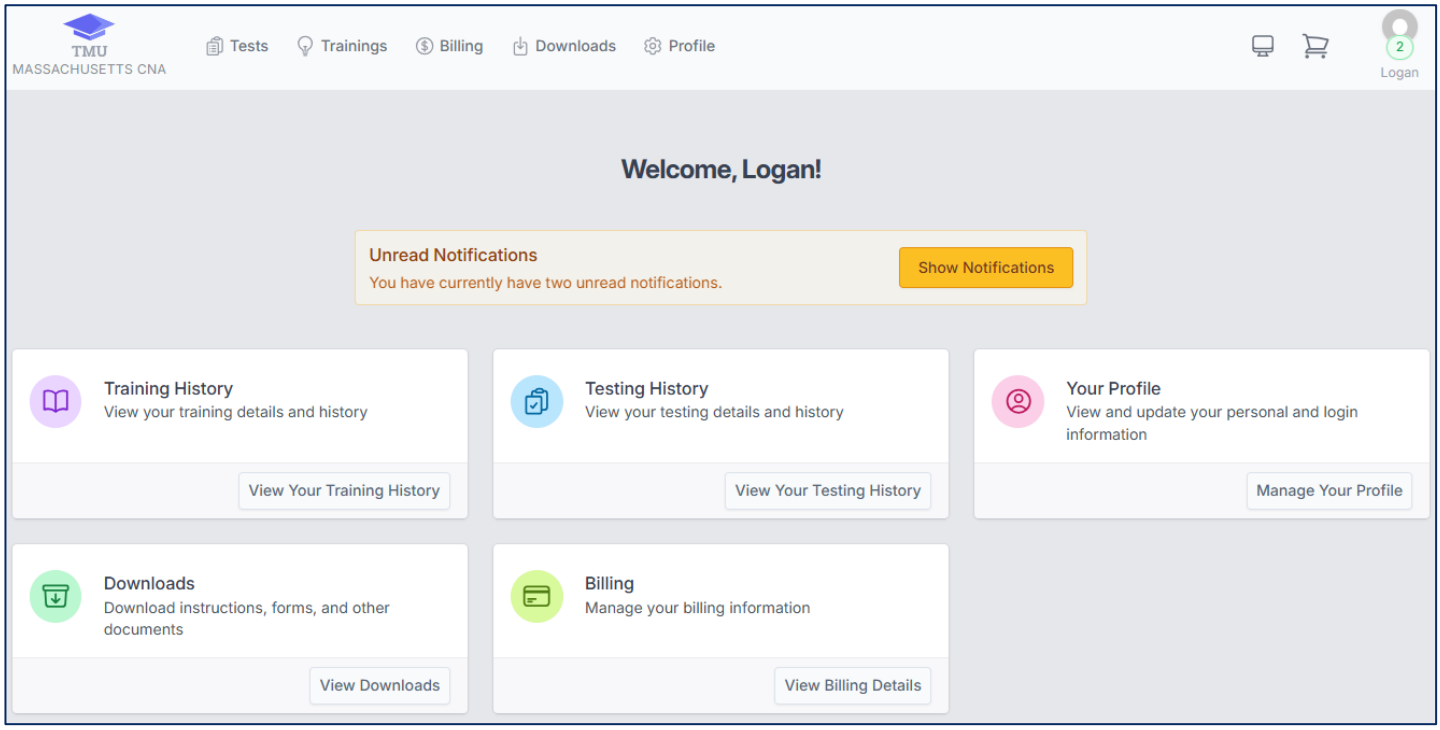
This is what the email will look like (check your junk/spam folder for the email):



Note: If you do not reset your password right away, the link will expire in 60 minutes, and you will need to request a new link after that time.



This is the home screen you will see once you have reset your password:



THE MASSACHUSETTS NURSE AIDE COMPETENCY EXAM

Alternate Testing Languages

The nurse aide certification exam's knowledge and skills components are offered in Chinese (traditional and simplified), *Haitian Creole, Spanish (simplified), and English.

Candidates wishing to test in one of the alternate languages must formally apply to test in Chinese, *Haitian Creole or Spanish by completing the respective application on the alternate language TMU© page. These applications are under 'APPLICATIONS' on the Massachusetts CNA Chinese, *Haitian Creole or Spanish TMU© main web pages, or click on the links below:

Chinese Testing Application: **https://mccn.tmutest.com/apply/1**
***Haitian Creole Testing Application**: **https://mcht.tmutest.com/apply/1**
Spanish Testing Application: **https://mcsp.tmutest.com/apply/1**

***NOTE: The Audio version of the Haitian Creole test is offered in English only. Please contact D&SDT at (855) 263-6050, or via email at massachusetts@hdmaster.com, to schedule the audio version of the Haitian Creole test. We will arrange an interpreter to read the questions to you.**

IMPORTANT! You must proceed with the exam in the language you indicated during the exam registration. Once you have begun taking either exam (knowledge and skills) in Chinese, *Haitian Creole or Spanish, **you cannot switch languages (revert to English).**

You can test in an alternate language (Chinese, *Haitian Creole or Spanish) if:

- You **have not begun** the testing process.
  - If you were a no-show for a test, the no-show does not count as an attempt.
- You have started testing but failed both the knowledge and the skills components.

You cannot test in an alternate language (Chinese, *Haitian Creole or Spanish) if:

- You have started testing and passed either portion (knowledge or skill) of the exam.
  - For example, if you have passed the skill test but have not passed the knowledge test, **you cannot switch languages**. Or, if you have passed the knowledge exam but have not passed the skill test, **you cannot switch languages**.

You can only switch to an alternate language if you have passed one portion but have exhausted your testing attempts and completed a new training program.

Please call D&SDT's alternate language line at (855) 263-6050, or D&SDT's regular line at (888) 401-0462, with any questions.

Payment Information

Exam Description	Price
Knowledge Exam *-or- Knowledge Retake* *2nd, 3rd & 4th Attempt(s) Retake*	**$30.00**
Optional: Audio Version of the Knowledge Exam *-or- Audio Knowledge Retake* *2nd, 3rd & 4th Attempt(s) Retake* [$30.00 Knowledge Exam fee + $10.00 for the Audio Version = $40.00] *(The knowledge test questions and answers are read through the computer and listened to through headphones or earbuds while you read along.)*	**$40.00**
Skills Test *-or- Skills Retake* *2nd& 3rd Attempt(s) Retake*	**$70.00**

Schedule a Massachusetts Nurse Aide Exam

Once your completed account is in the D&SDT TestMaster Universe© (TMU©) database and your testing fee has been paid (see instructions under **Self-Pay of Testing Fees**), you may schedule your exam date online at the Massachusetts CNA TMU© webpage, mc.tmutest.com, using your Email or Username and Password (see instructions with screenshots under **Schedule / Reschedule a Test Event**).

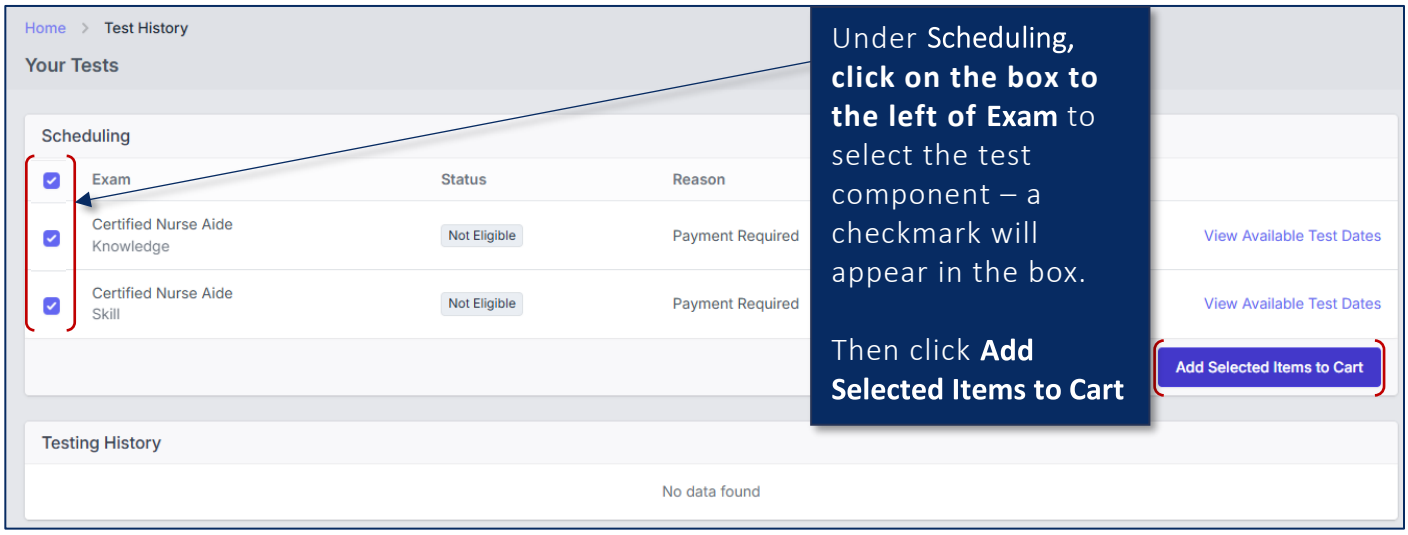
NOTE: Upon receiving your confirmation email from TMU© that your account has been created, you need to sign in to your TMU© account, update your password, and complete your demographic information (check your junk/spam mail). **This must be done *before scheduling* a test event.** See instructions under **Complete your TMU© Account**.

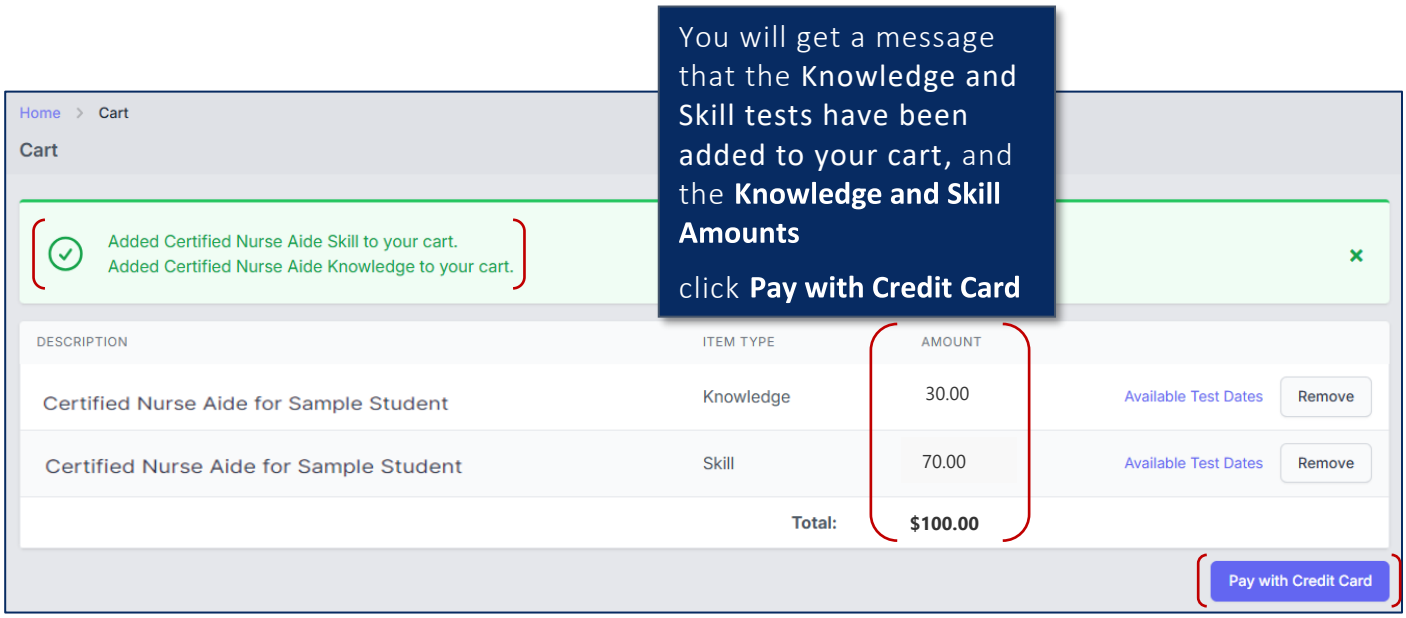
If you cannot sign in with your email, please call D&SDT at (888) 401-0462 during regular business hours, 8:00AM to 7:00PM ET, Monday through Friday, excluding holidays, for assistance.

Self-Pay of Testing Fees in TMU©

Testing fees must be paid *before* you can schedule a test date. Once your training program has completed your training record, which will include completion hours and date, you will receive an email and text message that you are eligible to schedule a test date. Some training programs pre-pay testing fees for their graduating students. Your program or instructor will inform you if this is the case. Before scheduling a test, verify with your instructor whether the training program has already prepaid for it.

Securely processed Visa or MasterCard credit/debit card information is required when paying testing fees online.





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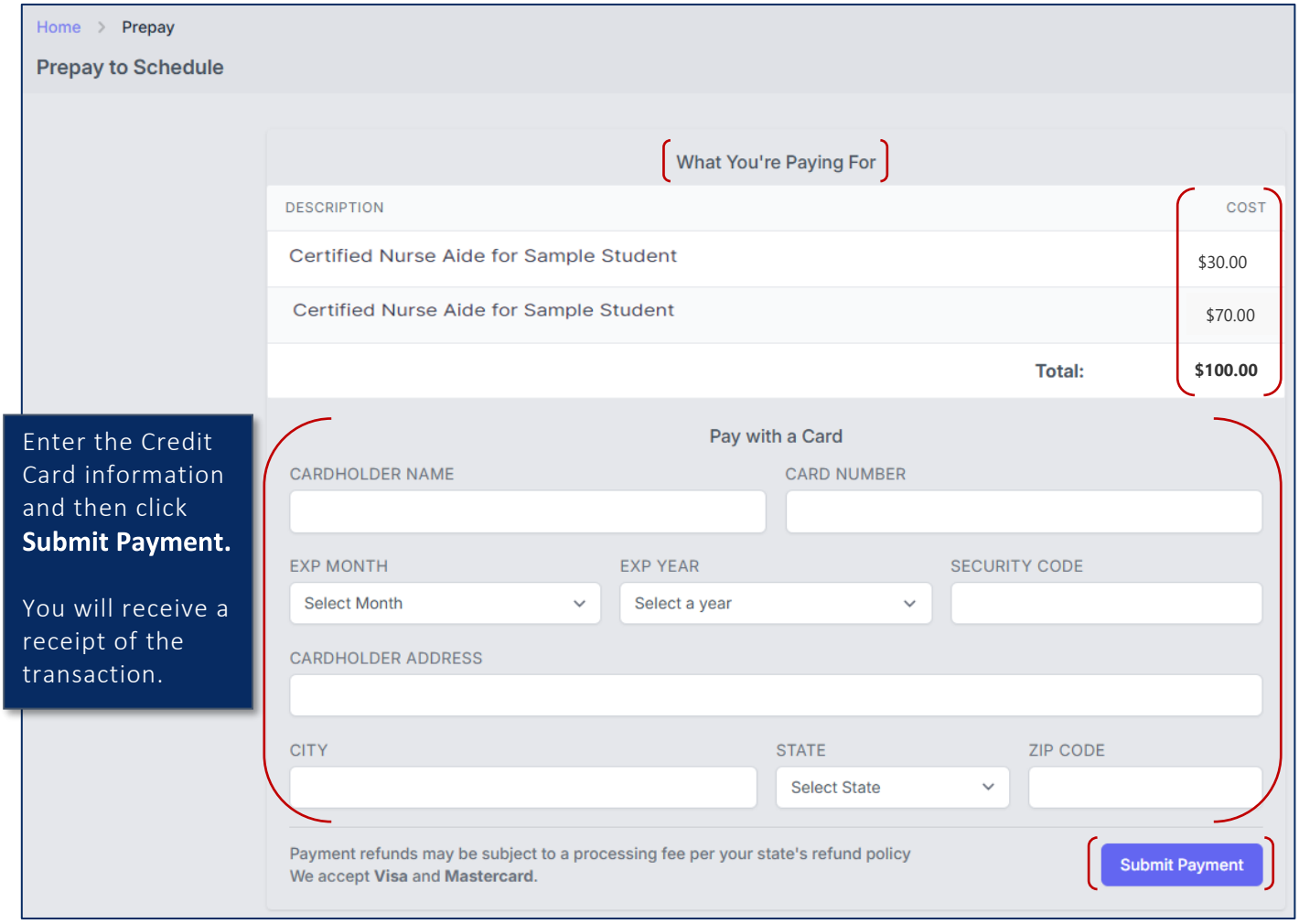

Enter the Credit Card information and then click **Submit Payment.**

You will receive a receipt of the transaction.

Once your testing fees are paid, you will be eligible to choose a test site and date. Follow the instructions in the next section to schedule or reschedule a test event.

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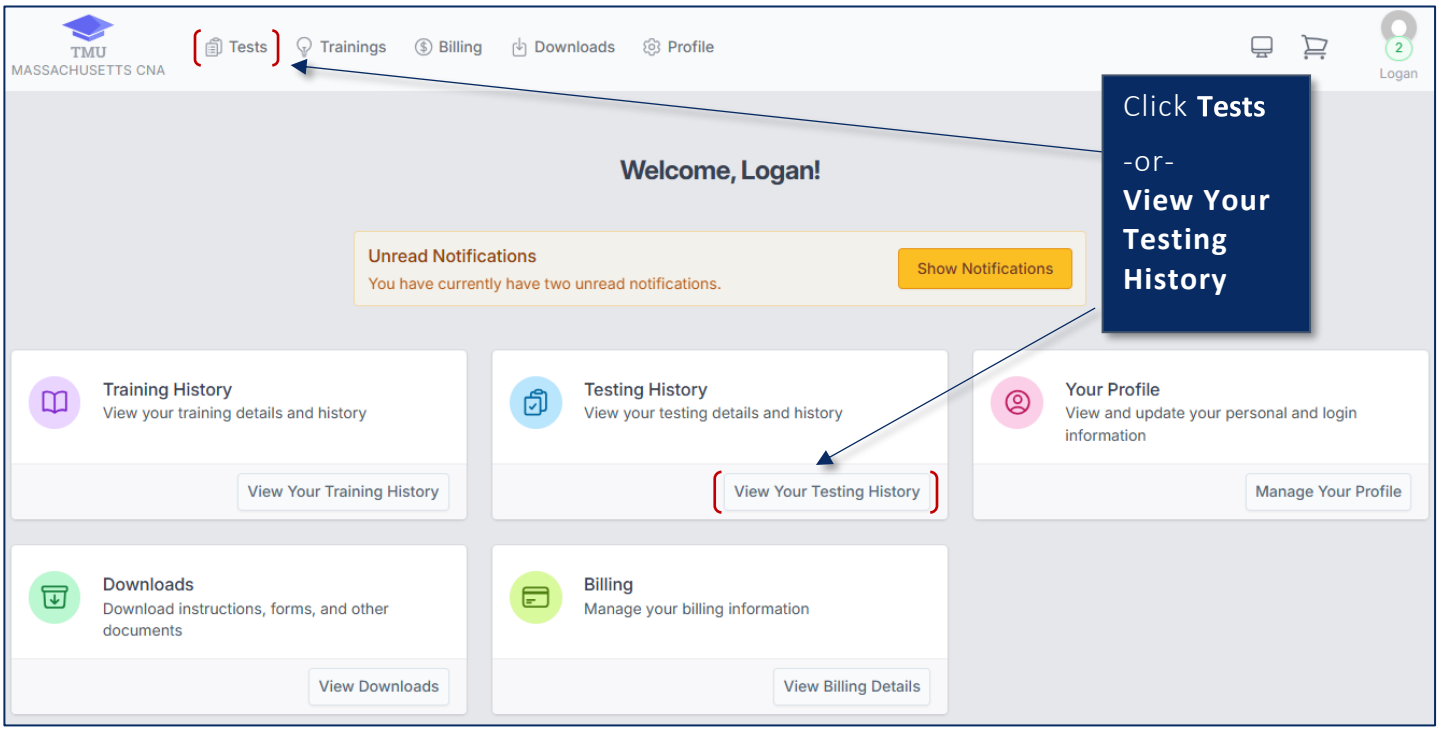
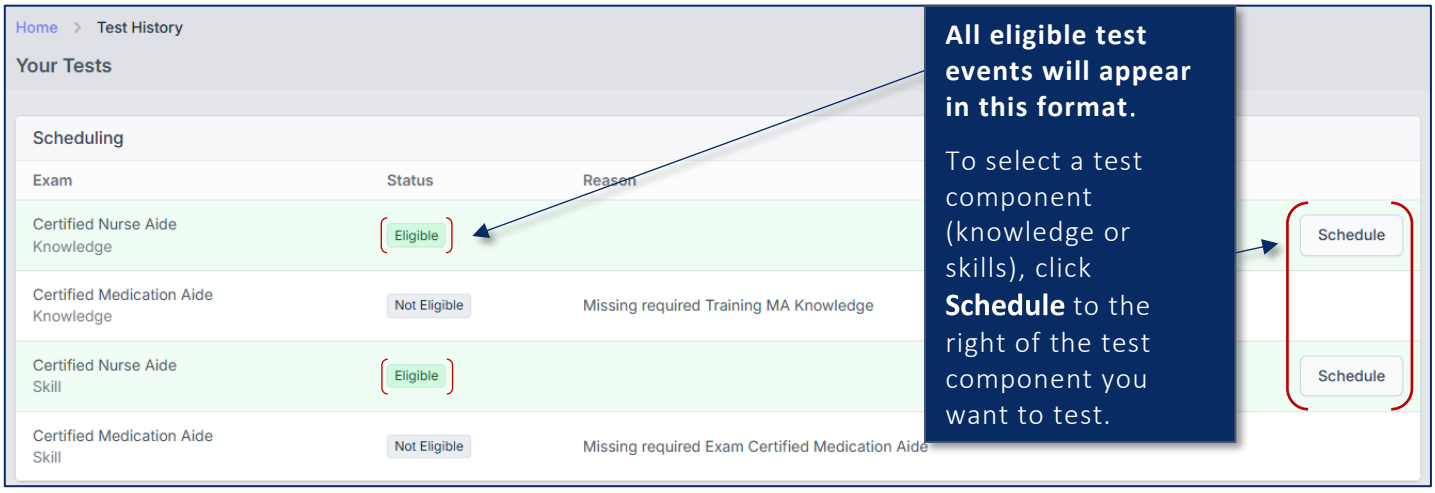
Schedule / Reschedule a Test Event





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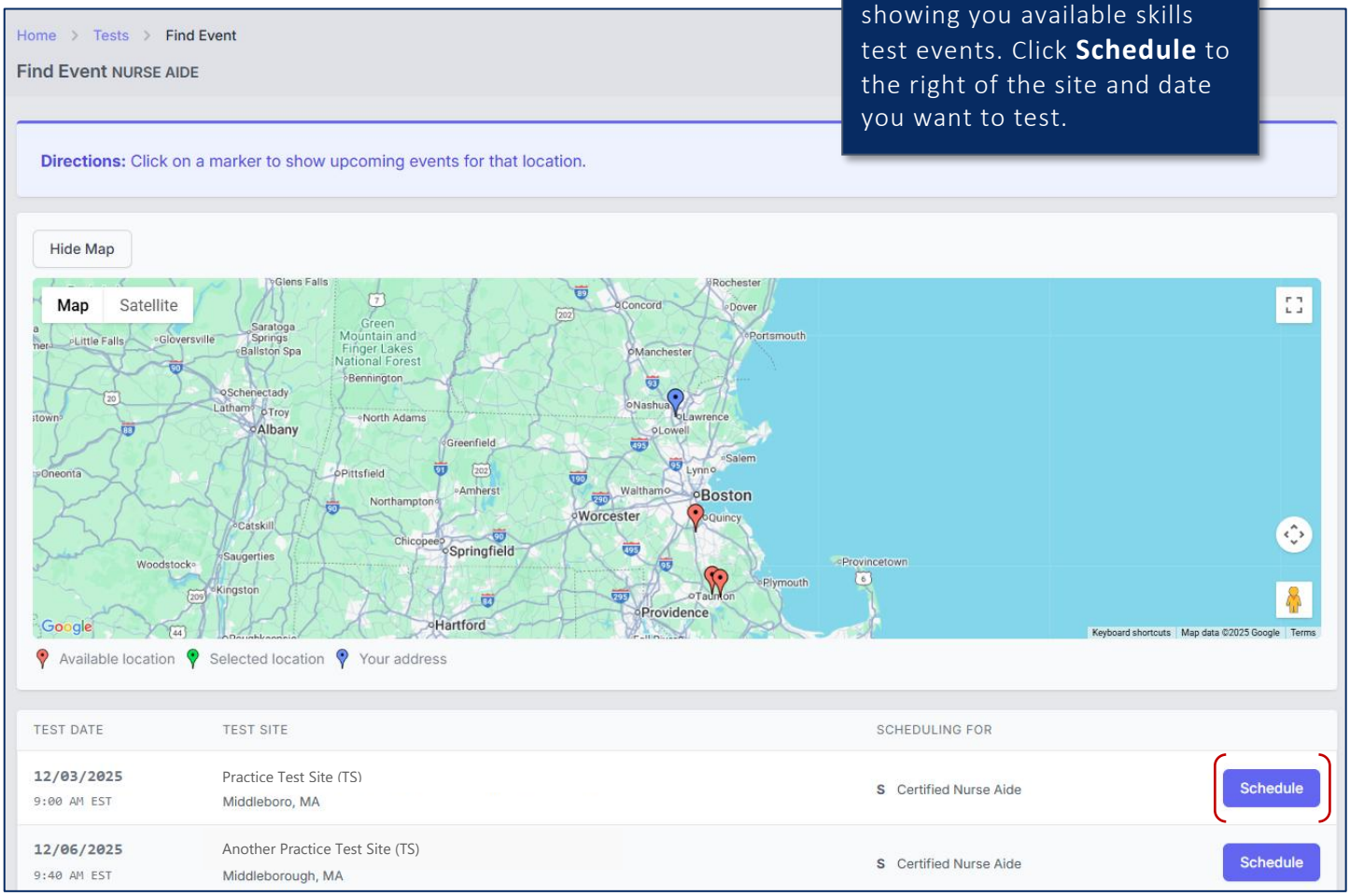
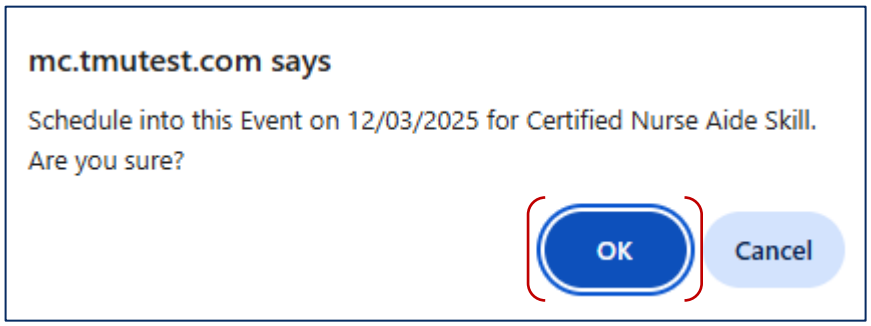
Follow the steps to schedule a Skills Test.

The next screen opens, showing you available skills test events. Click **Schedule** to the right of the site and date you want to test.





To confirm this is the site and date you want to schedule for a skills test, click **OK**

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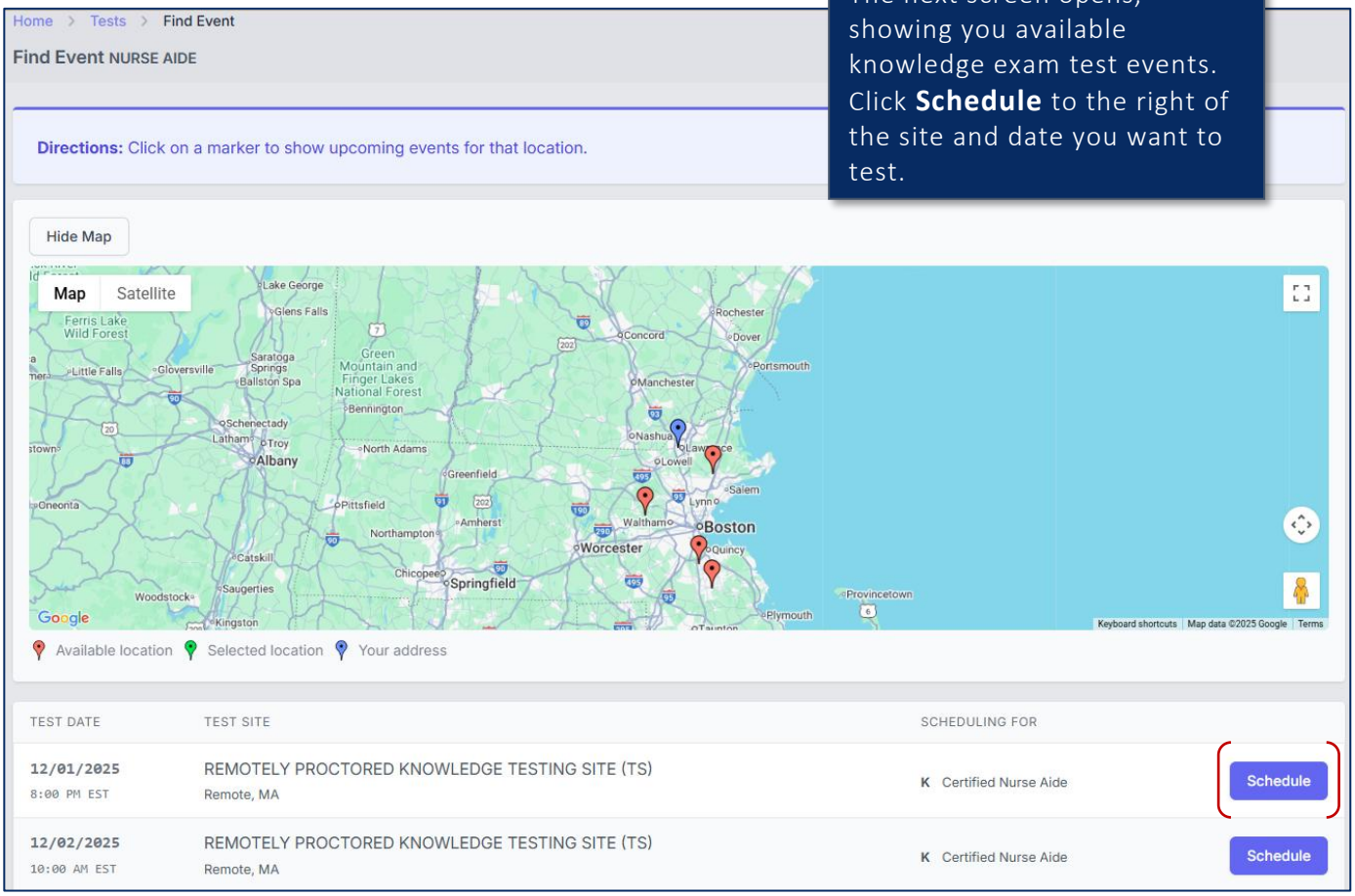
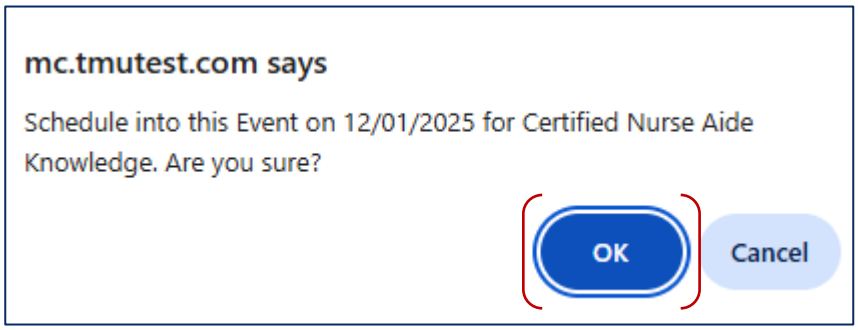
Follow the same steps to schedule a Knowledge Exam.

The next screen opens, showing you available knowledge exam test events. Click **Schedule** to the right of the site and date you want to test.





To confirm this is the site and date you want to schedule for a knowledge exam click **OK**

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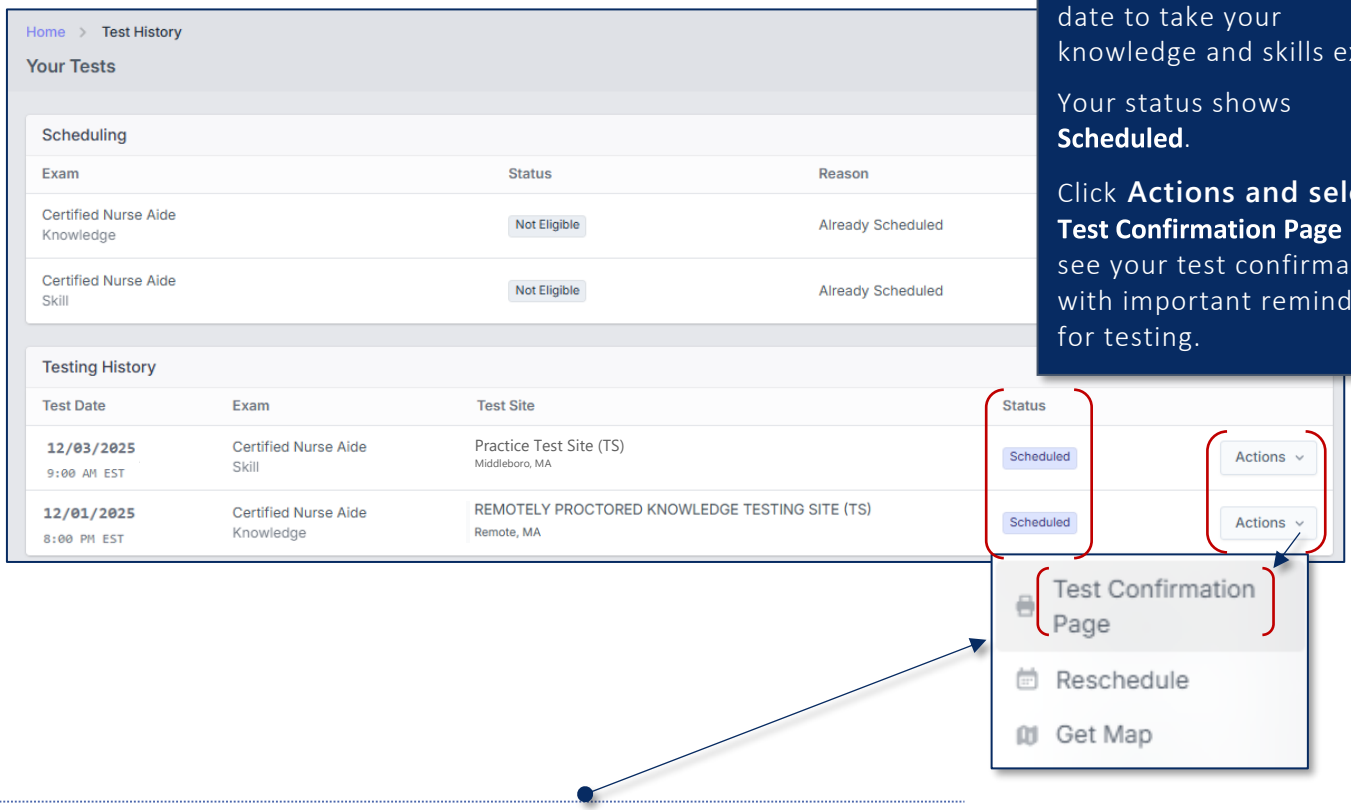
This screen confirms you are scheduled for a test date to take your knowledge and skills exam.

Your status shows **Scheduled**.

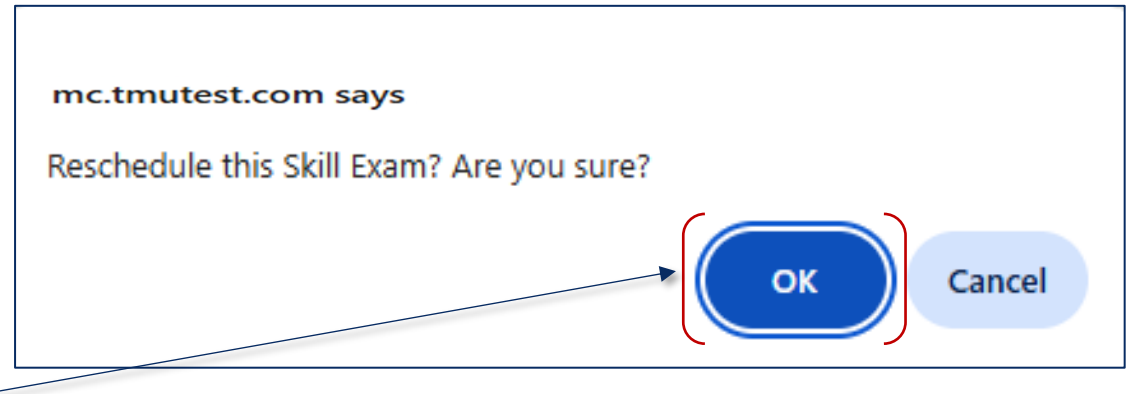
Click **Actions and select Test Confirmation Page** to see your test confirmation with important reminders for testing.



SCREENSHOTS FOR RESCHEDULING A TEST EVENT

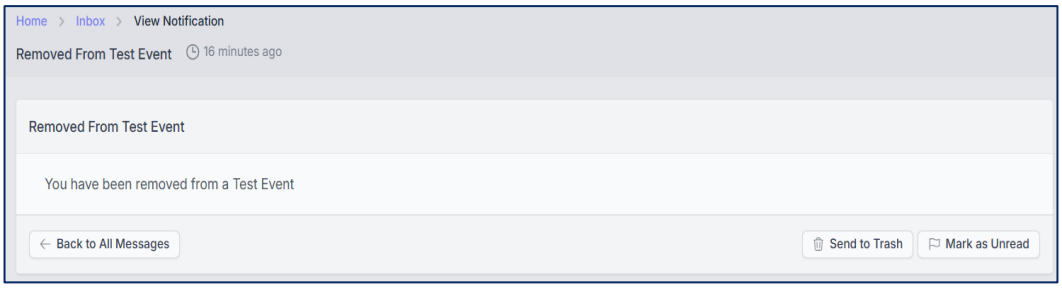
You may reschedule an exam date online in your TMU© account at mc.tmutest.com up until one (1) business day, **excluding** Saturdays, Sundays, and Holidays, before your scheduled exam date.

- If you need to reschedule your test date, under **Actions**, click on **Reschedule** to select another test date.



Click **OK** to confirm you wish to 'RESCHEDULE' from the event. You will then be able to select another available test date.

The following message will be in your notifications.



Many training programs host and pre-schedule in-facility test dates for their graduating students. Your program/instructor will inform you if this is the case. Before scheduling a test, verify with your instructor if the training program has already scheduled and/or prepaid for your test. Regional test seats are open to all candidates. Regional test dates are posted on the Massachusetts CNA TMU© site at mc.tmutest.com.

If you have any questions regarding your test scheduling, call D&SDT at (888) 401-0462 during regular business hours, 8:00AM to 7:00PM ET, Monday through Friday, excluding holidays.

Test Confirmation Letter

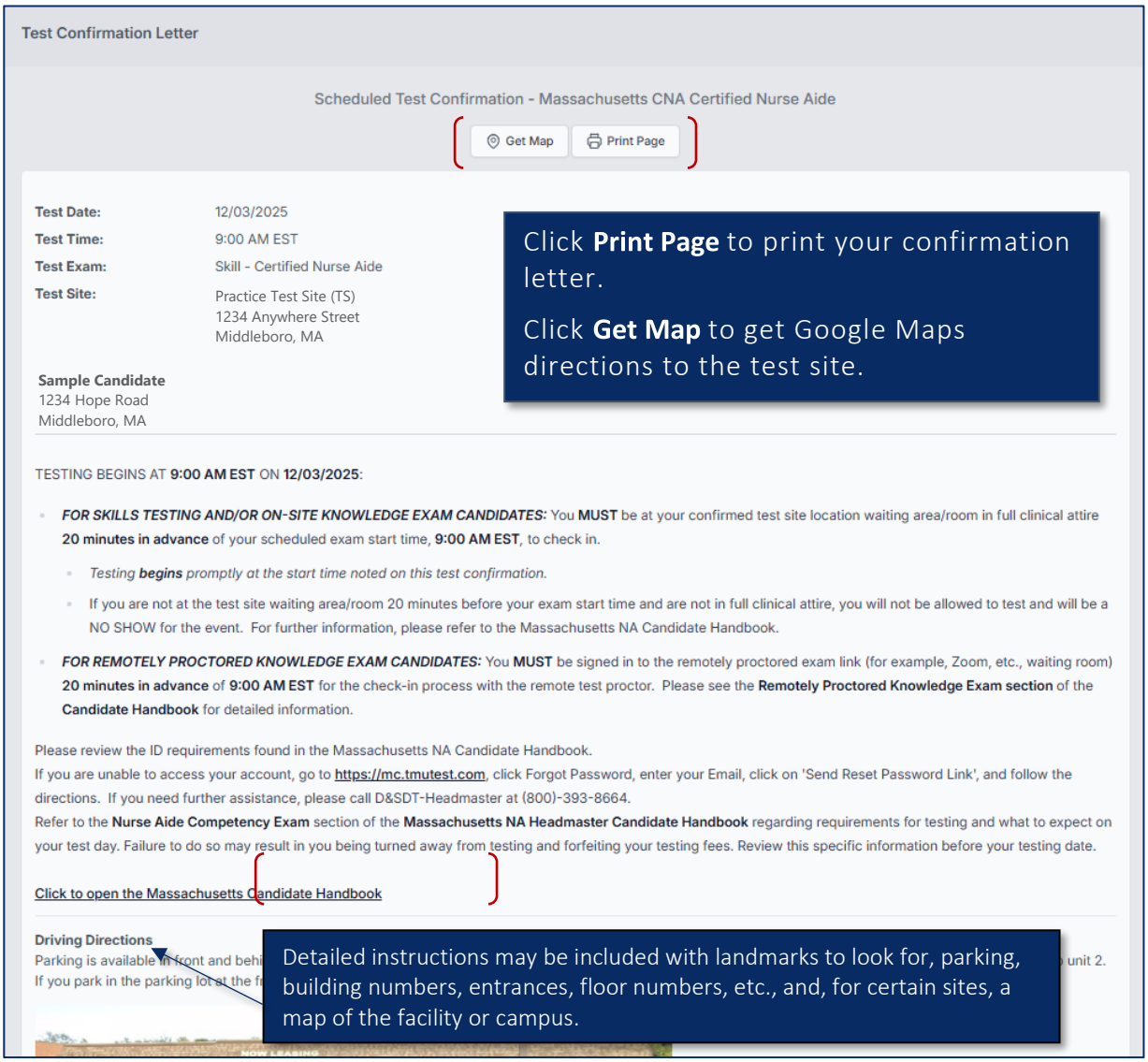
Your test confirmation letter will provide important information regarding where you are scheduled to test (date, time, and address). It can be accessed at any time.

The body of the test confirmation letter will refer you to read the candidate handbook, as it will give you specific instructions on what time to arrive, ID requirements, dress code, and other relevant details.

Note: Failure to read the candidate handbook could result in a no-show status for your test event if you do not adhere to the testing policies, etc.

It is important you read this letter!

Skill Test Confirmation:


Test Confirmation Letter

Scheduled Test Confirmation - Massachusetts CNA Certified Nurse Aide

Get Map | Print Page

Test Date: 12/03/2025
Test Time: 9:00 AM EST
Test Exam: Skill - Certified Nurse Aide
Test Site: Practice Test Site (TS)
1234 Anywhere Street
Middleboro, MA

Sample Candidate
1234 Hope Road
Middleboro, MA

TESTING BEGINS AT **9:00 AM EST** ON **12/03/2025**:

- ***FOR SKILLS TESTING AND/OR ON-SITE KNOWLEDGE EXAM CANDIDATES:*** You **MUST** be at your confirmed test site location waiting area/room in full clinical attire **20 minutes in advance** of your scheduled exam start time, **9:00 AM EST**, to check in.
  - *Testing **begins** promptly at the start time noted on this test confirmation.*
  - If you are not at the test site waiting area/room 20 minutes before your exam start time and are not in full clinical attire, you will not be allowed to test and will be a NO SHOW for the event. For further information, please refer to the Massachusetts NA Candidate Handbook.
- ***FOR REMOTELY PROCTORED KNOWLEDGE EXAM CANDIDATES:*** You **MUST** be signed in to the remotely proctored exam link (for example, Zoom, etc., waiting room) **20 minutes in advance** of **9:00 AM EST** for the check-in process with the remote test proctor. Please see the **Remotely Proctored Knowledge Exam section** of the **Candidate Handbook** for detailed information.

Please review the ID requirements found in the Massachusetts NA Candidate Handbook.
If you are unable to access your account, go to https://mc.tmutest.com, click Forgot Password, enter your Email, click on 'Send Reset Password Link', and follow the directions. If you need further assistance, please call D&SDT-Headmaster at (800)-393-8664.
Refer to the **Nurse Aide Competency Exam** section of the **Massachusetts NA Headmaster Candidate Handbook** regarding requirements for testing and what to expect on your test day. Failure to do so may result in you being turned away from testing and forfeiting your testing fees. Review this specific information before your testing date.

Click to open the Massachusetts Candidate Handbook

Driving Directions
Parking is available in front and behi
If you park in the parking lot at the fr
unit 2.

Click **Print Page** to print your confirmation letter.

Click **Get Map** to get Google Maps directions to the test site.

Detailed instructions may be included with landmarks to look for, parking, building numbers, entrances, floor numbers, etc., and, for certain sites, a map of the facility or campus.

Knowledge Exam Confirmation:

Click **Print Page** to print your confirmation letter.

Click **Get Map** to get Google Maps directions to the test site.

Test Confirmation Letter

Scheduled Test Confirmation - Massachusetts CNA Certified Nurse Aide

Get Map | Print Page

Test Date:	12/03/2025
Test Time:	4:00 PM EST
Test Exam:	Knowledge - Certified Nurse Aide
Test Site:	REMOTELY PROCTORED KNOWLEDGE TESTING SITE (TS) NO PHYSICAL ADDRESS - All TESTING WILL BE CONDUCTED FROM THE CANDIDATE'S LOCATION USING THEIR PERSONAL COMPUTER AND CELL PHONE Remote, MA 00000

Sample Candidate
1234 Hope Road
Middleboro, MA

TESTING BEGINS AT **4:00 PM EST** ON **12/03/2025**:

- ***FOR SKILLS TESTING AND/OR ON-SITE KNOWLEDGE EXAM CANDIDATES:*** You **MUST** be at your confirmed test site location waiting area/room in full clinical attire **20 minutes in advance** of your scheduled exam start time, **4:00 PM EST**, to check in.
  - *Testing **begins** promptly at the start time noted on this test confirmation.*
  - If you are not at the test site waiting area/room 20 minutes before your exam start time and are not in full clinical attire, you will not be allowed to test and will be a NO SHOW for the event. For further information, please refer to the Massachusetts NA Candidate Handbook.
- ***FOR REMOTELY PROCTORED KNOWLEDGE EXAM CANDIDATES:*** You **MUST** be signed in to the remotely proctored exam link (for example, Zoom, etc., waiting room) **20 minutes in advance** of **4:00 PM EST** for the check-in process with the remote test proctor. Please see the **Remotely Proctored Knowledge Exam section** of the **Candidate Handbook** for detailed information.

Please review the ID requirements found in the Massachusetts NA Candidate Handbook.
If you are unable to access your account, go to https://mc.tmutest.com, click Forgot Password, enter your Email, click on 'Send Reset Password Link', and follow the directions. If you need further assistance, please call D&SDT-Headmaster at (800)-393-8664.
Refer to the **Nurse Aide Competency Exam** section of the **Massachusetts NA Headmaster Candidate Handbook** regarding requirements for testing and what to expect on your test day. Failure to do so may result in you being turned away from testing and forfeiting your testing fees. Review this specific information before your testing date.

Click to open the Massachusetts Candidate Handbook

Driving Directions
You have signed up for a remote knowledge test. On testing day, you will not be allowed to receive any assistance with your setup from anyone in your environment. If someone else is in the room with you, the test observer will remove you from the meeting, and you will be considered a "No Show." This test will be taken using your own personal computer/laptop/phone, internet access and Google Chrome browser. You must have 2 devices: one for testing (Ex: computer or laptop) and one for the video conferencing app (Ex: smart phone). Please see the candidate handbook in the documents section of your TMU for official requirements, procedures, and policies regarding remote knowledge testing.
****
****The use of translating software is NOT allowed. Anyone trying to use translating software during their testing will not be allowed to take the exam, you will forfeit any testing fees paid and be marked as a No Show********** If your test has started and it is noted that your testing is not in English, your test will be stopped and scored as a failed attempt.
****

Some tips to ensure you have a successful remote testing experience:

- *Make sure you download the video conferencing app prior to testing day.*
- *Make sure your devices are fully charged, if not plugged in.*
- *Take screenshots of any technical difficulties.*
- *If you need help, give us a call at 1-888-401-0462.*

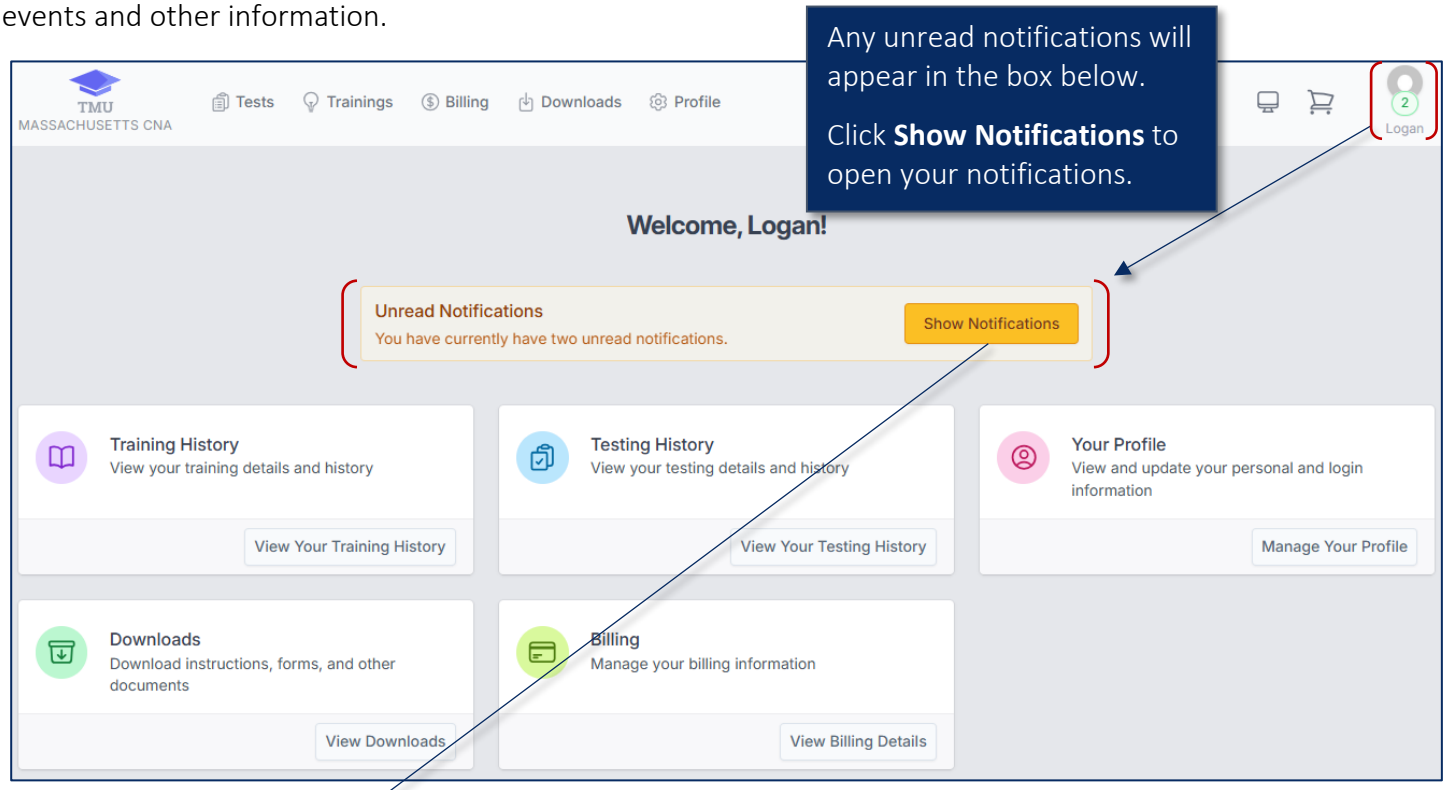
The Remotely Proctored Knowledge Testing detailed instructions included under Driving Directions are shown here.

Please see the **Remotely Proctored Knowledge Exam Option** under the Knowledge/Audio Exam section if you want to take your knowledge exam remotely from your home or elsewhere.

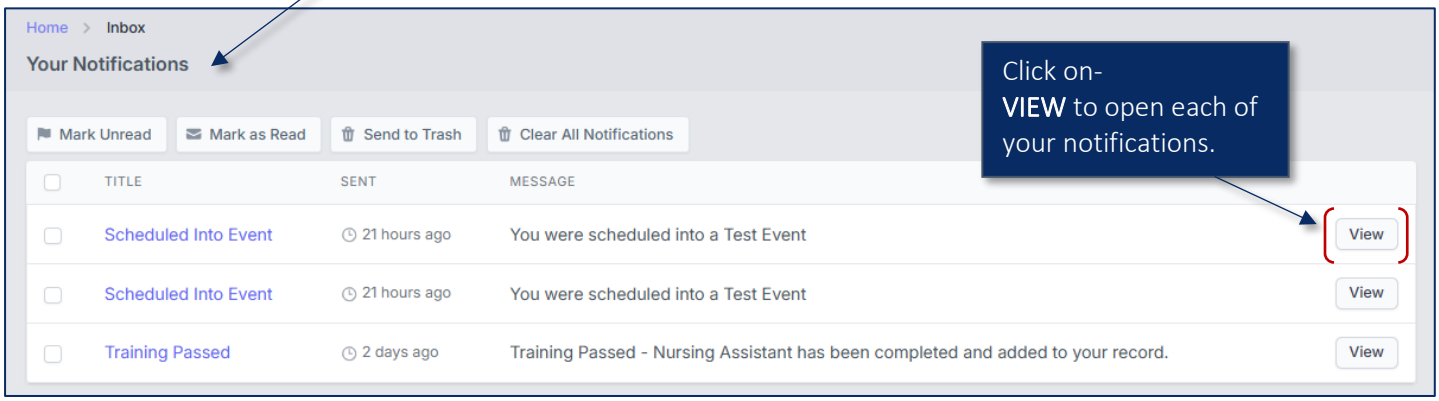
Note: Candidates who self-schedule online or are scheduled by their training programs will receive their test confirmation at the time they are scheduled.

View your Notifications in TMU©

Remember to check your 'notifications' in your TMU© account for important notices regarding your selected test events and other information.



Notification example when scheduled into a test event:



Notification Example – Scheduled to Test:

Home > Inbox > View Notification

Scheduled Into Event 4 days ago

Scheduled Into Event

You have been scheduled for Knowledge Exam **Certified Nurse Aide** beginning **12/03/2025 12:00 PM EST** at Test Site **REMOTELY PROCTORED KNOWLEDGE TESTING SITE (TS)**

Back to All Messages | Send to Trash | Mark as Unread

Notification example if scheduled for a Remotely Proctored Knowledge Exam, showing the type of information received when the Zoom invite is sent:

Home > Inbox

Your Notifications

Mark Unread | Mark as Read | Send to Trash | Clear All Notifications | Preferences

TITLE	SENT	MESSAGE	
Zoom Link & Information for Remote Test on 12/3/25	17 hours ago	[redacted] is inviting you to a scheduled Zoom meeting. Topic: CNA Remote Knowledge Test on December 3, 2025 @ 12:00pm Time: Dec 3, 2025 12:00 PM Eastern Time (US and Canada) Join Zoom Meeting https://us06web.zoom.us/j/83364852209?pwd=OEy5hSji8St0C...	View

Home > Inbox > View Notification

Zoom Link & Information for Remote Test on 12/3/25 17 hours ago

Zoom Link & Information for Remote Test on 12/3/25

Topic: CNA Remote Knowledge Test on December 3, 2025, @ 12:00pm
Time: Dec 3, 2025, 12:00 PM Eastern Time (US and Canada)

Join Zoom Meeting
https://[redacted]
Meeting ID: [redacted]
Passcode: [redacted]

Join instructions
https:/[redacted]
==========
2 devices are needed for testing: A Computer and a Smartphone

Use a SMARTPHONE to join the Zoom link at least 20 minutes, NO later than 10 minutes, before your exam time. The phone/camera (Zoom) is used to monitor your laptop & environment during testing.

Position the phone/camera directly on the wall side of your desk area (facing out into your room) at least an arm's length away from the edge of the computer, as if you are taking a side view 'selfie' of you taking the exam.

Log in to https://mc.tmutest.com ON A COMPUTER, laptop, or tablet with a sufficient WiFi connection in order to be eligible for testing.

Phone/camera MUST be propped securely & aimed at the candidate, computer screen & desk area AT ALL TIMES.

MUST have a US Government-issued, NON-expired, photo ID with signature or fingerprint ready for verification by the test proctor via the Zoom camera. Name on ID– MUST MATCH YOUR TMU PROFILE NAME EXACTLY. For ID Corrections go to: https://mc.tmutest.com/apply/6

The use of translation software is not allowed.

Please read the Knowledge Test Instructions below:
MA NA Remotely Proctored Knowledge Exam Instructions.pdf

IF YOU ARE NOT PREPARED FOR TESTING- you will be removed from Zoom. You will need to reschedule your exam, and your testing fee will be forfeited.

Please contact [redacted] if you have any questions.

Allowable Test Attempts

If you fail the knowledge component four (4) times or the skills component three (3) times, you must complete another Massachusetts Department of Public Health (DPH) approved training program to be eligible to schedule testing.

Many training programs host and pre-schedule in-facility test dates for their graduating students. Your program/instructor will inform you if this is the case. Before scheduling a test, verify with your instructor whether the training program has already scheduled it. Regional test seats are open to all candidates. Regional test dates are posted on the Massachusetts CNA TMU© site at mc.tmutest.com.

Test Day

Exam Check-In

You must arrive at your confirmed test site waiting area/room 20 minutes before your exam is scheduled to start.

- Testing begins promptly at the start time noted.
- You need to make sure you are at the event in the waiting area/room for check-in with the RN Test Observer ***20 minutes before*** the start time.
  - *For example*, if your test starts at 8:00AM, you must be at the test site waiting area for check-in by 7:40AM.

If you are not present at the test site waiting area/room 20 minutes before your test start time, you will not be admitted to the exam, you will be considered a NO-SHOW status, and any exam fees paid *will NOT be refunded*.

If you are scheduled for a remotely proctored knowledge exam, please see the under **Remotely Proctored Knowledge Exam Check-In** section.

Testing Attire for On-Site, In-Person Test Events

You must be in **full clinical attire for all in-person test events,** *which consists* of the following below.

- Clinical attire (scrubs [top and bottom] - as you would on the job)
  and closed-toed shoes.
  - *Scrubs and shoes can be any color/design.*

- It is recommended that long hair be pulled back.

Other testing attire requirements:

- You may bring a standard watch with a second hand.
- Smartwatches, smart glasses, fitness monitors, or Bluetooth-connected devices **are not allowed**.

Note: You will not be admitted for testing if you are not wearing clinical attire and the appropriate shoes. You will be considered a NO-SHOW status. You will forfeit your testing fees and must pay for another exam date.

If you are scheduled for a Remotely Proctored Knowledge Exam, please see the **Remotely Proctored Knowledge Exam Testing Attire** section.

IDENTIFICATION

You must bring your **United States (US) government-issued, non-expired, *signature-bearing photo identification**.

Only original ID cards are accepted. Photocopies, images, faxes, emails, screenshots, and electronic or digitally stored forms of identification (for example, Apple or Google Wallet) ***will not be accepted.***

Examples of the forms of signed, non-expired photo IDs that are acceptable are:

- **State** (non-expired from any state is acceptable) **or other United States government-issued Driver's License**
  - *You may use the original letter with photo, expiration date, and signature issued by the Department of Motor Vehicles (DMV) that you received when you applied for or renewed your driver's license while waiting to receive your new license.*
- **State-issued Identification Card** (non-expired from any state is acceptable)
- **Signed US Passport (Foreign Passports and Passport Cards *are not* acceptable)**
  - *Exception: A signed foreign passport with a US VISA attached is acceptable (the VISA does not have a signature).*
- **Permanent Resident Card (Green Card or Alien Registration Card)/Employment Authorization Card issued by the U.S. Citizenship and Immigration Services (USCIS)**
  - *Now accepted without a signature or fingerprint IF ISSUED from January 30, 2023, to present day. If issued before January 1, 2023, may contain a fingerprint in place of a signature.*
- **Tribal Identification Card**
  - *A signed photo ID with an expiration date (not expired) issued by a federally recognized Tribal Nation/Indian Tribe.*
- **US Military Identification Card**
- *Accepted without a signature or fingerprint, but will have a bar code or may contain a fingerprint in place of a signature.*

EXCEPTION FOR HIGH SCHOOL STUDENTS ONLY: If you do not have a current, official US (United States of America) Government-issued photo-bearing identification card, you must provide your current year high school identification card with a photo and a secondary form of identification as listed below. *Approved secondary forms of identification for high school students only:*

→ Social Security card – hard copy
→ Birth certificate - certified
→ Credit/Debit Card - signed and not expired
→ Health Insurance card
→ Hunting License

The **FIRST** and **LAST** names listed on your ID presented to the RN Test Observer during check-in at your test event ***MUST MATCH THE FIRST AND LAST NAMES*** entered in the Massachusetts CNA TMU© database by your training program. You may call D&SDT at (888) 401-0462 during regular business hours, 8:00AM to 7:00PM ET, Monday through Friday, excluding holidays, to confirm that your name of record matches your acceptable ID, or sign in to your TMU© account mc.tmutest.com using your Email or Username and Password, to check or change your demographic information. See more information under **Demographic Updates / Changes / Corrections**.

Note:

- **You will not be admitted for testing if you do not bring proper/valid identification**.
  - Be sure your US government-issued, *signed, non-expired photo-bearing form of identification is not expired and is signed.
  - Check to ensure that the FIRST and LAST printed names on your form of identification match your current name of record in your TMU© account.
  - A driver's license or state-issued ID card with a hole punched in it is NOT VALID and will not be accepted as an acceptable form of ID.
- In the cases where names do not match or your IDs are not proper/valid or have a hole punched in them, this is considered a NO-SHOW STATUS, and you will have to reschedule and pay for another test and date.

You will be required to re-present your photo ID when you enter the knowledge test room and the skills lab (if testing on-site). Please keep your photo ID with you throughout the exam day.

DEMOGRAPHIC UPDATES / CORRECTIONS / CHANGES

The name on your US government-issued identification must match the name entered in the Massachusetts TMU©. If your legal name has changed, or you have an address change or date of birth correction, please complete the **DEMOGRAPHIC CHANGE/CORRECTION REQUEST FORM** and upload your name change documentation (official name change documentation such as a marriage certification, divorce decree, or other legal State document that shows the name change, ***along with*** your ID or driver's license with your updated name on it). The form is under 'APPLICATIONS' on the Massachusetts CNA TMU© main web page (before you log in to your account), or click on this link: https://mc.tmutest.com/apply/6.

INSTRUCTIONS FOR THE KNOWLEDGE, REMOTELY PROCTORED KNOWLEDGE AND SKILL EXAMS

Test instructions for the knowledge and skills exams will be provided in written format in the waiting area when you check in for your test.

These instructions outline the process and what to expect during your exam. Please read the instructions ***before*** entering the knowledge exam room or skills lab. The instructions will be left in the waiting area during testing for you to refer to throughout your time at the test site. The RN Test Observer and Knowledge Test Proctor will ask questions about the instructions you read when entering the testing rooms.

The **Knowledge, Remotely Proctored Knowledge and Skill Exam Instructions** are available under the **'DOWNLOADS'** tab in your TMU© account. Refer to the **Access the Candidate Handbook and Testing Instructions** section of this handbook.

Testing Policies

The following policies are observed at each test site:

- Make sure you have signed in to your TMU© account at **mc.tmutest.com** ***well before*** your test date to update your password and verify your demographic information. Refer to this handbook's **Complete your TMU© Account** section for instructions and information.
  - **If you have not signed in and completed/updated your TMU© account when you arrive for your test, you may not be admitted to the exam, and any exam fees paid *will NOT be refunded*.**
- Plan to be at the test site for up to five (5) hours in the worst-case scenario.
- **You must arrive at your confirmed test site waiting area/room 20 minutes before your exam is scheduled to start.** (*For example*: if your test start time is 8:00AM – you must be at the test site waiting area at 7:40AM.) **If you are not present at the test site waiting area/room 20 minutes before your test start time, you will not be admitted to the exam, you will be considered a NO SHOW, and any exam fees paid *will NOT be refunded*.**
  - If you are scheduled for a remotely proctored knowledge exam, please see the check-in procedures/policies under **Remotely Proctored Knowledge Exam Check-In** section.
- If you do not bring a valid and appropriate US government-issued, non-expired, *signed photo ID *(see details in this handbook's* **Identification** *section)*, you will not be admitted to the exam, and any exam fees paid *will NOT be refunded*.
  - If the **FIRST** and **LAST** printed names listed on your ID presented to the RN Test Observer during check-in at your test event **DO NOT EXACTLY MATCH** your FIRST and LAST names that were entered in the Massachusetts nurse aide TMU© database, you will not be admitted to the exam, considered a no-show status, and any exam fees paid *will NOT be refunded*.
- If you do not wear full clinical attire with appropriate shoes and long hair pulled back, and conform to all testing policies for both the knowledge and skills portion of the exam, you will not be admitted to the exam, considered a no-show status, and any exam fees paid *will NOT be refunded*.
  - For remotely proctored knowledge testing, see the **Remotely Proctored Knowledge Exam Testing Attire** section.
- If you do not show up for your exam day, or are considered a NO-SHOW STATUS for any reason *(see details in this handbook's* **No-Show Status** *section)*, any test fees paid will NOT be refunded. You must repay your testing fees online in your TMU© account using your Email or Username and Password to schedule another exam date.
- **ELECTRONIC DEVICES AND PERSONAL ITEMS:** Cell phones, smartwatches, smart glasses, fitness monitors, electronic recording devices, Bluetooth-connected devices, and personal items (such as water bottles, purses, briefcases, large bags, study materials, extra books, or papers) are not permitted to be on or near you in either testing room. The testing team will inform you of the designated area for your personal items and electronic devices, and you will collect them when you complete your test(s).
  - All electronic devices must be **turned off**.
    - → Smartwatches, smart glasses, fitness monitors, or Bluetooth-connected devices must be removed from your wrist or body and **turned off**.
    - → If you are scheduled for a remotely proctored knowledge exam, please see procedures/policies under **Remotely Proctored Knowledge Exam Option**.

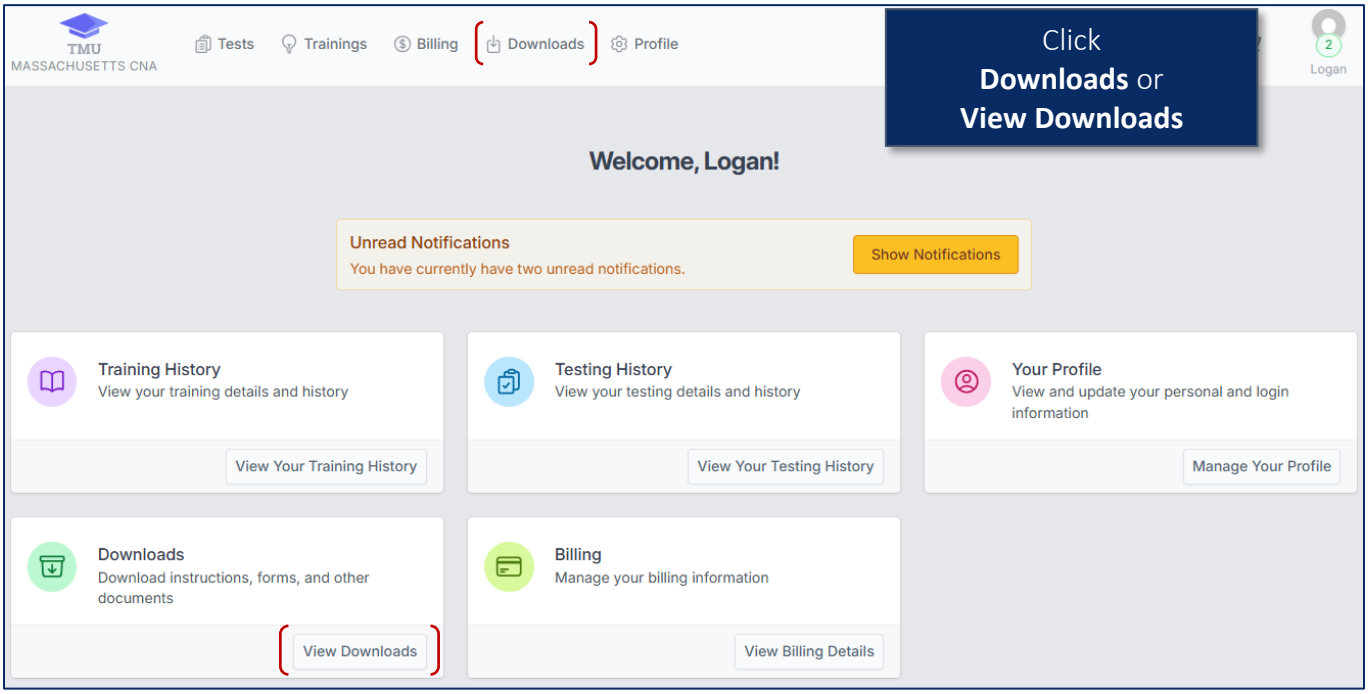
- Anyone caught using any electronic recording device during either component (knowledge or skills) of the exam will be dismissed from the exam and testing room(s), your test will be scored as a failed attempt, you will forfeit all testing fees paid, and you will be reported to your training program and the Massachusetts Department of Public Health (DPH). Please refer to the **Security** section of this handbook.
- Behavioral misconduct or unlawful acts by test candidates are strictly prohibited at any stage of the competency evaluation. Such actions may result in dismissal from the test site, denial of testing privileges, and reporting to your training program and the Massachusetts Department of Public Health (DPH). Please see the **Security** section of this handbook.
- **LANGUAGE TRANSLATION DICTIONARIES:** Published foreign word-for-word translation dictionaries **are allowed**. Dictionaries with definitions or handwriting/notes will not be allowed. You must show your published word-for-word translation dictionary to the test observer/proctor during check-in (on-site or remotely proctored) at your test event. **Using a translator, language translators that are not pre-approved, and electronic dictionaries are not allowed.**
- **SCRATCH PAPER AND CALCULATORS:** If needed, you may do math calculations on scratch paper or with the basic calculator provided by the KTP.
- You are not allowed to leave the testing room (knowledge test room/remotely proctored test event or skills lab) once the exam has begun ***for any reason***. If you do leave during your test event, you will not be allowed back into the testing room/event to finish your exam.
- You may not remove any notes or other materials from the testing room.
- You are not permitted to eat, drink, or smoke (e-cigarettes or vape) during the exam.
- You may use personal devices in the waiting area during your free time.
- You are encouraged to bring a jacket, snack, drink, or study material while waiting to test.
- Test sites, RN Test Observers, Knowledge Test Proctors, and Actors are not responsible for the candidate's personal belongings at the test site.
- No visitors, guests, pets (including companion and emotional support animals), or children are allowed.
  - Service animals (a dog that has been individually trained to perform specific tasks for people with disabilities) are allowed. We encourage you to contact D&SDT at (888) 401-0462, or via email, massachusetts@hdmaster.com, once you schedule a test date, so we can notify the testing team.
  - If you attend your event with guests, pets (including companion or emotional support animals), or children of any age, you will not be permitted to test and will forfeit all testing fees paid.
- **You may not test if you are ill (sick).** Call D&SDT at (888) 401-0462 immediately to reschedule *(see the **note** on the next page)*.
  - **You may not test** if you have any physical limitation (excluding pre-arranged ADAs) that would prevent you from performing your duties as a nurse aide. (Examples: cast, arm/leg braces, crutches, etc.) Call D&SDT at (888) 401-0462 immediately to reschedule if you are on doctor's orders *(see the **note** below)*.

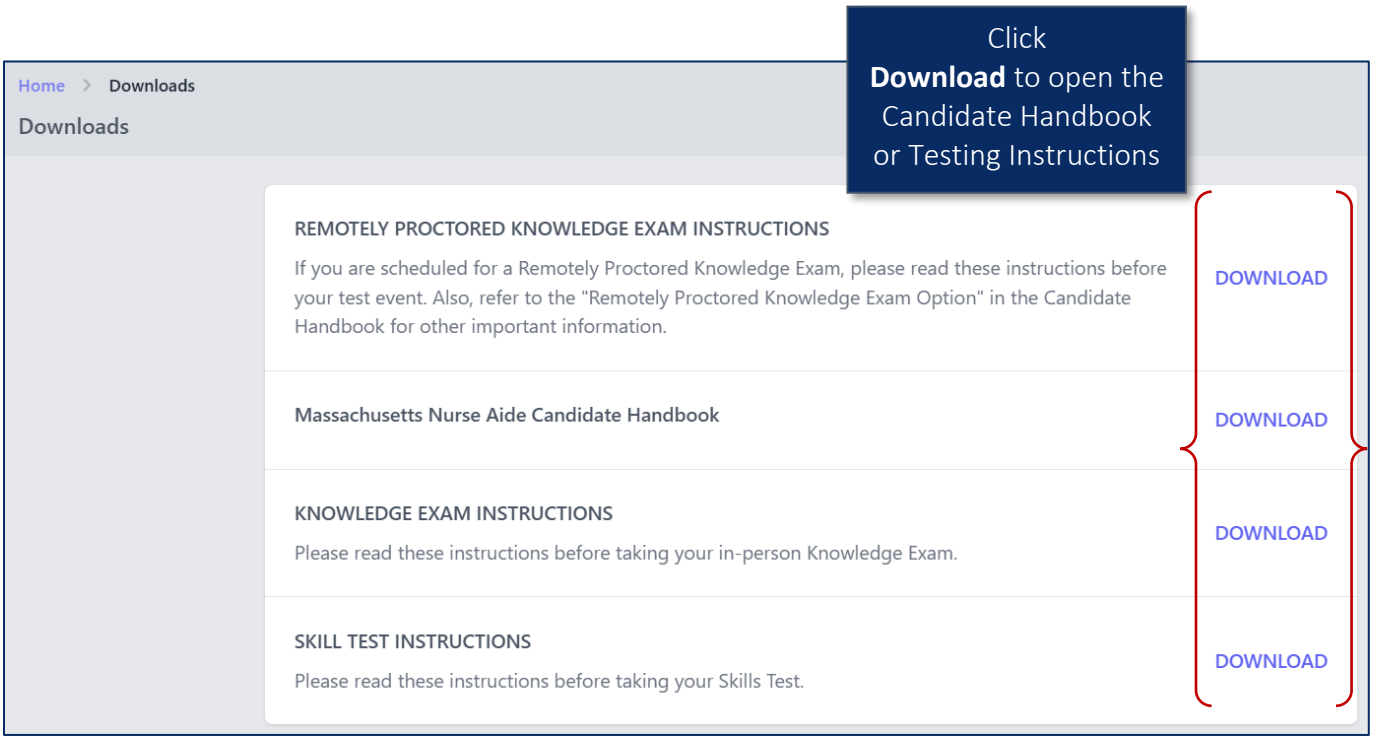
    NOTE: Please refer to the handbook's **Rescheduling Policy** and **No-Show Exceptions** sections.

    → *Reschedules will not be granted less than one (1) full business day before a scheduled test date.*
- ***Please refer to this Massachusetts Nurse Aide Candidate Handbook before your test day for any updates to testing and policies.***

- The Candidate Handbook and Testing Instructions can also be accessed within your TMU© account under your 'Downloads' tab.

ACCESS THE CANDIDATE HANDBOOK AND TESTING INSTRUCTIONS





Security

Behavioral misconduct or unlawful acts by test candidates are strictly prohibited at any stage of the competency evaluation. Such actions may result in dismissal from the test site, denial of testing privileges, and reporting to your training program and the Massachusetts Department of Public Health (DPH).

You will be asked to leave the test site, your test will be stopped and scored as a failed attempt, and you will forfeit any testing fees if you, which may include, but are not limited to, the following circumstances:

- Are caught cheating
- Refuse to follow directions
- Use abusive language or threaten others
- Disrupt the examination environment
- Are visibly impaired
- Engage in unprofessional or aggressive behavior
- Attempt to remove test material, take notes, or copy information
- Give or receive unauthorized help during testing, including using electronic devices (e.g., cell phones, smartwatches) or navigating to other browsers during your exam

A report of your behavior will be sent to your training program and the DPH, and you are subject to legal prosecution to the fullest extent of the law. You may not be eligible to retest for at least six months and may need DPH permission to test again.

Rescheduling Policy

All candidates may reschedule for free online at **mc.tmutest.com** any time **up until one (1) full business day** before a scheduled test day, excluding Saturdays, Sundays, and holidays.

If you must reschedule your exam date, please do so as soon as possible. You may reschedule an exam date online by signing in to your TMU© account. (See instructions under **Schedule / Reschedule a Test Event**).

- **Example:** If you are scheduled to take your exam on a Saturday, Sunday, or Monday, you would need to reschedule by the close of business on the Thursday before your scheduled exam. D&SDT is open 8:00AM to 7:00PM ET, Monday through Friday, excluding holidays.
- Please see the **SCREENSHOTS FOR RESCHEDULING A TEST EVENT** for a visual of rescheduling online.

The scheduled test date is on a:	Reschedule before 7:00PM ET the previous:
Monday	The previous Thursday
Tuesday	The previous Friday
Wednesday	The previous Monday
Thursday	The previous Tuesday
Friday	The previous Wednesday
Saturday	The previous Thursday
Sunday	The previous Thursday

Note: Reschedules will not be granted less than one full business day before a scheduled test date.

Refund of Testing Fees Paid

Requesting a refund of testing fees paid is different than rescheduling a test date. Requesting a refund means you are not interested in taking the Massachusetts nurse aide certification exam.

Scheduled in a Test Event

1) If you are scheduled for a test event, you can request a refund of the testing fees paid by filling out and submitting the **CANDIDATE-Refund of Testing Fees Paid Form** on D&SDT's Massachusetts Nurse Aide web page at least one (1) full business day before your scheduled test event (excluding Saturdays, Sundays, and holidays). No phone calls will be accepted.
   - *Example:* If you are scheduled to take your exam on a Saturday, Sunday, or Monday, you would need to request a refund by the close of business on the Thursday before your scheduled exam. D&SDT is open until 7:00PM ET, Monday through Friday, excluding holidays.
2) Refund requests made in the required time frame qualify for a full refund of any testing fees paid minus a $35 refund processing fee.
3) Refund requests must be made within thirty (30) days of payment of the original testing fees with D&SDT. Requests for refunds submitted more than 30 days after the original payment of testing fees with D&SDT will not be approved.

Not Scheduled in a Test Event

1) Refund requests must be made within thirty (30) days of the original payment of testing fees with D&SDT. Requests for refunds submitted more than 30 days after the original payment of testing fees with D&SDT will not be approved.
2) To request a refund for testing fees paid, you must fill out and submit the **CANDIDATE-Refund of Testing Fees Paid Form** on D&SDT's Massachusetts Nurse Aide web page. No phone calls will be accepted.
3) Refund requests made in the required time frame qualify for a full refund of any testing fees paid minus a $35 refund processing fee.

Unforeseen Circumstances Policy

If an exam date is canceled due to weather or other unforeseen circumstances, D&SDT staff will make every effort to contact you using the contact information (phone number/email) we have on file in your TMU© account to reschedule you for no charge to a mutually agreed-upon new test date.

Therefore, you must keep your contact information up to date in case we need to contact you *(*see examples below for reasons we may not be able to contact you that you are responsible for).*

If D&SDT is unable to reach you via phone call or email with the information in your TMU© account (*see examples below) due to an unforeseen circumstance for a test event you are scheduled for, you will be removed from the test event, and D&SDT will not reschedule you until we hear back from you.

NOTE: The *examples listed below are your responsibility to check and/or keep updated.

- If D&SDT leaves you a message or emails you at the phone number or email in your TMU© account and:
  - you do not call us back in a timely manner

- your phone number is disconnected/your voice mailbox is full
- you do not check your messages in a timely manner
- you do not check your email or reply to our email in a timely manner
- your email is invalid, or you are unable to access your email for any reason

See more information under **No-Show Exceptions**.

No-Show Status

If you are scheduled for your exam and do not show up without notifying D&SDT at least one (1) full business day before your scheduled testing event, **excluding** Saturdays, Sundays, and holidays, OR if you are turned away for lack of proper identification, not arriving at the test site 20 minutes before the test start time, or any other reason to deem you ineligible to test, you will be considered a **NO-SHOW STATUS.** You will forfeit all fees paid and must sign in to your TMU© account to repay or submit a new testing fee to schedule yourself into a new test event.

These fees partially offset D&SDT's costs for services requested and the resulting work performed. If a reschedule or refund request is not made or received before the one (1) full business day preceding a scheduled test event, excluding Saturdays, Sundays, and holidays (see examples under **Rescheduling Policy** and **Refund of Testing Fees Paid**), a NO-SHOW status will exist. You will forfeit your testing fees and must repay the full testing fee to secure a new test event.

No-Show Exceptions

Exceptions to the no-show status exist; if you are a no-show for any test component for any of the following reasons, a free reschedule will be authorized to the remitter of record, provided **the required documentation is received within the appropriate time frames outlined below:**

⇒ Complete, upload the required documentation, and submit (**within the required time frames outlined below**) the **No Show Exception Form** available on the Massachusetts TMU© main page under 'APPLICATIONS', or click this link: **https://mc.tmutest.com/apply/12**

- **Car breakdown or accident**: D&SDT must be contacted via phone call, fax, or email within one business day. A tow bill, police report, or other appropriate documentation showing your name and the provider of the service name must be submitted within **three (3) business days** of the exam date. If we do not receive proof within 3 business days, your no-show status will stand, and you will be required to repay your testing fee.

- **Weather or road condition-related issue**: D&SDT must be contacted via phone call, fax, or email within one business day. A road report, weather report, or other appropriate documentation must be submitted within **three (3) business days** of the exam date. If we do not receive proof within 3 business days, your no-show status will stand, and you will be required to repay your testing fee.

- **Medical emergency or illness**: D&SDT must be contacted via phone, fax, or email within one business day. A doctor's note showing your name and the provider of the service name, or on the provider's letterhead, must be submitted within **three (3) business days** of the missed exam date. If we do not receive proof within 3 business days, your no-show status will stand, and you will be required to repay your testing fee.

- **Death in the family**: D&SDT must be contacted via phone call, fax, or email within one business day. An immediate family obituary or letter on your behalf from the funeral home showing your name must only be submitted within **seven (7) business days** from a missed exam date. If we do not receive proof within 7 business days, your no-show status will stand, and you will be required to repay your testing fee. (The immediate family includes the parent, grandparent, great-grandparent, sibling, children, spouse, or significant other.)

- **Remotely proctored testing issues:** D&SDT must be contacted via phone, fax, or email within one business day. Appropriate documentation showing your name and the provider of the service name must be submitted within **three (3) business days** of the exam date. If we do not receive proof within 3 business days, your no-show status will stand, and you will be required to repay your testing fee.
  - **Internet outage or issue:** Documentation showing your name and the provider of the service name from the Internet provider, showing the outage date and times.
  - **Computer or cell phone issue:** If the computer or cell phone fails to work, documentation from a computer repair technician/shop or other appropriate documentation showing your name and the provider of the service is required.

Candidate Feedback

Exit Survey

Candidates can complete an exit survey via a link when viewing their test results in their TMU© account. The survey is confidential and will not affect the outcome of any test. You are encouraged to complete the survey with honest feedback on the examination process to help improve it.

Test Results

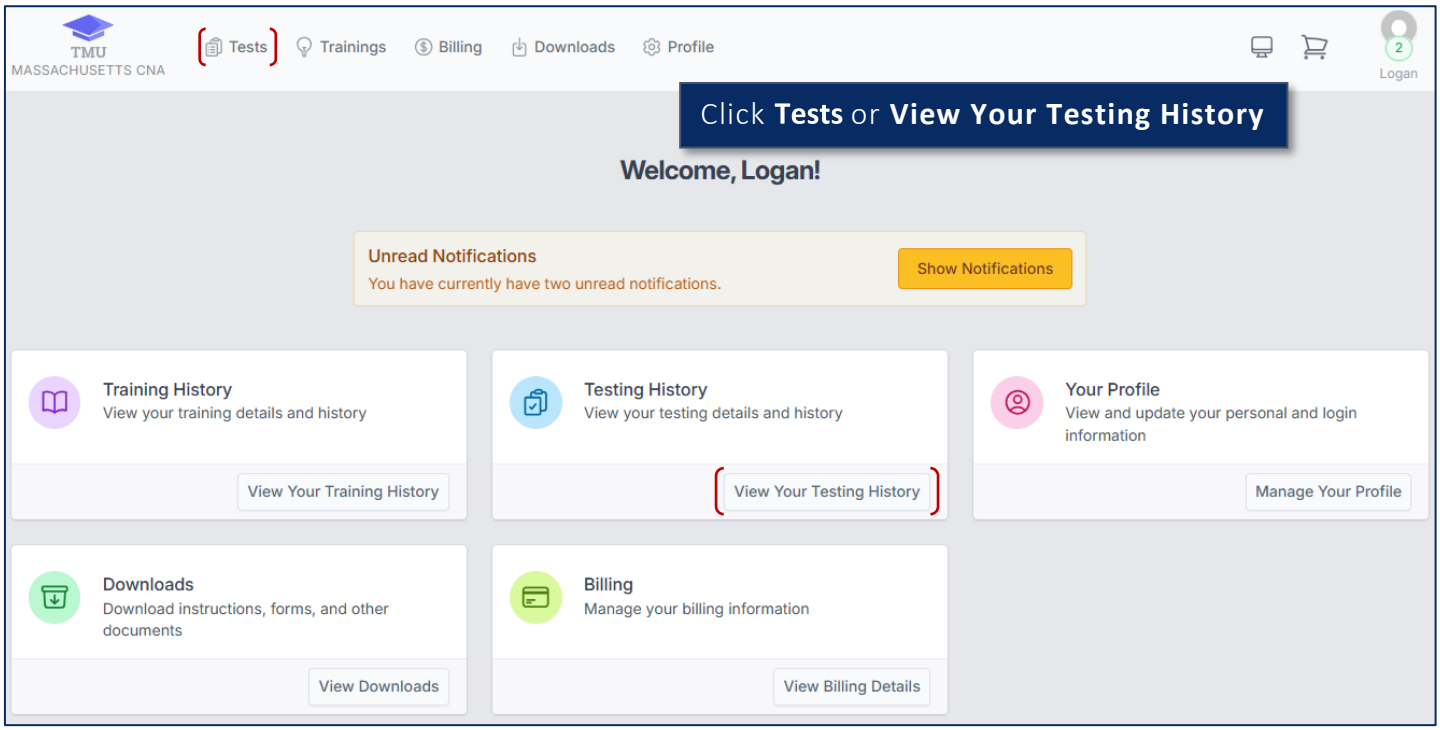
After you have completed both the Knowledge and Skill Test components of the competency exam, your test results will be officially scored and double-checked by D&SDT scoring teams. Official test results will be available **after 7:00PM (ET) on the business day after your test event** by signing in to your TMU© account. D&SDT cannot release test results over the phone.

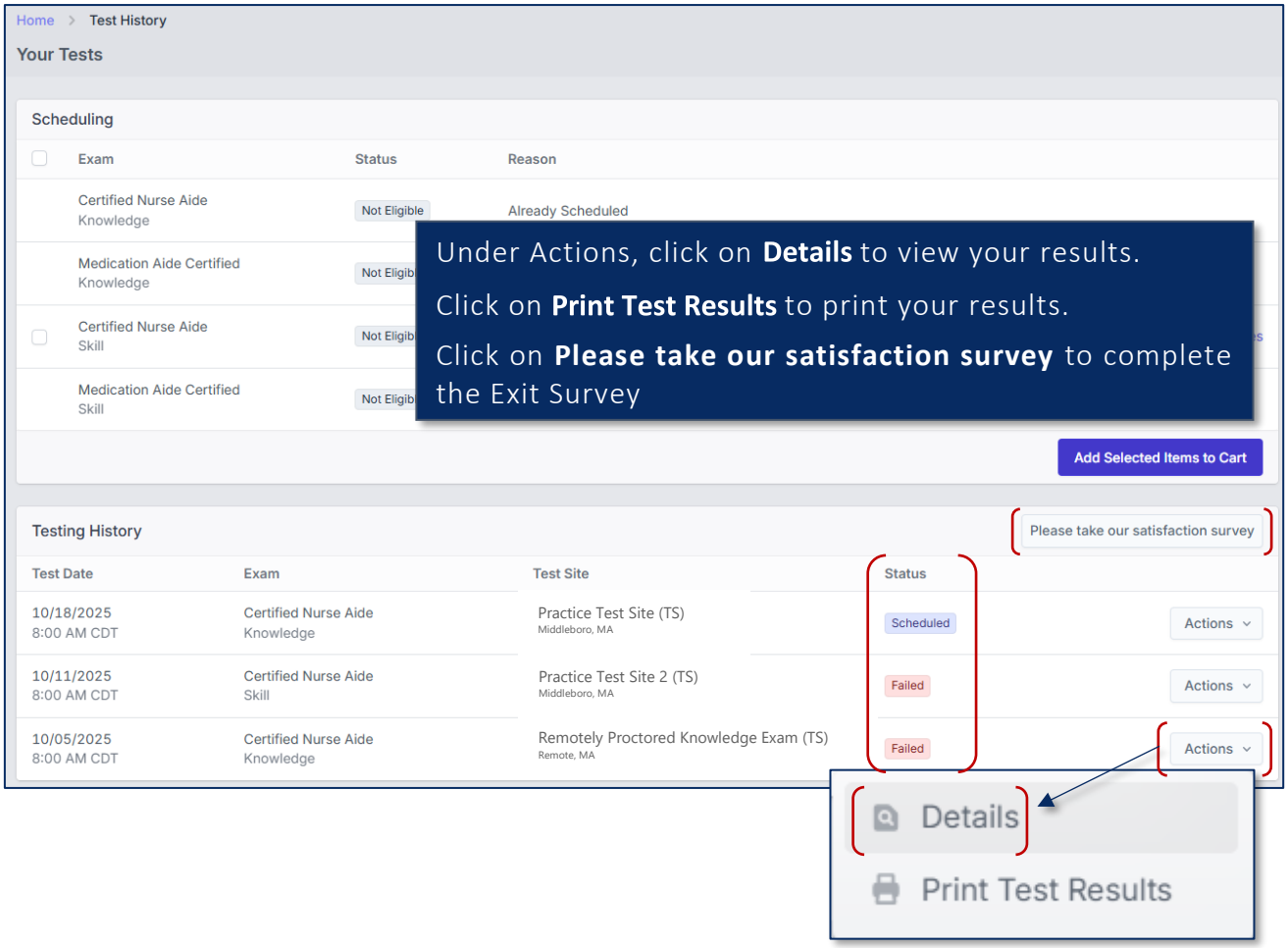
When you pass your exam, you may be certified and listed on the Massachusetts Nurse Aide Registry **ONLY AFTER you have met all Massachusetts Department of Public Health (DPH) requirements.** *One* of those requirements is passing the knowledge and skill test components of the Massachusetts nurse aide examination.

Note: *D&SDT does not send postal mail test results letters.*

Sign in to your TMU© account at **mc.tmutest.com** to view your test results. The screenshots on the next page illustrate the results.

Access your Test Results





Knowledge Exam Test Results Example:

Under **Test Actions**, click the drop-down menu and click **Print Results** to get a hard copy of your results. Or, click the **printer icon** next to **Test Actions.**

Knowledge Test Detail

You have **failed** the knowledge portion of the Certified Nurse Aide exam.
Your overall knowledge test score is 74.00%.
You must have an overall score of **75%** or better to pass.

Candidate Logan
Certified Nurse Aide Test

Test Actions

TEST EVENT	10/05/2025 8:00 AM CDT
TEST SITE	Remotely Proctored Knowledge Exam (TS) Remote, MA

Print Results
Get Directions

Scoring & Performance

Test Status	Score	Total correct	Total Answered
Failed	74.00%	74 / 100	100

Example

Performance by Subject

Safety	70%
Communication	88%
Infection Control	88%
Resident Rights	90%
Data Collection	50%
Basic Nursing Skills	60%
Role / Responsibility	70%
Disease Process	71%
Mental Health	70%
Personal Care	78%
Care Impaired	100%
Aging Process/Restorative Care	50%

27 Missed Vocabulary Words

biohazard bag, choking, body mechanics, anxiety, hyperventilation, resident's chart, urination, cueing, input and output (I&O), manipulative behavior, aging, mental health, frayed cord, weighing, elderly, gait belt, confidentiality, emphysema, infection, input and output (I&O), communication, skin integrity, positioning, appropriate response, diabetes, aging, restraints

Skill Exam Test Results Example:

Under Actions, click on **Details** to view your results. Click on **Print Test Results** to print your results.

Skill Test Detail

You have **failed** the skill portion of the Certified Nurse Aide exam.
You must correctly perform all of the **key steps** and **80%** of all non-key steps on each assigned task to pass the skill test.

Candidate Logan
Certified Nurse Aide Skill Test

Test Actions

TEST EVENT	10/11/2025 8:00 AM CDT
TEST SITE	Practice Test Site (TS) Middleboro, MA

Details
Print Test Results

Scoring & Performance

Example

Test Status
Failed

Tasks Completed
2 / 3

Task #1: Catheter Care for a Female w/Hand Washing (7/2023)

Score Passed
100.00%

Steps Correct
42 / 42

Task #2: Dressing Resident w/an Affected (Weak) Side (7/2023)

Score Passed
100.00%

Steps Correct
17 / 17

Click **View Failed Steps** to see the steps missed.

Task #3: Assisting Resident to Ambulate using a Gait Belt

Score Failed
88.00%

Steps Correct
22 / 25

View Failed Steps

Locks bed brakes.
Locks wheelchair brakes.
Ensures safety at all times.

Test Attempts

You have **four (4) attempts** to pass the knowledge portion and **three (3) attempts** to pass the skill test portion of the exam. If you fail four attempts on the knowledge component or three attempts on the skills component, you must complete a new Massachusetts Department of Public Health (DPH) approved training program to become eligible to further attempt the Massachusetts CNA examinations.

NOTE: Federal and State regulations allow healthcare facilities to employ students for up to 120 days from the day employment and training is offered in an approved facility-based nurse aide training and competency evaluation program. However, if you fail four (4) attempts on the knowledge portion or three (3) attempts on the skills portion of the state competency exam, the facility is no longer allowed to employ you to perform nurse aide duties.

Retaking the Nurse Aide Exam

If you fail the knowledge and/or skill portion of the examination, when you want to apply for a retest, you will need to repay the portion you failed before you can schedule a new exam date.

You can schedule a test or re-test online by signing in to your TMU© account with your Email or Username and Password at mc.tmutest.com. (See instructions with screenshots under **Schedule / Reschedule a Test Event**.) You will need to pay with a Visa or MasterCard credit/debit card before you can schedule.

If you need assistance scheduling your re-test, please call D&SDT at (888) 401-0462 during regular business hours, 8:00AM to 7:00PM ET, Monday through Friday, excluding holidays. We can assist you with scheduling a test or retest date, provided your fees have been paid.

Test Review Requests

You may request a review of your test results or dispute any other testing condition. The purpose of this review process is to ensure fairness and accuracy in the evaluation of your test.

***PLEASE READ BEFORE FILLING OUT THE TEST REVIEW REQUEST:** Please call D&SDT at (888) 401-0462 during regular business hours, Monday through Friday, 8:00AM to 7:00PM ET, excluding Saturdays, Sundays, and holidays, and discuss the test outcome you are questioning before committing to sending the $25 test review request deposit fee. Once you have further details about the scoring of your test, you will often understand the scoring process and learn how to better prepare yourself for subsequent exam attempts. If, after discussion with D&SDT staff, you still have a concern with your testing process that affected the outcome of your exam, you may submit a Test Review Request.

There is a $25 non-refundable test review deposit fee. To request a review, complete the **Test Review Request and Payment Application**, available on the Massachusetts CNA TMU© main page (before you log in to your account) at mc.tmutest.com. Test Review Requests must be received **within three (3) business days** from the official scoring of your test (excluding Saturdays, Sundays, and holidays). Late requests will be denied and will not be considered.

Since one qualification for certification as a nurse aide in Massachusetts is demonstrated by examination of minimum nurse aide knowledge and skills, the likely outcome of your review will determine who pays for any re-

tests granted. If, after investigation, the review finding is in your favor, you will be refunded the $25 test review deposit. If the review finding is *not in your favor*, the $25 test review deposit will stand, and the fee is non-refundable.

D&SDT will review your detailed recollection, your knowledge test markings, and any skill task measurements you recorded at the time of your test, in addition to reviewing markings, notations, and measurements recorded by the RN Test Observer at the time of your test. We will interview the RN Test Observer, Actor, or Knowledge Test Proctor about the facts detailed in your dispute documentation. D&SDT will re-check the scoring of your test and may contact you and/or the RN Test Observer, Actor, and/or Knowledge Test Proctor, and other candidates who were on-site at your test event for any additional information about the test event.

D&SDT cannot review test results or reviews with the candidate's instructor/training program. After a candidate reaches age 18, D&SDT will discuss test results or test reviews only with the candidate. D&SDT will not review test results or reviews with family members or anyone else on the candidate's behalf once the candidate is 18. D&SDT will complete your review request within ten business days of receiving your timely review request and will email the review results to your email address and the Massachusetts Department of Public Health (DPH).

THE KNOWLEDGE/AUDIO EXAM

Knowledge Exam Content

The Knowledge Exam consists of **60 multiple-choice questions**. Questions are selected from subject areas based on the Massachusetts Department of Public Health (DPH)- approved Massachusetts test plan and include all required categories defined in federal regulations.

The subject areas are as follows.

Subject Areas

Subject Area	Number of Questions	Subject Area	Number of Questions
Aging Process and Restorative Care	2	Infection Control	4
Basic Nursing Skills	8	Mental Health	4
Care Impaired	3	Personal Care	4
Communication	5	Resident Rights	6
Data Collection	2	Role and Responsibility	9
Disease Process	7	Safety	6

Knowledge Exam Content - Subject Area Definitions

Aging Process and Restorative Care: Questions concerning the process and progression of humans becoming what they will be as they move along the timeline of their lives, and the maintenance of physical, mental, and psychosocial function.

Basic Nursing Skills: Questions concerning any act or activity that would be considered a basic skill necessary to perform the job of a CNA.

Care Impaired: Questions concerning dealing with residents who are physically or mentally limited from receiving "standard" care. CNAs must perform more extensive or different tasks to accommodate these residents.

Communication: Questions concerning any type of communication, verbal and nonverbal, written, spoken, or any communication related to hearing, seeing, feeling, tasting, or smelling.

Data Collection: Questions concerning data acquisition, handling, and routing.

Disease Process: Questions concerning the stages of diseases and/or the theory of diseases, and the detection, prevention, or treatment of diseases.

Infection Control: Questions concerning the nature of infections, infection causes and prevention, and correct methods and procedures for dealing with infections.

Mental Health: Questions concerning the mental processes of residents, the signs and stages of mental states of residents, both normal and care impaired, or the mental well-being and interaction of the CNA and their co-workers.

Personal Care: Questions concerning activities or acts performed by the CNA for or to residents that are personal in nature.

Resident Rights: Questions concerning the rights to which the residents are legally entitled and the facility and CNA's role in ensuring those rights.

Role and Responsibility: Questions concerning any act or activity that would be considered part of the basic role of the CNA in the workplace or a basic responsibility of a CNA in the workplace.

Safety: Questions concerning the safety of residents, CNAs, facility safety issues, and the safety of facility personnel in general.

Knowledge Exam Information

If taking both the knowledge and skill tests on-site on the same day, you will be required to present your ID when entering the knowledge test room and the skills lab. Please keep your ID with you during the entire exam day.

You will have a maximum of **sixty (60) minutes** to complete the **60-question** knowledge exam. The multiple-choice questions will be presented to you, one at a time, on the computer screen to select answers A, B, C, or D. You can navigate through the exam questions with the previous and next buttons. You will be able to see your time at the top of your screen when you are logged in to the exam. The Test Proctor will inform you when 15 minutes are

remaining. You may not ask the Test Proctor questions about the content of the knowledge exam (such as "What does this question mean?").

You must have a score of 76% or better to pass the knowledge portion of the exam.

All test sites in Massachusetts utilize electronic TMU© testing using Internet-connected computers. The knowledge exam portion of your exam will be displayed on a computer screen for you to read and to type or click your answers.

NOTE: You will need your TMU© Username or Email and Password to sign in to your knowledge exam. Please see the information under **Complete your TMU© Account** to sign in to your TMU© account.

- The Knowledge Test Proctor will provide you with a code at the test event to start your exam.

TRANSLATION DICTIONARIES
Foreign word-for-word translation dictionaries **are allowed**.

- Dictionaries that contain definitions or handwritten notes ***are not allowed***. Translators, electronic dictionaries, or non-approved language translators ***are not allowed***.
- You must show your word-for-word translation dictionary to the test observer/proctor during check-in at your on-site or remotely proctored test event.

SCRATCH PAPER AND BASIC CALCULATOR
If needed, you may do math calculations on the scratch paper provided by the KTP. If you need a basic calculator, please let the KTP know; one will be provided.

- *Any scratch paper and basic calculator must be left with the KTP when testing is done.*

When you leave the testing room, you must leave all test materials in it. Anyone who takes or tries to take materials, notes, or information from the room is subject to prosecution and will be reported to the Massachusetts Department of Health (DPH).

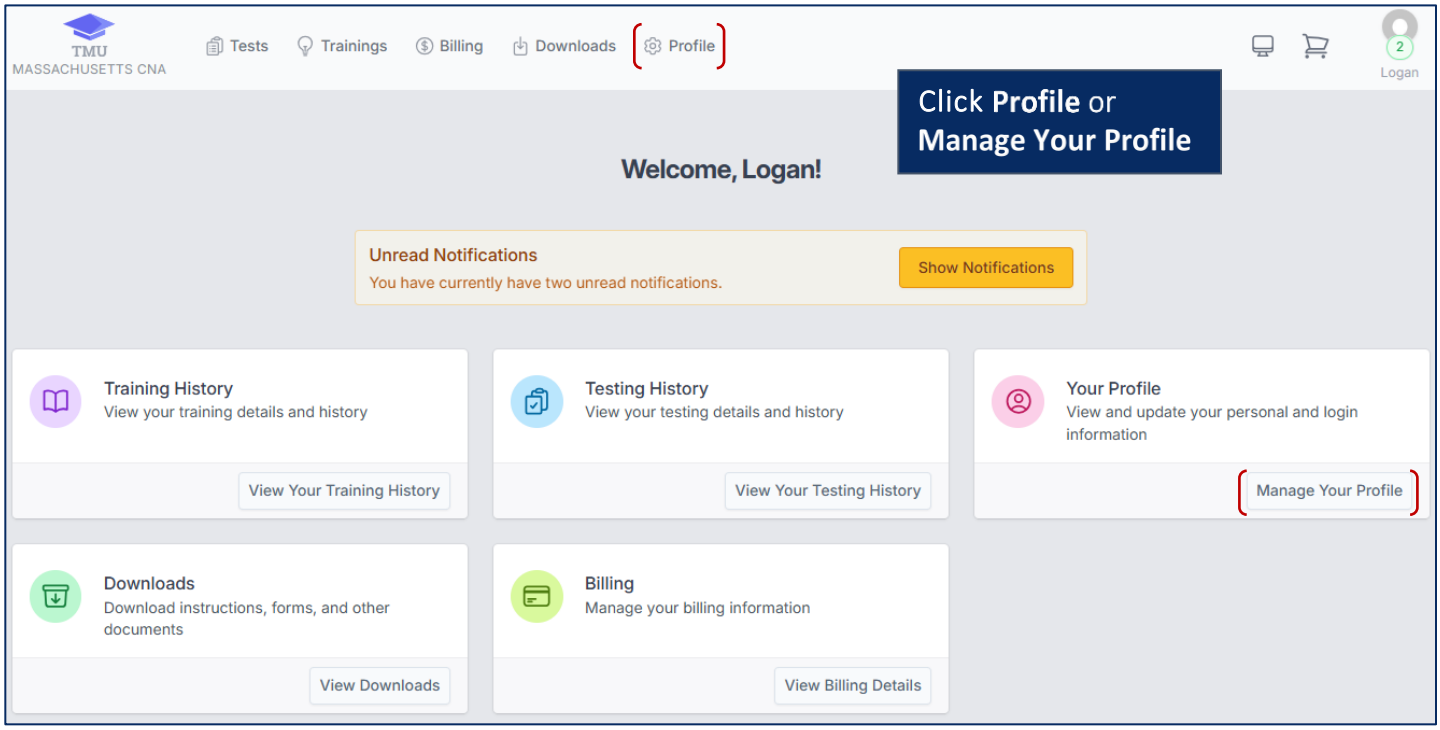
Knowledge Exam Audio Version

An audio (oral) version of the knowledge test is available. However, you must request an Audio version of the Knowledge Exam **before you submit your testing fee payment**. There is an additional $10 fee (totaling $40.00) for the Audio version of the Knowledge Exam.

The questions are read neutrally to you and can be heard through wired headphones or earbuds plugged into the computer provided by the KTP (or you may bring your own, but they must be shown to the RN Test Proctor and KTP at check-in). Bluetooth-connected devices are not allowed. The audio control buttons will appear on the computer screen, allowing you to play, rewind, or pause questions as needed.

Select an Audio Version of the Knowledge Exam

To select the Audio version of the knowledge exam, follow the instructions with the screenshots below.



-continued on the next page-

*Under your PROFILE, check the **'Enable Audio Testing'** to receive an Audio version of the Knowledge Exam:*

Remotely Proctored Knowledge Exam Option

You can take the knowledge exam with a remote proctor from your home or elsewhere.

Remotely Proctored Knowledge Exam Candidate Other Requirements

Candidates must also have the following:

- An updated version of Google Chrome as your Internet browser.
  - ***TMU© does not support Internet Explorer.***
- A reliable Internet (Wi-Fi) connection.
- A personal computer/tablet/laptop to log into TMU© to access the knowledge exam.
- **Your Email or Username and Password to take the remotely proctored TMU© Knowledge exam. The remote Proctor will give you a 'code' to start your test.**

- A smartphone/tablet to access the 'video conferencing app' (for example, Zoom, etc.) that you **must download**.
  - You will receive an email and notifications (in your TMU© account) with information about the 'video conferencing app' (for example, Zoom, etc.) you must download ***before*** test day.
  - The night before your scheduled remotely proctored knowledge exam, you will be emailed, along with a notification (in your TMU© account), a reminder with the password-protected link to join the test event.
- During your test, your smartphone/tablet must be positioned so that the remote Proctor can clearly see you, your keyboard, mouse (if used), and the entire screen of your computer/tablet/laptop.
- You may not use a video filter, such as a background or blurring your screen.
- **IMPORTANT NOTE:** On testing day, you *will not be allowed to receive any assistance with your setup* from anyone in your environment (room/area).
- You must be **alone (by yourself during the entire time while testing)** in a quiet, isolated, secured room/area free of distractions, interruptions, and any other people, children, or pets.
- Along with showing the remote Proctor your surroundings/entire room during check-in, the remote Proctor may also ask you to show your room/entire surroundings at any time during your test.
- If you have selected the Audio version of the knowledge exam, you will provide your own wired headphones/earbuds (Bluetooth-connected devices are not allowed) to plug into the computer.
  - The questions are neutrally read to you and will be heard through wired headphones or earbuds plugged into the computer.
  - When taking an Audio exam, the audio control buttons will be displayed on the computer screen, enabling you to play, rewind, or pause questions as needed.
- Failure to adhere to any of these remote testing conditions will require the remote Proctor to stop your test, which will be scored as a failed attempt.

Schedule a Remotely Proctored Knowledge Exam

You will need to sign in to your TMU© account using your Username or Email and Password and follow the instructions to **Schedule / Reschedule a Test Event**. Please ensure you have met the **Remotely Proctored Knowledge Exam Candidate Requirements** listed above before scheduling a remotely proctored knowledge exam.

- The test site location for a remotely proctored knowledge exam will be the **Remotely Proctored Test**.
- Once scheduled, a test confirmation will be sent via email and/or text. A notification will be generated in your TMU© account for you to view (see the **Test Confirmation Letter** and the **View your TMU© Notifications** section for information to access your test confirmation).
- Instructions and the link to download the 'video conferencing app' (for example, Zoom, etc.), including the meeting ID and Password for the remotely proctored knowledge event you are scheduled for, will be emailed to you and in your notifications.
  - Remember, for this information, check your 'NOTIFICATIONS' under your profile pic in your TMU© account. Please refer to the **View your TMU© Notifications** section.

Please call D&SDT at (888) 401-0462 if you have any questions or concerns, or need assistance scheduling a remotely proctored knowledge exam.

Remotely Proctored Knowledge Exam Instructions

It is important that you read the Remotely Proctored Knowledge Exam Instructions before signing in to your remotely proctored knowledge exam. Please see the instructions for the Remotely Proctored Knowledge Exam under **Access the Candidate Handbook and Testing Instructions**.

Remotely Proctored Knowledge Exam Testing Attire

For remotely proctored knowledge testing, **you must be wearing:**

→ **Appropriate clothing such as a non-revealing shirt/sweater and pants, sweatpants, shorts, or leggings.**

You will not be allowed to test if you are not wearing appropriate clothing as shown above. You will be considered a NO SHOW and will forfeit any fees paid.

Remotely Proctored Knowledge Exam Check-In

You must be signed in to the remotely proctored exam link (e.g., Zoom, waiting room) **20 minutes before the start time** listed on your test confirmation to complete the check-in process with the remote test proctor. If you are not signed into the remotely proctored exam waiting room prior to **(at least 20 minutes)** the time listed on your test confirmation, you will not be allowed to test, will be considered a no-show status, forfeit your testing fees paid, and have to pay for another test date.

- You must show your **mandatory identification** to the remote Proctor at check-in before starting your remotely proctored knowledge exam. Please see this handbook's **Identification** section for specifics.
- You must be **alone (by yourself during the entire time while testing)** in a quiet, isolated, secured room/area free of distractions, interruptions, and other people, children, or pets.
- You must show your surroundings/entire room to the remote Proctor during check-in before starting your remotely proctored knowledge exam.
    - Along with showing the remote Proctor your surroundings/entire room during check-in, the remote Proctor may also ask you to show your room/entire surroundings at any time during your test.
- Then, you must position your smartphone/tablet so the remote Proctor can clearly see you, your keyboard, mouse (if used), and the entire screen of your computer/tablet/laptop.
    - *You may not use a video filter, such as a background or blurring your screen.*
- **NOTE:** On testing day, you *will not be allowed to receive any assistance with your setup* from anyone in your environment (room/area).
- Failure to adhere to any of these remote testing conditions will require the remote Proctor to stop your test, which will be scored as a failed attempt.

Remotely Proctored Knowledge Exam Policies

All **Testing Policies, Remotely Proctored Testing Attire** and **Security** measures are followed during the remotely proctored knowledge exam. Please refer to those sections for information.

- You **must be wearing <u>appropriate clothing</u> as detailed in the Remotely Proctored Testing Attire** section. You will not be allowed to test if you are not wearing appropriate clothing. You will be considered a NO SHOW and will forfeit any fees paid.
- On testing day, you **will not be allowed to receive any assistance with your setup** from anyone in your environment (room/area). **If someone else is in the room with you, the remote Proctor will remove you from the meeting, and you will be considered a no-show status.** You will forfeit any testing fees paid and must repay to reschedule a new test.
- You must be **alone (by yourself during the entire time while testing)** in a quiet, isolated, secured room/area free of distractions, interruptions, and other people, children, or pets.
- Along with showing the remote Proctor your surroundings/entire room during check-in, the remote Proctor may also ask you to show your room/entire surroundings at any time during your test.
- During your test, your smartphone/tablet must be positioned so that the remote Proctor can clearly see you, your keyboard, mouse (if used), and the entire screen of your computer/tablet/laptop.
  - ***You may not use a video filter, such as a background or blurring your screen.***
- The 'video conferencing app' (for example, Zoom, etc.) link must be maintained during the entire knowledge exam.
  - If the 'video conferencing app' (for example, Zoom, etc.) connection is lost, you must immediately reconnect, or you will be disconnected from the test event by the remote Proctor, and your test will be scored as a failed attempt.
- Your device must **<u>not be muted</u>** during testing so that the remote Proctor can hear if there are any distractions or other interruptions during your test. **REMEMBER:** You need to test in an isolated, secure room/area that is free of distractions and interruptions, just as *you would if you were sitting in the knowledge test room at a test site.*
- If the remote Proctor has any inclination that you are cheating or not following instructions, your test will be ended and scored as a failed attempt.
- Please see the information on remotely proctored testing issues under the **No-Show Exceptions** section.
- **TRANSLATION DICTIONARIES:** Foreign word-for-word translation dictionaries **<u>are allowed</u>**. Dictionaries that contain definitions or handwritten notes ***<u>will not be allowed</u>***. Electronic dictionaries or non-approved language translators ***<u>are not allowed</u>***. You must show your word-for-word translation dictionary to the remote Proctor during check-in at your test event.
- **SCRATCH PAPER AND BASIC CALCULATOR:** You may do math calculations on scratch paper or with a basic calculator, if needed. Before starting your exam, you will be asked to show the remote Proctor both sides of the scratch paper and the basic calculator.
  - At the end of your exam, you will be asked to show both sides of the scratch paper and the basic calculator to the remote Proctor ***again***. You will then be told to tear up the scratch paper in view of the remote Proctor and to mute your phone before doing so.

Failure to adhere to any of these remote testing conditions/policies will require the remote Proctor to stop your test, which will be scored as a failed attempt.

Self-Assessment Reading Comprehension Exam

The following passages and corresponding questions will assess your reading comprehension required for the knowledge portion of the state competency evaluation. If you miss more than three (3) questions, you should consider utilizing the audio option for the knowledge exam.

PASSAGE 1

Paul and Ben are twins. They are identical in features but opposite in personality. Paul likes to wear dark colors. Ben likes to wear bright colors. Paul likes to read quietly, and Ben likes to watch football games with friends.

1. Paul can be classified as an
    a. omnivert
    b. extrovert
    c. introvert
    d. ambivert

2. Ben can be classified as an
    a. omnivert
    b. extrovert
    c. introvert
    d. ambivert

3. Paul and Ben have identical
    a. noses
    b. shoes
    c. earrings
    d. tattoos

PASSAGE 2

Amy is from the state of Montana. Amy lives in an apartment with her parents and her brother, Nick. Tomorrow, Amy is flying to the state of Oregon. Amy is bringing three books of 3 different colors with her. Nick doesn't understand why she needs three books. The yellow one is a Spanish-English dictionary. The red one is a tourist guide to Oregon. The blue one is about horses, which Amy feels is the most important.

Amy will not need her United States of America passport because she won't be leaving the country.

4. Amy is from
    a. Wisconsin
    b. Montana
    c. Oregon
    d. Wyoming

5. Amy resides in a(n)
    a. house
    b. farm
    c. condo
    d. apartment

6. Amy lives in
    a. Canada
    b. America
    c. Mexico
    d. Peru

7. Amy lives with her
    a. aunt
    b. grandmother
    c. father
    d. sister

8. Amy's brother's name is
    a. Nick
    b. Loren
    c. Chad
    d. Jared

9. Tomorrow she is going to
    a. Montana
    b. Canada
    c. Wisconsin
    d. Oregon

10. The type of book that is yellow is a(n)
    a. dictionary
    b. animal interest
    c. tourist
    d. guidebook

11. Amy believes the most important book is the color
    a. red
    b. black
    c. yellow
    d. blue

PASSAGE 3

Katherine did not like being called by her full name. She preferred to be called Katie. Katherine's mother wanted her to understand why she was given that legal name. Her mother shared a story about a strong-willed woman who overcame adversities, and her name was Katherine. Katherine then embraced her given name.

12. Katherine is a
    a. last name
    b. middle name
    c. legal name
    d. nickname

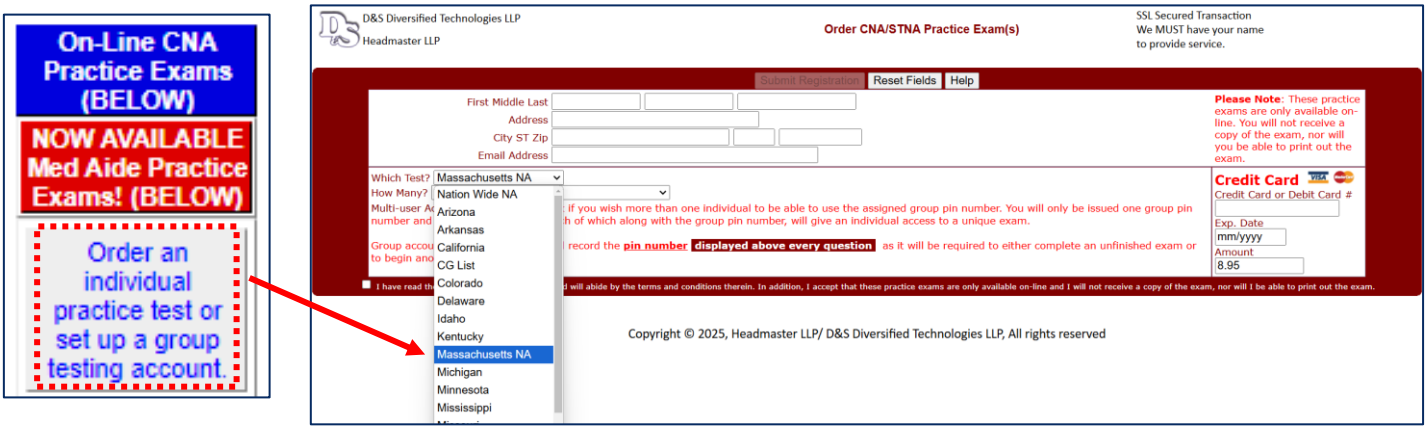
13. The purpose of Katherine's mother sharing the story with Katherine is to
    a. entertain
    b. persuade
    c. inform
    d. describe

Answers: 1. C | 2. B | 3. A | 4. B | 5. D | 6. B | 7. C | 8. A | 9. D | 10. A | 11. D | 12. C | 13. C

Knowledge Practice Test

D&SDT offers a free knowledge test question of the day and a ten-question online static practice test available on our website at www.hdmaster.com. Candidates may purchase complete practice tests randomly generated based on the state test plan. A mastery learning method is used, and each practice test will be unique. This means candidates must get the question they are attempting correct before they move on to the next question. A first-attempt percentage score and vocabulary feedback are supplied upon completion of the practice test. A list of vocabulary words to study is provided at the end of each test. Single- or group-purchase plans are available.

NOTE: Make sure you select **Massachusetts NA** from the drop-down list.



The following is a sample of the kinds of questions that you will find on the Knowledge/Audio exam:

1. Clean linens that touch the floor should be:
   (A) Picked up quickly and placed back on the clean linen cart
   (B) Used immediately on the next resident's bed
   (C) Considered dirty and placed in the soiled linen hamper
   (D) Used only in the room with the floor the linen fell on

2. When you are communicating with residents, you need to remember to:
   (A) Face the resident and make eye contact
   (B) Speak rapidly and loudly
   (C) Look away when they make direct eye contact
   (D) Finish all their sentences for them

3. A resident's psychological needs:
   (A) Should be given minor consideration
   (B) Make the resident withdrawn and secretive
   (C) Are nurtured by doing everything for the resident
   (D) Are nurtured when residents are treated like individuals

ANSWERS: 1-C | 2-A |3-D

THE MANUAL DEMONSTRATION SKILL TEST

- The Skill Test evaluates your performance when demonstrating DPH-approved nurse aide skill scenarios (tasks). You will find a complete list of skill tasks in this handbook.

- You will be asked to present your ID, which you showed the RN Test Observer at check-in.

- Be sure you understand all instructions you read while in the waiting area before beginning your skill task demonstrations. You may not ask questions once the Skill Test begins and the timer starts. Once the Skill Test begins, the RN Test Observer may not answer questions.

- Each of your randomly selected three (3) or four (4) tasks will have scenarios associated with them. The scenarios will be read to you by the RN Test Observer immediately before you are asked to do each task.

- You will be allowed **forty (40) minutes** to complete your three or four tasks.
  - Two timers will be set when you begin your skill test. The first timer will sound when 15 minutes remain, and the second timer will sound when all 40 minutes have elapsed.

- Listen carefully to all instructions given by the RN Test Observer. You may request to have any of the scenarios repeated **at any time** during your Skill Test up until you run out of time or tell the RN Test Observer that you are finished with your skill task demonstrations.

- You must correctly perform all **critical** steps (in **bold** font) and 80% of all non-key steps on each task assigned to pass the Skill Test.

- If you believe you made a mistake while performing a task, tell the RN Test Observer you would like to make a correction. You will need to correctly demonstrate the step or steps on the task you believe you performed incorrectly to receive credit for the correction.

- You may repeat or correct **any step** or **steps** on any task you believe you have performed incorrectly at **any time** during your allotted 40 minutes or until you tell the RN Test Observer you are finished with the Skill Test.

- The skill task steps are not order dependent unless the words *BEFORE* or *AFTER* are used in a step.

- When you finish each task, verbally tell the RN Test Observer you are finished and move to the designated "relaxation area." When the RN Test Observer and actor have set up and are ready for your next skill task demonstration, the RN Test Observer will read the scenario for your next task.

  - **All steps must actually be demonstrated. Steps that are only verbalized WILL NOT COUNT.**

Skill Test Recording Form

If your skill test includes a skill task that requires recording a count or measurement, the RN test observer will provide a recording form similar to the one displayed. You are required to sign the recording form during the demonstration of the equipment/supplies.

RECORDING FORM →

Candidate's Name: _____
PLEASE PRINT

PULSE: _____ *beats* **RESPIRATIONS:** _____ *breaths*

URINE OUTPUT: _____ ml

GLASS 1: _____
GLASS 2: _____
TOTAL FLUID INTAKE: _____ ml

FOOD INTAKE: _____%

Candidate's Signature: _____

Skill Test Tasks

You will be assigned one of the following mandatory tasks with embedded hand-washing using soap and water as your first task:

- Assist a Resident with the use of a Bedpan, Measure, and Record Urine Output with Hand Washing
- Catheter Care for a Female Resident with Hand Washing [DEMONSTRATED ON A MANIKIN]
- Don [PUT ON] a Gown and Gloves, Empty a Urinary Drainage Bag, Measure and Record Urine Output, and Doff [REMOVE] the Gown and Gloves with Hand Washing
- Perineal Care for a Female Resident with Hand Washing [DEMONSTRATED ON A MANIKIN]

Reminder: Handwashing with soap and water is required for each mandatory task and must be demonstrated at the end of each.

You will also receive an additional two (2) or three (3) randomly selected tasks from the Skill Task listing below. These selected tasks will comprise your personalized skill test. Each skill test randomly assigned by the TMU© skill test assignment algorithm will be comparable in overall difficulty.

Skill Tasks Listing

To receive credit, you must actually perform and demonstrate every step during your skill test demonstration.

The steps listed for each scenario are required for a nurse aide candidate to successfully demonstrate minimum proficiency in the skill task for the RN Test Observer.

In all scenarios, the steps will be performed on a live resident actor, except for catheter care and perineal care for female residents, which will be demonstrated on a manikin.

You will be scored only on the steps listed. You must score **80%** on each scenario without missing any **critical** steps (the **bolded** steps) to pass the skill component of your competency evaluation.

If you fail the Skill Test, there will always be one of the first mandatory tasks to start each Skill Test. The other tasks in your Skill Test are randomly selected to ensure each Skill Test is comparable in difficulty and has an average completion time. The RN Test Observer will observe your demonstrations of your skill scenarios and record what they see you do. D&SDT scoring teams will officially score and double-check your test.

Note: The skill task steps included in this handbook are offered as guidelines to help prepare candidates for the Massachusetts nurse aide skill test, and the steps included herein are not intended to be used to provide complete care that would be all-inclusive of best care practiced in an actual work setting.

APPLY AN ANTI-EMBOLIC (COMPRESSION) STOCKING TO ONE LEG

1. Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Raise bed height.
4. Provide for the resident’s privacy.
5. Provide for the resident's privacy by only exposing one leg.
6. Roll, gather, or turn the stocking down inside out to at least the heel.
7. Place the foot of the stocking over the resident's toes, foot, and heel.
8. Roll -or- pull the top of the stocking over the resident’s foot, heel, and up the leg.
9. Check toes for possible pressure from the stocking.
10. Adjust stocking as needed.
11. **Leave the resident with a stocking that is smooth/wrinkle-free.**
12. Lower bed.
13. Place the call light or signaling device within easy reach of the resident.

14. Maintain respectful, courteous interpersonal interactions at all times.
15. Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

ASSIST A RESIDENT TO AMBULATE USING A GAIT BELT

1. Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Obtain a gait belt for the resident.
4. Assist the resident in putting on non-skid shoes/footwear.
5. Adjust the bed height to ensure that the resident's feet are flat on the floor when sitting on the edge of the bed.
6. **Lock the bed brakes to ensure the resident's safety.**
7. **Lock the wheelchair brakes to ensure the resident's safety.**
8. Bring the resident to a sitting position.
9. Place a gait belt around the resident's waist to stabilize the trunk.
10. Tighten the gait belt.
11. Check the gait belt for tightness by slipping fingers between the gait belt and the resident.
12. Face the resident.
13. Grasp the gait belt on both sides with an upward grasp.
14. Bring the resident to a standing position.
15. Stabilize the resident.
16. Ambulate the resident at least ten (10) steps to the wheelchair.
17. Assist the resident in pivoting/turning and sitting the resident in the wheelchair in a controlled manner that ensures safety.
18. Use proper body mechanics at all times.
19. Remove gait belt.
20. Place the call light or signaling device within easy reach of the resident.
21. Maintain respectful, courteous interpersonal interactions at all times.
22. Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

ASSIST A RESIDENT WITH THE USE OF A BEDPAN, MEASURE AND RECORD URINE OUTPUT WITH HAND WASHING

(One of the possible first mandatory tasks.)

-EMBEDDED HAND WASHING ADDED-

1. Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for the resident's privacy.

4. Put on gloves.
5. Position the resident on the bedpan/fracture pan safely and correctly. (The pan is not upside down, is centered, etc.)
6. Raise the head of the bed to a comfortable level.
7. Leave tissue within reach of the resident.
8. Leave the call light or signaling device within reach of the resident.
9. Step behind the privacy curtain to provide privacy for the resident.
10. When the RN Test Observer indicates the candidate returns.
11. Lower the head of the bed.
12. Gently remove the bedpan/fracture pan.
13. Hold the bedpan for the RN Test Observer while an unknown quantity of liquid is poured into the bedpan.
14. Place the graduate on a designated level flat surface.
15. Pour bedpan/fracture pan contents into the graduate.
16. With the graduate at eye level, measure output.
17. Empty the equipment into the designated toilet/commode.
18. Rinse equipment used and empty rinse water into the designated toilet/commode.
19. Return equipment to storage.
20. Wash/assist the resident in washing and drying hands with soap and water.
21. Place soiled linen in the designated laundry hamper.
22. Remove gloves, turning them inside out as they are removed, and dispose in a trash container.
23. Record output on the previously signed recording form.
24. **The candidate's recorded measurement is within 25mLs of the RN Test Observer's reading.**
25. Place the call light or signaling device within easy reach of the resident.
26. Maintain respectful, courteous interpersonal interactions at all times.
27. Turn on the water.
28. Wet hands and wrists thoroughly.
29. Apply soap to hands.
30. Rub hands together using friction with soap.
31. **Scrub/wash hands together with soap for at least twenty (20) seconds.**
32. Scrub/wash with interlaced fingers pointing downward with soap.
33. Wash all surfaces of your hands with soap.
34. Wash wrists with soap.
35. Clean fingernails by rubbing fingertips against the palm of the opposite hand.
36. Rinse fingers, hands, and wrists thoroughly under running water with fingers pointed downward.
37. Starting at the fingertips, dry fingers, hands, and wrists with a clean paper towel(s).
38. Discard paper towel(s) in a trash container as used.
39. Turn off the faucet with a clean, dry paper towel and discard it in a trash container as used, or use the elbow or knee/foot control to turn off the faucet.
40. **Do not re-contaminate hands at any time during the hand-washing procedure.** *(For example, do not touch the sides of the sink during the procedure or crumple up the paper towel used to turn off the faucet with both hands before discarding it.)*

CATHETER CARE FOR A FEMALE RESIDENT WITH HAND WASHING

(One of the possible first mandatory tasks.)

-EMBEDDED HAND WASHING ADDED- [DEMONSTRATED ON A MANIKIN]

1. Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for the resident's privacy.
4. Fill a basin with comfortably warm water.
5. Put on gloves.
6. Expose the area surrounding the catheter, only exposing the lower half of the resident's body.
7. **Hold the catheter where it exits the urethra with one hand.**
8. While holding the catheter, clean at least 3-4 inches down the catheter tube.
9. Clean with at least two strokes only away from the urethra.
10. Use a clean portion of the washcloth for each stroke.
11. While holding the catheter, rinse at least 3-4 inches down the catheter tube.
12. Rinse using strokes only away from the urethra.
13. Rinse using a clean portion of the washcloth for each stroke.
14. Pat dry.
15. **Do not allow the tube to be tugged/pulled at any time during the procedure.**
16. Replace the top cover over the resident.
17. Place soiled linen in the designated laundry.
18. Empty, rinse, dry, and return equipment to storage.
19. Remove gloves, turn them inside out as they are removed, and dispose in a trash container.
20. Place the call light or signaling device within easy reach of the resident.
21. Maintain respectful, courteous interpersonal interactions at all times.
22. Turn on the water.
23. Wet hands and wrists thoroughly.
24. Apply soap to hands.
25. Rub hands together using friction with soap.
26. **Scrub/wash hands together with soap for at least twenty (20) seconds.**
27. Scrub/wash with interlaced fingers pointing downward with soap.
28. Wash all surfaces of your hands with soap.
29. Wash wrists with soap.
30. Clean fingernails by rubbing fingertips against the palm of the opposite hand.
31. Rinse fingers, hands, and wrists thoroughly under running water with fingers pointed downward.
32. Starting at the fingertips, dry fingers, hands, and wrists with a clean paper towel(s).
33. Discard paper towel(s) in a trash container as used.
34. Turn off the faucet with a clean, dry paper towel and discard it in a trash container as used, or use the elbow or knee/foot control to turn off the faucet.
35. **Do not re-contaminate hands at any time during the hand-washing procedure.** *(For example, do not touch the sides of the sink during the procedure or crumple up the paper towel used to turn off the faucet with both hands before discarding it.)*

DENTURE CARE – CLEAN AN UPPER OR LOWER DENTURE

-WITHOUT MOUTH CARE – ONLY ONE PLATE IS USED FOR TESTING-

1. Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Line the bottom of the sink with a protective lining that will help prevent damage to the denture. *(Towels, washcloths, or paper towels are all acceptable.)*
4. **Put on gloves.**
5. Apply denture cleanser (paste) to denture brush (or toothbrush).
6. Remove the denture from the cup.
7. Handle the denture carefully to avoid damage.
8. Rinse the denture under cool running.
9. Thoroughly brush the inner surfaces of an upper or lower denture.
10. Thoroughly brush the outer surfaces of an upper or lower denture.
11. Thoroughly brush the denture chewing surfaces of an upper or lower denture.
12. Rinse all surfaces of the denture under cool running water.
13. Rinse the denture cup and lid.
14. Place the denture in the rinsed cup.
15. Add cool, clean water to the denture cup and replace the lid on the denture cup.
16. Rinse equipment.
17. Return equipment to storage.
18. Discard the sink protective lining in an appropriate container.
19. Remove gloves, turn them inside out as they are removed, and dispose in a trash container.
20. Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
21. Place the call light or signaling device within easy reach of the resident.
22. Maintain respectful, courteous interpersonal interactions at all times.

DON [PUT ON] A GOWN AND GLOVES, EMPTY A URINARY DRAINAGE BAG, MEASURE AND RECORD URINE OUTPUT, AND DOFF [REMOVE] GOWN AND GLOVES WITH HAND WASHING

(One of the possible first mandatory tasks.)

-EMBEDDED HAND WASHING ADDED-

1. Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Unfold the gown.
3. Face the back opening of the gown.
4. Place arms through each sleeve.
5. Secure the neck opening.
6. Secure the gown at the waist, ensuring the back flaps cover the clothing as completely as possible.
7. Put on gloves.

8. Ensure the cuffs of the gloves overlap the cuffs of the gown.
9. Explain the procedure to the resident.
10. Provide for the resident's privacy.
11. Place a barrier on the floor under the drainage bag.
12. Place the graduate on the previously placed barrier.
13. Open the drain to allow the urine to flow into the graduate until the bag is completely empty.
14. Avoid touching the graduate with the tip of the tubing.
15. Close the drain.
16. Wipe the drain with an alcohol wipe AFTER emptying the drainage bag.
17. Place the graduate on a level, flat surface.
18. With the graduate at eye level, measure output.
19. Empty the graduate into the designated toilet/commode.
20. Rinse equipment, emptying rinse water into the designated toilet/commode.
21. Return equipment to storage.
22. Record the output on the previously signed recording form.
23. **The candidate's recorded measurement is within 25mLs of the RN Test Observer's measurement.**
24. Place the call light or signaling device within easy reach of the resident.
25. Maintain respectful, courteous interpersonal interactions at all times.
26. Remove gloves before removing the gown OR, with gloves on, pull/pop the gown off by pulling on the front of the gown.
27. Remove gloves by turning them inside out and folding one glove inside the other, or pull/pop the gown from the neck, always keeping gloved hands on the outside (contaminated) portion of the gown.
28. Do not touch the outside of the gloves with your bare hand at any time, OR work gown down the arms from the neck and roll the gown inside out as it is removed.
29. Dispose of the gloves in the appropriate container without contaminating yourself, OR peel them off, keeping them inside out and rolling up inside the gown.
30. Unfasten the gown at the waist with bare hands if not using an alternate removal method.
31. Unfasten the gown at the neck with bare hands if not using an alternate removal method.
32. Remove the gown by folding/rolling the soiled area to the soiled area ***with either removal method***.
33. The candidate's bare hands never touch the soiled surface of the gown.
34. With either method of removal, dispose of the gown in an appropriate container without contaminating yourself.
35. Turn on the water.
36. Wet hands and wrists thoroughly.
37. Apply soap to hands.
38. Rub hands together using friction with soap.
39. **Scrub/wash hands together with soap for at least twenty (20) seconds.**
40. Scrub/wash with interlaced fingers pointing downward with soap.
41. Wash all surfaces of hands with soap.
42. Wash wrists with soap.
43. Clean fingernails by rubbing fingertips against the palm of the opposite hand.
44. Rinse fingers, hands, and wrists thoroughly under running water with fingers pointed downward.
45. Starting at the fingertips, dry fingers, hands, and wrists with a clean paper towel(s).

46. Discard paper towel(s) in a trash container as used.
47. Turn off the faucet with a clean, dry paper towel and discard it in a trash container as used, or use the elbow or knee/foot control to turn off the faucet.
48. **Do not re-contaminate hands at any time during the hand-washing procedure.** *(For example, do not touch the sides of the sink during the procedure or crumple up the paper towel used to turn off the faucet with both hands before discarding it.)*

DRESS A RESIDENT WITH AN AFFECTED (WEAK) SIDE

-OVERSIZED SHIRT, PANTS, AND SOCKS-

1. Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for the resident's privacy.
4. Raise bed height.
5. Keep the resident covered while removing the gown.
6. Remove the gown from the unaffected side first.
7. Place the soiled gown in the designated laundry hamper.
8. Dress the resident in a button-up shirt. Insert your hand into the shirt sleeve and grasp the resident's hand.
9. **When dressing the resident in a button-up shirt, always dress from the affected (weak) side first.**
10. Assist the resident to raise their buttocks or turn the resident from side to side and draw the pants over the buttocks and up to the resident's waist.
11. Put on the resident's socks. Draw the socks up the resident's foot until they are smooth.
12. Leave the resident comfortably/properly dressed (pants pulled up to the waist front and back and shirt completely buttoned).
13. Lower bed.
14. Place the call light or signaling device within easy reach of the resident.
15. Maintain respectful, courteous interpersonal interactions at all times.
16. Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

FEED A DEPENDENT RESIDENT

-WITH THE RESIDENT IN THE BED-

1. Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Ask the resident to state the name and verify that the name matches the name on the diet card.
4. **Position the resident in an upright, sitting position at least 75-90 degrees BEFORE feeding.**
5. Protect clothing from soiling using a napkin, clothing protector, or towel.

6. Provide hand hygiene for the resident BEFORE feeding. *(Candidate may use a disposable wipe and dispose of it in a trash can, or wash the resident's hands with soap and a wet washcloth, or they may rub hand sanitizer over all surfaces of the resident's hands until dry.)*
7. Ensure the resident's hands are dry BEFORE feeding. (If a wet washcloth with soap was used, the candidate must dry the resident's hands. The hands must be dry if a disposable wipe or hand sanitizer is used.*)*
8. Place soiled linen in the designated laundry hamper or dispose of disposable wipes in the trash container if used.
9. Sit in a chair, facing the resident, while feeding the resident.
10. Describe the food and fluid being offered to the resident.
11. Offer each fluid frequently.
12. Offer small amounts of food at a reasonable rate.
13. Allow resident time to chew and swallow.
14. Wipe the resident's hands and mouth AFTER feeding the resident.
15. Remove the clothing protector and place it in the designated laundry hamper. If a napkin is used, dispose of it in a trash container.
16. Leave the resident sitting upright in bed with the head of the bed set up to at least 45 degrees.
17. **Record intake as a percentage of total solid food eaten on the previously signed recording form.**
18. The candidate's calculation must be within 25 percentage points of the RN Test Observer's.
19. **Record estimated intake as the sum of total fluid consumed in mLs on the previously signed recording form.**
20. The candidate's calculation must be within 60mLs of the RN Test Observer's calculation.
21. Place the call light or signaling device within easy reach of the resident.
22. Maintain respectful, courteous interpersonal interactions at all times.
23. Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

FOOT CARE - ONE FOOT

1. Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Fill a basin with comfortably warm water.
4. Remove a sock from the resident's (right/left) foot. *(The scenario read to you will specify right or left.)*
5. Immerse the resident's foot in warm water.
    a. You MUST verbalize the 5 to 20 minutes of soaking time after you begin soaking the foot.
    b. Once the 5 to 20-minute soaking time is verbalized, the RN Test Observer acknowledges the stated time and says, "You may continue with your demonstration now."
6. Use water and a soapy washcloth.
7. Wash entire foot.
8. Wash between toes.
9. Rinse entire foot.
10. Rinse between toes.
11. Dry foot thoroughly.
12. **Dry thoroughly between toes.**

13. Apply lotion to the top and bottom of the foot.
14. Avoid getting lotion between the resident's toes.
15. If any excess lotion is on the foot, wipe with a towel/washcloth.
16. Replace the sock on the resident's foot.
17. Empty, rinse, dry, and return equipment to storage.
18. Place soiled linens in the designated laundry hamper.
19. Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry
20. Place the call light or signaling device within easy reach of the resident.
21. Maintain respectful, courteous interpersonal interactions at all times.

MAKE AN OCCUPIED BED

1. Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Gather linen and transport linen away from the body without touching the uniform.
4. Place linen over the back of the chair, drape it over the foot of the bed, or place it on the overbed table.
5. Provide for the resident's privacy.
6. Raise bed height.
7. The resident is to remain covered at all times.
8. Assist the resident in rolling onto the side.
9. Roll or fan-fold soiled linen, soiled side inside, to the center of the bed.
10. Place a clean bottom sheet on the mattress.
11. Secure two fitted corners.
12. Roll or fan-fold clean linen against the resident's back.
13. Assist the resident in rolling onto the side over the clean bottom linen.
14. Remove soiled linen without shaking.
15. Avoid placing soiled linen on the overbed table, chair, or floor.
16. Avoid touching soiled linen on your uniform.
17. Place soiled linen in the designated laundry hamper.
18. Pull through and smooth out the clean bottom linen, leaving it tight and wrinkle-free.
19. Secure the other two fitted corners.
20. Place the resident on their back.
21. Ensure that the resident never touches the bare mattress at any time during the demonstration.
22. Place clean top linen over the covered resident.
23. Place a clean blanket or bedspread over the covered resident.
24. Remove soiled linen, keeping the resident unexposed at all times.
25. Place soiled linen in the designated laundry hamper.
26. Tuck in clean top linen, blanket, or bedspread at the foot of the bed while providing room for the resident's feet to move.
27. Apply a clean pillowcase with zippers and/or tags to the inside.
28. Gently lift the resident's head while replacing the pillow.
29. Leave the bed neatly and completely made.

30. Lower bed.
31. Place the call light or signaling device within easy reach of the resident.
32. Maintain respectful, courteous interpersonal interactions at all times.
33. Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

MODIFIED BED BATH- FACE AND ONE ARM, HAND AND UNDERARM

1. Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for the resident's privacy.
4. Raise bed height.
5. Cover the resident with a bath blanket.
6. Remove the remaining top covers. Fold to the bottom of the bed or place aside.
7. Remove the resident's gown without exposing the resident and place the soiled gown in the designated laundry hamper.
8. Fill a basin with comfortably warm water.
9. **Beginning with the eyes, wash the eyes WITHOUT SOAP using a clean portion of the washcloth for each stroke, washing from the inner aspect to the outer aspect.**
10. Wash the resident's face WITHOUT SOAP.
11. Pat dry face.
12. Place a towel under the resident's arm, exposing one arm.
13. Wash the resident's arm with soap.
14. Wash the resident's hand with soap.
15. Wash the resident's underarm with soap.
16. Rinse arm.
17. Rinse hand.
18. Rinse underarm.
19. Pat dry arm.
20. Pat dry hand.
21. Pat dry underarm.
22. Assist the resident in putting on a clean gown.
23. Empty, rinse, dry, and return equipment to storage.
24. Place soiled linen in the designated laundry hamper.
25. Lower bed.
26. Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
27. Place the call light or signaling device within easy reach of the resident.
28. Maintain respectful, courteous interpersonal interactions at all times.

MOUTH CARE—BRUSH A RESIDENT'S TEETH

1. Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for the resident's privacy.
4. Drape the resident's chest with a towel to prevent soiling.
5. **Put on gloves BEFORE cleaning the resident's mouth.**
6. Wet the toothbrush and apply a small amount of toothpaste.
7. Gently brush the inner surfaces of the resident's upper and lower teeth.
8. Gently brush the outer surfaces of the resident's upper and lower teeth.
9. Gently brush the chewing surfaces of the resident's upper and lower teeth.
10. Gently brush the resident's tongue.
11. Assist the resident in rinsing the mouth.
12. Wipe the resident's mouth.
13. Remove soiled linen.
14. Place soiled linen in the designated laundry hamper.
15. Empty container. *(The container may be an emesis basin or a disposable cup.)*
16. Rinse the emesis basin, if used, or discard disposable items in the trash can.
17. Dry emesis basin, if used.
18. Rinse the toothbrush.
19. Return equipment to storage.
20. Remove gloves, turning them inside out as they are removed, and dispose in a trash container.
21. Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
22. Place the call light or signaling device within easy reach of the resident.
23. Maintain respectful, courteous interpersonal interactions at all times.

NAIL CARE - ONE HAND

1. Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Fill a basin with warm water.
4. Immerse left/right-hand nails in warm water. (The scenario read to you will specify right or left.)
    a. You MUST verbalize the 'at least 5 minutes' soaking time after you begin soaking the nails.
    b. Once the 'at least 5 minutes' of soaking time is verbalized, the RN Test Observer acknowledges the stated time and says, "You may continue with your demonstration now."
5. Dry the resident's hand thoroughly.
6. Specifically dry between the fingers.
7. Gently clean under the resident's nails with an orange stick.
8. Gently push the resident's cuticles back with a towel or washcloth.
9. File each fingernail.
10. Empty, rinse, dry, and return equipment to storage.

11. Place soiled linen in the designated laundry hamper.
12. Place the call light or signaling device within easy reach of the resident.
13. Maintain respectful, courteous interpersonal interactions at all times.
14. Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

PASSIVE RANGE OF MOTION EXERCISES FOR ONE HIP AND ONE KNEE

1. Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for the resident's privacy.
4. Raise bed height.
5. Position the resident supine (bed flat).
6. Correctly support joints at all times by placing one hand under the resident's knee and the other hand under the resident's ankle.
7. Gently move the resident's entire leg away from the body.
    a. Abduction
8. Gently return the resident's leg toward the body.
    a. Adduction
9. Gently complete abduction and adduction of the hip at least three times.
10. Continue correctly supporting joints at all times by placing one hand under the resident's knee and the other hand under the resident's ankle.
11. Gently bend the resident's knee and hip toward the resident's trunk.
    a. Flexion of the hip and knee at the same time.
12. Gently straighten the resident's knee and hip.
    a. Extension of the hip and knee at the same time.
13. Gently complete flexion and extension of the knee and hip at least three times.
14. Do not force any joint beyond the point of free movement.
15. **The candidate *must ask* at least once during the PROM exercise if there is/was any discomfort/pain.**
16. Lower bed.
17. Place the call light or signaling device within easy reach of the resident.
18. Maintain respectful, courteous interpersonal interactions at all times.
19. Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

PASSIVE RANGE OF MOTION EXERCISES FOR ONE SHOULDER

1. Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for the resident's privacy.

4. Raise bed height.
5. Position the resident supine (bed flat).
6. Correctly support joints at all times by placing one hand under the resident's elbow or upper arm and the other hand under the resident's wrist.
7. Gently raise the resident's straightened arm up and over the resident's head to ear level.
    a. *Flexion*
8. Gently bring the resident's arm back down to the side of the resident's body.
    a. *Extension*
9. Gently complete flexion and extension of the shoulder at least three times.
10. Continue correctly supporting the shoulder joints by placing one hand under the resident's elbow or upper arm and the other hand under the resident's wrist.
11. Gently move the resident's entire arm away from the side of the resident's body to shoulder level.
    a. *Abduction*
12. Gently return the resident's arm to the side of the resident's body.
    a. *Adduction*
13. Gently complete abduction and adduction of the shoulder at least three times.
14. Do not force any joint beyond the point of free movement.
15. **The candidate *must ask* at least once during the PROM exercise if there is/was any discomfort/pain.**
16. Lower bed.
17. Place the call light or signaling device within easy reach of the resident.
18. Maintain respectful, courteous interpersonal interactions at all times.
19. Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

PERINEAL CARE FOR A FEMALE RESIDENT WITH HAND WASHING

(One of the possible first mandatory tasks.)

-EMBEDDED HAND WASHING ADDED- [DEMONSTRATED ON A MANIKIN]

1. Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for the resident's privacy.
4. Fill a basin with comfortably warm water.
5. Raise bed height.
6. Put on gloves.
7. Turn the resident or raise hips and place a waterproof pad under the resident's buttocks.
8. Expose the perineal area only.
9. Separate labia. *(It is helpful if you verbalize separating the labia as you demonstrate separating the labia.)*
10. Use water and a soapy washcloth (peri-wash and no-rinse soaps *are not allowed*).
11. Clean one side of the labia from front to back.
12. Use a clean portion of the washcloth and clean the other side of the labia from front to back.
13. **Use a clean portion of the washcloth, and clean the vaginal area from front to back.**
14. Use a clean washcloth and rinse from one side of the labia from front to back.
15. Use a clean portion of the washcloth and rinse the other side of the labia from front to back.

16. Use a clean portion of the washcloth and rinse the vaginal area from front to back.
17. Pat dry.
18. Assist the resident (manikin) in turning sideways away from the candidate toward the center of the bed.
19. Use a clean washcloth with water and soap (peri-wash and no-rinse soaps *are not allowed*).
20. **Wash from the vagina to the rectal area.**
21. Use a clean portion of the washcloth with any stroke.
22. Use a clean washcloth and rinse the rectal area from front to back.
23. Use a clean portion of the washcloth with any stroke.
24. Pat dry.
25. Safely remove the waterproof pad from under the resident's buttocks.
26. Position the resident on their back.
27. Place soiled linen in the designated laundry hamper.
28. Empty, rinse, dry, and return equipment to storage.
29. Remove gloves, turn them inside out as they are removed, and dispose in a trash container.
30. Lower bed.
31. Place the call light or signaling device within easy reach of the resident.
32. Maintain respectful, courteous interpersonal interactions at all times.
33. Turn on the water.
34. Wet hands and wrists thoroughly.
35. Apply soap to hands.
36. Rub hands together using friction with soap.
37. **Scrub/wash hands together with soap for at least twenty (20) seconds.**
38. Scrub/wash with interlaced fingers pointing downward with soap.
39. Wash all surfaces of your hands with soap.
40. Wash wrists with soap.
41. Clean fingernails by rubbing fingertips against the palm of the opposite hand.
42. Rinse fingers, hands, and wrists thoroughly under running water with fingers pointed downward.
43. Starting at the fingertips, dry fingers, hands, and wrists with a clean paper towel(s).
44. Discard paper towel(s) in a trash container as used.
45. Turn off the faucet with a clean, dry paper towel and discard the paper towel in a trash container as used, or use elbow or knee/foot control to turn off the faucet.
46. **Do not re-contaminate hands at any time during the hand-washing procedure.** *(For example, do not touch the sides of the sink during the procedure or crumple up the paper towel used to turn off the faucet with both hands before discarding it.)*

POSITION A DEPENDENT RESIDENT IN BED ON THEIR SIDE

1. Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for the resident's privacy.
4. Position the bed flat.
5. Raise bed height.
6. **Direct the RN Test Observer to stand on the side of the bed opposite the working side or raise the side rail opposite the working side of the bed to provide safety.**

7. From the working side of the bed – gently move the resident's upper body toward self.
8. From the working side of the bed – gently move the resident's hips toward self.
9. From the working side of the bed – gently move the resident's legs toward self.
10. Gently assist/turn the resident to slowly roll onto the correct side that the RN Test Observer read to the candidate in the scenario at the start of the task.
11. Place or adjust the pillow under the resident's head for support.
12. Reposition the resident's arm and shoulder so that the resident is not lying on the arm.
13. Place the support device under the resident's upside arm.
14. Place the support device behind the resident's back.
15. Place the support device between the resident's knees.
16. Lower bed.
17. Place the call light or signaling device within easy reach of the resident.
18. Maintain respectful, courteous interpersonal interactions at all times.
19. Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

TRANSFER RESIDENT FROM THEIR BED TO A WHEELCHAIR USING A GAIT BELT

1. Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for the resident's privacy.
4. Obtain a gait belt for the resident.
5. Assist the resident in putting on non-skid shoes/footwear.
6. Adjust the bed height to ensure that the resident's feet are flat on the floor when the resident is sitting on the edge of the bed.
7. **Lock bed brakes to ensure the resident's safety.**
8. **Lock wheelchair brakes to ensure the resident's safety.**
9. Bring the resident to a sitting position.
10. Place a gait belt around the resident's waist to stabilize the trunk.
11. Tighten gait belt.
12. Check the gait belt for tightness by slipping fingers between the gait belt and the resident.
13. Position the wheelchair arm/wheel touching the side of the bed.
14. Face the resident.
15. Grasp the gait belt on both sides with an upward grasp.
16. Bring the resident to a standing position.
17. Assist the resident to pivot in a controlled manner that ensures safety.
18. Lower the resident into the wheelchair in a controlled manner that ensures safety.
19. Remove gait belt.
20. Place the call light or signaling device within easy reach of the resident.
21. Maintain respectful, courteous interpersonal interactions at all times.
22. Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

VITAL SIGNS – COUNT AND RECORD RESIDENT'S RADIAL PULSE AND RESPIRATION

-PULSE AND RESPIRATIONS COMBINED-

1. Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Locate the resident's radial pulse by placing fingertips on the thumb side of the resident's wrist.
4. Count the resident's radial pulse for one full minute.
    a. Tell the RN Test Observer when you start counting and tell them when you stop counting.
5. **Record the resident's radial pulse rate reading on the previously signed recording form.**
6. The candidate's recorded radial pulse rate is within eight (8) beats of the RN Test Observer's recorded rate.
7. Count the resident's respiration for one full minute.
    a. Tell the RN Test Observer when you start counting and tell them when you stop counting.
8. **Record the resident's respiration reading on the previously signed recording form.**
9. The candidate's recorded respiratory rate is within four (4) breaths of the RN Test Observer's recorded rate.
10. Place the call light or signaling device within easy reach of the resident.
11. Maintain respectful, courteous interpersonal interactions at all times.
12. Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

KNOWLEDGE EXAM VOCABULARY LIST

abandonment	anterior	blindness
abdominal thrust	anxiety	blood pressure
abductor wedge	aphasia	body alignment
abnormal vital signs	arthritis	body fluid
abuse	aspiration	body language
accidents	assault	body mechanics
activities	assistive device	body temperature
acute	atrophy	bone loss
adaptive	basic needs	bowel program
ADL	bathing	brain stem
admission	bed cradle	breathing
admitting resident	bed making	burnout
affected side	bedrest	call light
aging process	behavior	cancer
agitation	behavioral care plan	cardiac arrest
Alzheimer's	beliefs	cardiovascular system
ambulation	biohazard	care impaired
angina	bleeding	care plan

care planning
cataract
catheter
chain of command
charge nurse
choking
chronic
circulation
circulatory system
cleaning
clear liquid diet
clergy
cognitive impaired
cold pack
colostomy
colostomy care
coma
combative resident
communicable
communication
conduct
confidentiality
confused resident
congestive heart failure
constipation
contracture
converting measures
COPD
coughing excessively
cultural
culture
CVA
dangling
de-escalation
death and dying
dehydration
delegation
dementia
denture care
dentures
dependability
developmental disability
diabetes
diastolic

diet
dietitian
dirty linen
discharging resident
disease
disease process
disoriented
disposing of contaminated materials
disrespect
dizziness
DNR
documentation
domestic abuse
dressing
dry skin
dying
dyspnea
dysuria
edema
elastic/compression (anti-embolic) stocking
elimination
emesis basin
emotional abuse
emotional needs
emotional support
empathy
essential behaviors
ethics
falls
fasting
feces
feeding
fire
fire safety
first aid
flatus
Foley catheter
foot drop
fractures (broken bones)
fraud
frayed cord
gait belt

gastric feedings
gastrostomy tube
geriatrics
gestures
grieving process
hand tremors
hand washing
health-care team
hearing aid
hearing impaired
hearing loss
heart muscle
Heimlich maneuver
helping residents
hemiplegia
HIPAA
HIV
hormones
hospice
hyperglycemia
hypertension
hyperventilation
immobility
impaired
in-house transfer
in-service programs
incontinence
indwelling catheter
infection
infection control
initial observations
insomnia
intake
intake and output (I&O)
interpersonal skills
invasion of privacy
isolation
isolation precautions
IV care
job description
lactose intolerance
lift/draw sheet
log rolling
loose teeth

male perineal care
masturbation
measuring height
measuring temperature
mechanical lift
medical record
medications
memory loss
mental health
microorganism
military time
mistakes
mobility
mouth care
moving
Multiple Sclerosis
muscle spasms
musculoskeletal
nail care
nasal cannula
neglect
non-contagious disease
NPO
nurse aide's role
nutrition
objective
objective data
occupied bed
ombudsman
oral care
oral hygiene
oral temperature
orientation
oriented
orthostatic hypotension
osteoporosis
ostomy bag
output
overbed table
oxygen
oxygen use
palliative care
paralysis
paranoia

Parkinson's
patience
perineal care
personal care
personal items
personal protective equipment (PPE)
pet therapy
physical needs
physician's authority
plaque
plate rim
positioning
precautions
pressure ulcer/injury
preventing falls
privacy
prostate gland
prosthesis
psychological needs
psychosocial
pulse
quadriplegia
quality of life
radial
range of motion
reality orientation
rectal
regulation
rehabilitation
renewal
reporting
reposition
resident abuse
resident belongings
resident independence
resident right
resident treatment
resident trust
Resident's Bill of Rights
resident's chart
resident's families
resident's room
residents

respectful treatment
respiration
respiratory symptoms
respiratory system
responding to resident's behavior
responsibility
restorative care
restraint
resuscitation
rights
risk factor
safety
safety procedures
sanitizer
scale
secretions
seizure
self-esteem
sexual abuse
sexual needs
sharing information
sharps container
shaving
skin observation
smoking
social needs
specimen
spiritual/religious needs
standard precautions
stethoscope
stress
stroke
subjective data
sundowning
supplemental feedings (snacks, Ensure, Boost, etc.)
suprapubic
survey
swelling
tachycardia
telephone etiquette
temperature

terminal illness	tympanic	vision change
terminology	tympanic temperature	vital signs
thickened liquids	unaffected	vocabulary
tips	unconscious	vomitus
toenails	unsteady	walker
toileting schedule	urethral	water faucets
transfer belt	urinary catheter bag	weakness
transfers	urinary system	weighing
transporting food	urinary tract	weight
transporting linens	urination	wheelchair safety
tubing	validation therapy	

Notes: