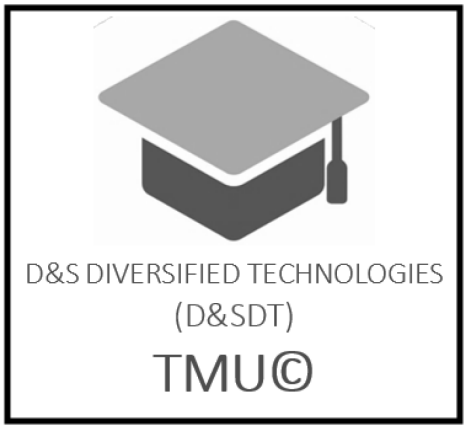
Massachusetts Nurse Aide
CANDIDATE HANDBOOK



Version: 8.0
Effective: November 2026

CONTENTS

CONTACT INFORMATION C

ABOUT THE MASSACHUSETTS NURSE AIDE CANDIDATE HANDBOOK C

INTRODUCTION – NURSE AIDE REGULATION 1

THE MASSACHUSETTS NURSE AIDE REGISTRY REQUIREMENTS 1

Registry Renewal 1
Registry Reciprocity 1
Out-of-State Reciprocity 2

TEST ACCOMMODATIONS: AMERICANS WITH DISABILITIES ACT (ADA) 2

ADA Compliance 2

MASSACHUSETTS TESTMASTER UNIVERSE (TMU) 3

Massachusetts TMU Home Page 3
Forgot your Password and Recover your Account 3
Complete your TMU Profile 4

PAYMENT INFORMATION AND TEST ELIGIBILITY 5

Payment Information 5
Test Eligibility 5
Alternate Language Testing 5
Time Frame for Testing from Training Program Completion 6
Self-Pay Instructions 6

TEST EVENT OPTIONS, SCHEDULING, NOTIFICATIONS, RESCHEDULING POLICY AND UNFORESEEN CIRCUMSTANCES 7

Knowledge Exam Audio Version Option 7
Selecting an Audio Version of the Knowledge Exam 8
Remotely Proctored Knowledge Exam Option 8
What You Will Need 8
Steps to Schedule or Reschedule a Test Event 9
Steps to Schedule a Remotely Proctored Knowledge Exam 9
Respondus LockDown Browser 10
Notifications 10
Test Confirmation 10
Rescheduling Policy 11
Unforeseen Circumstances Policy 12

EXAM DAY 12

Testing Attire 12
Onsite Exams 12
Remotely Proctored Knowledge Exams 12
Identification Required for all Testing 13
Accepted Forms of Identification (ID) 13
Exceptions for High School Students Only 13
Ensure your Names Match 13
Onsite Exam Check-In 14
Remotely Proctored Knowledge Exam Check-In 14
Testing Policies for Onsite and Remotely Proctored Exams 15
Remotely Proctored Knowledge Exam Policies 17
On Exam Day 17

SECURITY 17

NO-SHOW STATUS / REFUND OF TESTING FEES PAID 18

NO-SHOW STATUS 18
No-Show Exceptions 18
REFUND OF TESTING FEES PAID 19
If you are Scheduled in a Test Event 19
If you are Not Scheduled in a Test Event 20

EXAM RESULTS 20

CANDIDATE FEEDBACK – EXIT SURVEY 21

TEST REVIEW REQUESTS 21

THE KNOWLEDGE/AUDIO EXAM 22

KNOWLEDGE EXAM CONTENT 22
SUBJECT AREAS 22
Knowledge Exam Subject Area Definitions 22
KNOWLEDGE EXAM INFORMATION 23
KNOWLEDGE PRACTICE TEST 23

THE SKILLS DEMONSTRATION EXAM 24

SKILL TEST RECORDING FORM 25
SKILL EXAM TASKS 25
SKILL TASKS LISTING 26
Apply an Anti-embolic Stocking to a Resident's Leg 26
Assist a Resident to Ambulate using a Gait Belt 27
Assist a Resident with the use of a bedpan; Measure and Record Urine Output with Handwashing 27
Catheter Care for a Female Resident with Handwashing 28
Denture Care – Clean an Upper or Lower Denture 29
Don an Isolation Gown and Gloves; Empty a Urinary Bag; Measure and Record Output; and Doff the Gown and Gloves, with Handwashing 30
Dress a Bedridden Resident with an Affected (Weak) Side 31
Feed A Dependent Resident 32
Foot Care - One Foot 32
Make an Occupied Bed 33
Modified Bed Bath for Resident: Whole Face and One Arm, Hand, and Underarm 34
Mouth Care – Brush a Resident's Teeth 35
Nail Care - One Hand 35
Passive Range of Motion Exercises for One Hip and One Knee 36
Passive Range of Motion Exercises for One Shoulder 37
Perineal Care for a Female Resident with Handwashing 37
Position a Resident in Bed on their Side 38
Transfer a Resident from their Bed to a Wheelchair using a Gait Belt 39
Vital Signs: Count and Record a Resident's Radial Pulse and Respirations 40

KNOWLEDGE EXAM VOCABULARY LIST 40

CONTACT INFORMATION

QUESTIONS REGARDING:	**CONTACT:**	**HOURS AND PHONE NUMBERS:**
• Testing Process • Test Scheduling • Eligibility to Test	**D&S Diversified Technologies (D&SDT)** 333 Oakland Avenue Findlay, OH 45840 Email: massachusetts@hdmaster.com Website: hdmaster.com Massachusetts NA TMU Website: https://mc.tmutest.com	Monday through Friday 8:00AM to 7:00PM Eastern Time **Phone: (800) 393-8664** Fax: (406) 442-3357
QUESTIONS REGARDING:	**CONTACT:**	**HOURS AND PHONE NUMBERS:**
• Nurse Aide Registry • Nurse Aide Certification • Renewals	**Massachusetts Department of Public Health** 67 Forest Street Marlborough, MA 01752 Email: nars@mass.gov Website: https://www.mass.gov/nurse-aide-registry-program	Monday through Friday 8:00AM to 5:00PM Eastern Time **Phone: (617) 753-8144**

ABOUT THE MASSACHUSETTS NURSE AIDE CANDIDATE HANDBOOK

This handbook explains Massachusetts' Nurse Aide examination process, including testing, registry services, and certification renewal, and is designed to help you prepare for the Massachusetts Department of Public Health (DPH)-approved Nurse Aide Examination, administered by Massachusetts DPH's approved test vendor, D&S Diversified Technologies (D&SDT).

To be identified and listed on Massachusetts's Nurse Aide Registry, you must pass both parts of the DPH-approved examination.

For testing or scoring, call D&SDT toll-free at (800) 393-8664.

Need help? Contact D&SDT:

- Email: **massachusetts@hdmaster.com**
- Call: (800) 393-8664, Monday–Friday, 8:00AM – 7:00PM ET (excluding holidays).
- Visit the Massachusetts Nurse Aide website: **hdmaster.com**
- Visit the Massachusetts Nurse Aide TMU: **mc.tmutest.com**

INTRODUCTION – NURSE AIDE REGULATION

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 healthcare facilities and define training and evaluation standards for nursing aides who work in such facilities. Each state must follow 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.

D&S Diversified Technologies (D&SDT) administers the testing and scoring services. For additional questions, contact D&SDT at (800) 393-8664, email **massachusetts@hdmaster.com**, or visit **www.hdmaster.com**.

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.

After successfully completing 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

Nurse aides are certified for two years. CNAs renewing on time can auto-renew using self-attestation in the Health Professions Licensing System. CNAs renewing late must provide verification from their employers of having worked at least one 8-hour shift during their two-year certification period.

If nurse aide certification expired fewer than 24 months before the renewal application date, with or without nursing-related work hours, the aide does not have to retrain to qualify for retesting.

If nurse aide certification expired more than 24 months before the renewal application date (and the candidate has not worked in a nursing-related field in the past 24 months), the aide must complete a state-approved nurse aide training program before retesting.

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

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. Additional information is available at the following link: **Reciprocity Information**.

TEST ACCOMMODATIONS: AMERICANS WITH DISABILITIES ACT (ADA)

ADA Compliance

D&SDT certifies that it complies with the provisions of the Americans with Disabilities Act (42 U.S.C. 12101 et seq.). A nurse aide candidate with a disability may request special testing arrangements. This request should be made as soon as it is known that a special accommodation will be needed and **before** a candidate applies for testing.

D&SDT and DPH provide reasonable accommodations for candidates with disabilities or limitations that may affect their ability to perform the Massachusetts Nurse Aide examination.

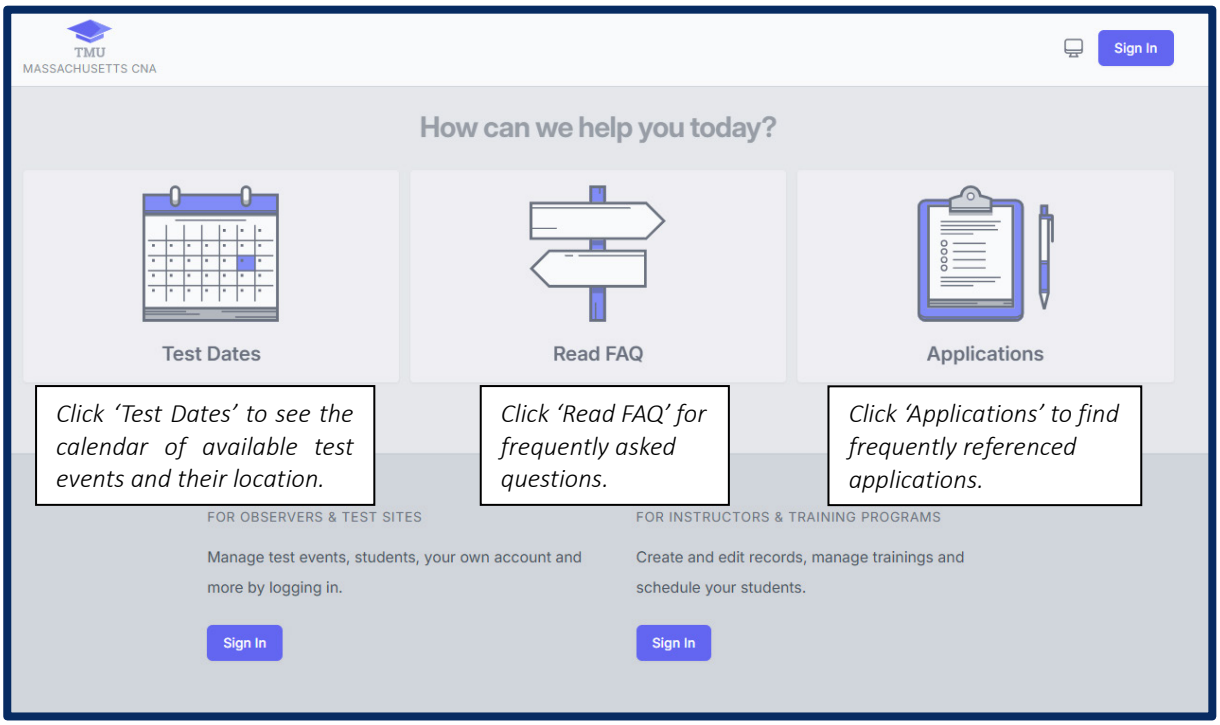
- D&SDT and DPH must approve accommodations and cannot change the examination in any way.
- Submit the **ADA Accommodation Request Application**, located on the Massachusetts TMU main page under 'APPLICATIONS', for review and approval by D&SDT and DPH **in advance** of your NA examination.
- Submit all required supporting documentation of your diagnosed disability with your request. We will only review applications with the required supporting documentation.
- D&SDT will email you if additional or updated documentation or information is required, using the email address in your TMU account.
- When scheduling your exam, please ensure that you or your training program has submitted the ADA Accommodation Request Application well in advance to avoid delaying testing with your classmates.

NOTE: You do not need ADA approval for the Audio (oral version) knowledge examination.

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 (800) 393-8664.

Massachusetts TMU Home Page

The Massachusetts TMU main page URL is: **mc.tmutest.com**



Forgot your Password and Recover your Account

If this is your first time logging in to TMU, or you have forgotten your password, follow the instructions below.

1) Go to the Massachusetts TMU main page, **mc.tmutest.com**.
2) Click 'Sign In'.
3) Click 'Forgot Your Password?' on the pop-up.
4) On the 'Recover Account' screen, using your email option, type in your Email Address.
5) Click 'Recover Account'.
6) A 'Reset Password Notification' email with the reset link will be sent to you.
7) Click on the reset link in your email to reset your password.
8) Please check your junk/spam folders for this email.
9) If you have already updated your demographic information in your account, as another option besides using your email, you can type in the requested data (Social Security Number, Date of Birth, Last Name, and Zip Code) under 'Using other Information'.
10) Click 'Recover Account'.

11) Under either option, you will receive the message, "We have emailed your password reset link! Please allow a few minutes for the email to be delivered."

12) Once you open the email, click 'Reset Password'.

13) 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.

14) A TMU screen will pop up: type in your 'Password' and retype it in 'Confirm Password'.

15) Then click 'Reset Password'.

16) One of two screens will appear. If this is your first time logging in, you will see the Setup Account screen with a message asking you to complete your demographic information. If you have already completed your demographic information, the candidate home screen will appear.

Complete your TMU Profile

Your training program will enter your initial registration information in D&SDT's Massachusetts TestMaster Universe (TMU) software.

- After your information is entered, you will receive an email from TMU confirming that your account has been created (check your junk/spam folder).
- Open your email and sign in to your account at **mc.tmutest.com**.
- The first time you sign in to your account, you will need to:
    - Update your password and complete your demographic information, including making sure your LEGAL FIRST AND LAST NAMES *exactly match* the FIRST and LAST names on your government-issued ID
        - ♦ Complete all required fields that are marked with an asterisk*;
        - ♦ Check the box next to "I agree to the Terms and Privacy Policy*"; and
        - ♦ Select Finish Account Setup.
- Complete this information **before you schedule to take your exam!**
- **Failure to do so may result in you being turned away from testing, marked as a NO SHOW STATUS for your test event, and forfeiting your testing fees!**
- After you finish your account setup, you will receive the message: "Thanks, your account has now been set up."

If you forgot your password or need to recover your account:
Enter your email address in the 'Sign In' menu box. Select "Forgot Your Password?" You will receive an email. Follow the instructions in the email to reset your password to recover your account.

PAYMENT INFORMATION AND TEST ELIGIBILITY

Payment Information

Candidates and facilities can pay testing fees online through TMU.

- Securely processed MasterCard or Visa credit/debit cards are accepted by candidates and facilities.
- Money Orders, Cashier's Checks, and Facility Checks are accepted on behalf of candidates (**made payable to D&SDT**). Personal checks and cash ARE NOT accepted from candidates.

Before you schedule your exam:

- Ask your program instructor if you will be **self-paying** or if your training program has **pre-paid** your fee.
- If you are **pre-paid**, you do not need to submit a payment and may schedule your exam.
- If **self-pay**, review the instructions in *Self-Pay Instructions* and submit the online fee to be able to proceed with scheduling your exam.

Fees:

- Knowledge Exam and Demonstration/Skills Test: **$100**
- Audio Version of the Knowledge Exam with Demonstration/Skills Test: **$110**
- Knowledge Exam Only: **$30**
- Optional: Audio Version of the Knowledge Exam Only: **$40**
  - *The knowledge test questions and answers are read by the computer and played through headphones or earbuds while you read along.*
- Demonstration/Skills Test Only: **$70**

Test Eligibility

Your training program will enter your initial TMU registration information online. You must log in to **mc.tmutest.com** and complete your demographic information. When completing your demographic information, make sure that your name in TMU matches your ID exactly. Your ID must be a US government-issued, signed, unexpired, photo-bearing ID. If you discover your ID name doesn't match your name as listed in your TMU account, please call D&SDT at (800) 393-8664. See the instructions under **Complete your TMU Profile**.

Once your record is completed in TMU and you have verified that all information is correct, you may schedule your exam date online at the Massachusetts TMU webpage at **mc.tmutest.com** using your email and password (see instructions under **Steps to Schedule or Reschedule a Test Event**). If you do not know your username and password, enter your email and click 'Forgot Your Password?' (See instructions under **Forgot your Password and Recover your Account**.) This will allow you to reset your password and then log in. If you cannot log in, contact D&SDT at (800) 393-8664 during regular business hours, 8:00AM to 7:00PM ET, Monday through Friday, excluding holidays.

Alternate Language Testing

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 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 on the next page.

- **Chinese Testing Application**
- **Haitian Creole Testing Application**
- **Spanish Testing Application**

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.

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 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 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 passed the knowledge exam but not the skill test, you cannot switch languages.

Please call D&SDT's alternate language line at (855) 263-6050, or D&SDT's regular line at (800) 393-8664, with any questions.

Time Frame for Testing from Training Program Completion

You must successfully complete and pass the test within two years of finishing an approved training program. During this two-year period, candidates may take the test up to four times on the knowledge test or three times on the skills test. Should two years elapse or your attempts be exhausted without successful completion, the candidate is required to complete another DPH-approved training program in order to be eligible for further testing.

Note: Federal and State regulations allow healthcare facilities to employ students enrolled in an approved nurse aide training and competency evaluation program for up to 120 days from the beginning of employment.

- Skilled nursing facilities must follow **42 CFR 483.35(e)(3)**.

If you have questions regarding your test scheduling, call D&SDT at (800) 393-8664.

Self-Pay Instructions

Testing fees must be paid **before** you can schedule a test date.

Once you complete your training program, your training record will include completion hours and the date, and you will receive an email and text message stating that you are eligible to schedule a test date.

Some training programs pre-pay testing fees 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 prepaid for

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

Follow the instructions to self-pay your testing fees:

1) On your candidate home page, click on 'Tests' or 'View Your Testing History'.

2) On the 'Your Tests' screen, under 'Scheduling', click on the box to the left of Exam' to select the test component – a checkmark will appear in the box.

3) Then click 'Add Selected Items to Cart'.

4) On the 'Cart' screen, you will get a message that the "Knowledge and Skill tests have been added to your cart" along with the 'Knowledge and Skill Amounts'.

5) Click 'Pay with Credit Card'.

6) On the 'Prepay to Schedule' screen, enter the Credit Card information and then click 'Submit Payment'.

7) You will receive a receipt for the transaction.

Once your testing fees are paid, you will be eligible to choose a test site and date.

For special circumstances only, you may also pay your testing fees with a money order or cashier's check via a paper payment form. Please email **massachusetts@hdmaster.com** to request a paper payment form.

Follow the instructions in the next section to schedule or reschedule a test event.

TEST EVENT OPTIONS, SCHEDULING, NOTIFICATIONS, RESCHEDULING POLICY AND UNFORESEEN CIRCUMSTANCES

After your exam fee is paid, you may schedule and/or reschedule up to one business day before a scheduled test. You may log in with any Internet-connected device.

Knowledge Exam Audio Version Option

An audio (oral) version of the knowledge exam is available. **You must request an Audio version before submitting your testing fee payment and scheduling your test.**

The questions are read to you neutrally and can be heard through wired headphones or earbuds plugged into the computer. Bluetooth-connected devices are not allowed. When taking an electronic Audio exam, the audio control buttons will be displayed on the computer screen, enabling you to play, rewind, or pause questions as needed.

- *For onsite testing*: The RN Test Observer or Knowledge Test Proctor will provide you with wired earbuds or headphones. You may also bring your own wired earbuds or headphones, which you must show to the RN Test Observer and Knowledge Test Proctor at check-in. **Bluetooth-connected devices are not allowed.**
- *For remotely proctored exams:* You will provide your own wired earbuds or headphones, which you must show to the remote proctor at check-in. **Bluetooth-connected devices are not allowed.**

Selecting an Audio Version of the Knowledge Exam

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

1) On your candidate home page, click 'Profile' or 'Manage Your Profile'.

2) To choose the knowledge exam's audio option, click the box to the left of 'Enable Audio Testing'; a check mark will appear in the box.

3) Remember to check 'Enable Audio Testing' **BEFORE YOU SCHEDULE** your knowledge exam.

4) Then click 'Save Changes' at the bottom of the screen to save.

5) You can then follow the instructions under **Steps to Schedule or Reschedule a Test Event.**

Remotely Proctored Knowledge Exam Option

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

What You Will Need

- An updated version of Google Chrome as your Internet browser.
- A reliable Internet (Wi-Fi) connection.
- A personal computer/tablet/laptop to log into TMU to access the knowledge exam.
- You must download and install the Respondus LockDown Browser on the device (computer, etc.) you will be using to take your exam. For detailed guidance, refer to the **Respondus LockDown Browser Instructions**.
- Your Email or Username and Password to take the remotely proctored TMU Knowledge exam. The remote Proctor will provide you with a 'code' to start your test.
- A smartphone/tablet to access the 'video conferencing app' (for example, Zoom) that you ***must download***.
    - An email will be sent to you and appear in your notifications (in your TMU account) with information about the 'video conferencing app' (for example, Zoom) you will need to 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.

Failure to meet these requirements may result in you not being allowed to test and forfeiting your testing fees.

Steps to Schedule or Reschedule a Test Event

Follow the instructions to schedule or reschedule a test event:

1) On your candidate home page, click on 'Tests' or 'View Your Testing History'.

2) On the Your Tests screen, under 'Scheduling – Tests', all eligible test events will appear with 'eligible' under the 'Status'.

3) To select a test component (knowledge or skills), click 'Schedule' to the right of the test component you want to schedule.

4) The next screen to open will be the 'Find Event Certified Nursing Assistant'.

5) A map of upcoming events will open: You can click on a marker to show upcoming events for that location.

6) The test component(s) you can schedule will show under 'Test Date', 'Test Location', and 'Scheduling For' under the map.

7) Click 'Schedule' to the right of the site and date you want to test.

8) A pop-up will appear asking if you want to "Schedule into this Event on Date for Component. Are you sure?"

9) To confirm this is the site, date, and component (knowledge or skills) you want to schedule, click 'OK'.

10) The Your Tests screen will open up with a message that says "Your Name scheduled into Component (Knowledge or Skills) for Certified Nurse Aide."

11) Your Status will show you are 'Scheduled'.

12) Click 'Actions' and select 'Test Confirmation Page' from the drop-down list to see your test confirmation with important reminders for testing.

Steps to 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 in **Steps to Schedule or Reschedule a Test Event**.

Please ensure you have met the **What You Will Need** items listed above before scheduling a remotely proctored knowledge exam.

- The test site location for a remotely proctored knowledge exam will be 'Remotely Proctored Test'.

- Review the **Steps to Schedule or Reschedule a Test Event.** 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 (refer to the **Test Confirmation** and **Notifications** sections for information on how to access your test confirmation and notifications).

- After scheduling your exam, the Respondus LockDown Browser will be available for download, installation, and testing. For detailed guidance, refer to the **Respondus LockDown Browser Instructions**.

- 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 included in your notifications.

- Remember, for this information, check your 'NOTIFICATIONS' in your TMU account. Please refer to the View your TMU Notifications section.

Please call D&SDT at (800) 393-8664 if you have any questions or concerns, or need assistance scheduling a remotely proctored knowledge exam.

Respondus LockDown Browser

After scheduling your exam, the Respondus LockDown Browser will be available for download, installation, and testing. For detailed guidance, refer to the **Respondus LockDown Browser Instructions**.

Ensure that the Respondus LockDown Browser is fully installed and operational prior to joining the "video conferencing' app on testing day.

Instructions for the Remotely Proctored Knowledge Exam can be found within your TMU account under the **Resources** section.

These instructions provide step-by-step procedures for downloading and uninstalling the necessary software. It is essential to review all instructions thoroughly before your remotely proctored knowledge exam.

Notifications

Remember to check your TMU account notifications for important updates about your selected test events and other information.

Follow these instructions to view your notifications:

1) On your candidate home page, you will see any unread notifications in a box on the screen or under your profile picture in the upper right of your screen.

2) Click 'Show Notifications' to open your notifications.

3) The 'Your Notifications' screen will open.

4) Click 'VIEW' to the right of each notification to open each of your notifications.

Test Confirmation

Your test confirmation letter will provide you with important information regarding where you are scheduled to test (date, time, and address). You can access it at any time.

The body of the test confirmation letter will direct you to review the Candidate Handbook for specific instructions on arrival time, ID requirements, testing attire, testing policies and procedures, and what to expect.

Failure to read the Candidate Handbook could result in a no-show status for your test event if you do not adhere to testing policies.

Follow these instructions to view and print your test confirmation:

1) Once you are scheduled for a test event, the Your Tests screen will open up.

2) Click 'Actions' and select 'Test Confirmation Page' from the drop-down list to see your test confirmation with important reminders for testing.

3) Your test confirmation letter will open up - click 'Print Page' to print your confirmation letter.

4) Click 'Get Map' to get Google Maps directions to the test site.

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

Rescheduling Policy

You may reschedule your test event online, at no additional cost, up to **one (1) business day** before the scheduled test event. You can do so in your TMU account at **mc.tmutest.com**.

For example, to reschedule at no additional cost:

- If the scheduled test is on Monday, you must reschedule by 7:00 PM (ET) the previous Thursday.
- If the scheduled test is on Tuesday, you must reschedule by 7:00 PM (ET) the previous Friday.
- If the scheduled test is on Wednesday, you must reschedule by 7:00 PM (ET) the previous Monday.
- If the scheduled test is on Thursday, you must reschedule by 7:00 PM (ET) the previous Tuesday.
- If the scheduled test is on Friday, you must reschedule by 7:00 PM (ET) the previous Wednesday.
- If the scheduled test is on Saturday/Sunday, you must reschedule by 7:00 PM (ET) the previous Thursday.

Reschedule a Test Event

1) On the 'Your Tests' screen, click 'Actions' and select 'Reschedule' from the drop-down list to select an alternative test date.

2) A pop-up will appear asking if you want to "Reschedule this Knowledge Exam (or Skills Test if that is what you have chosen). Are you sure?"

3) To confirm this is the site, date, and component (knowledge or skills) you want to reschedule, click 'OK'.

4) You will be taken back to the Your Tests screen with eligible test dates you can reschedule for.

Unforeseen Circumstances Policy

If a scheduled exam test event is canceled by D&SDT due to weather or other unforeseen circumstances, D&SDT staff will make every effort to contact you using the phone number and email address listed in your TMU account to reschedule your test date, at no charge, to a mutually agreed-upon new test date.

Therefore, keep your contact information up to date in case you need to be contacted!

If D&SDT is unable to reach you by phone or email, you will be removed from the test event, and D&SDT will not reschedule you until you contact us.

YOU become responsible if D&SDT has attempted to contact you and left you a voice message or email at the phone number or email in your record, and:

- You did not call D&SDT back in a timely manner
- Your phone number was disconnected/or your voicemail was full
- You did not check your messages in a timely manner
- You did not check your email or reply to our email in a timely manner, or
- Your email is invalid, or you are unable to access your email for any reason.

See more information under **NO-SHOW EXCEPTIONS**.

EXAM DAY

Testing Attire

Onsite Exams

The following testing attire applies to both the onsite, in-person knowledge and skills exam and will be followed at testing sites:

- You must be in full clinical attire (scrub top and scrub bottom).
- Scrubs and shoes can be any color/design.
- No open-toed shoes are allowed.
- Long hair must be pulled back.
- You may bring a standard watch with a second hand.
- Wearable technology, such as Bluetooth-connected devices (smartwatches, smart glasses, rings, activity trackers, etc.), is not allowed.

POLICY: You will not be admitted for testing if you are not wearing scrubs and appropriate shoes, and your long hair is not pulled back. You will be marked as a NO-SHOW status. You will forfeit any testing fees paid without a refund.

Remotely Proctored Knowledge Exams

For remotely proctored knowledge testing, you must wear appropriate clothing, such as a non-revealing shirt/sweater and pants, sweatpants, shorts, or leggings.

- Wearable technology, such as Bluetooth-connected devices (smartwatches, smart glasses, rings, activity trackers, etc.), is not allowed.
    - The exception is the smartphone you may be testing with.

POLICY: You will not be admitted to the test if you are not wearing appropriate clothing as shown above. You will be marked as a NO-SHOW status. You will forfeit any testing fees paid without a refund.

Identification Required for all Testing

At check-in, you must present an original U.S. Government-issued, photo-bearing, *signed, and non-expired form of identification to your proctor. The following are not accepted: photocopies, images, faxes, emails, screenshots, electronic or digitally stored forms of identification (for example, Apple or Google Wallet).

Accepted Forms of Identification (ID)

- **State-issued Driver's License** *(non-expired from any state is acceptable)*
  - 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 U.S. Passport** *(Foreign Passports and Passport Cards are not acceptable.)*
  - Exception: A signed foreign passport with a U.S. VISA within the passport is acceptable (the VISA does not have a signature).
- **Permanent Resident Card (Green Card or Alien Registration Card) / Employment-Work Authorization Card issued by the U.S. Citizenship and Immigration Services (USCIS)**
  - *Accepted without a signature or fingerprint IF ISSUED from January 30, 2023, to the present day. If issued before January 1, 2023, it may contain a fingerprint instead of a signature.
- **U.S. Military Identification Card**
  - *Accepted without a signature or fingerprint, but will have a barcode or 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.

Exceptions 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

Ensure your Names Match

The FIRST and LAST names on your ID **must exactly match** the FIRST and LAST names entered in your TMU account and database. Before your test date:

- Confirm that your name on your test event record matches your U.S. government-issued ID.
- You may call D&SDT at (800) 393-8664 or sign in to your TMU account at **mc.tmutest.com** to review and update your demographic information.

- If you need to update or correct your name:
  - Complete the **Demographic Change/Correction Request Form**
  - The form is located under 'APPLICATIONS' on the TMU main web page (before you log in to your account.

POLICY: You will not be admitted for testing and will be considered a NO-SHOW STATUS if:

- You do not present an acceptable ID at check-in that is not expired.
- If your FIRST and LAST names on your ID document do not match the name on your TMU record; or
- There is a hole punched in your driver's license or state-issued ID card; the document will NOT be valid and will not be accepted.
- Without acceptable documentation, you will be considered a NO SHOW STATUS and will forfeit any fees paid without a refund.

Onsite Exam Check-In

You must arrive at your test location's waiting area at least 20 minutes before your test is scheduled to begin. No one will be admitted after the 20-minute cutoff. This allows time to check in with the RN Test Observer.

- Testing **begins** promptly at the start time noted on your test confirmation.

POLICY: If you arrive late, you will not be permitted to take the exam and will forfeit any fees paid without a refund.

Written test instructions will be provided outlining the on-site test process and what to expect during your knowledge and skills exam. The instructions will be located in the testing room's waiting area at check-in and will be available during your exam for your reference.

These instructions are located in your TMU account under Resources.

The RN Test Observer will ask you questions about the instructions. It is important that you read the instructions **before** entering the onsite exam room(s).

Remotely Proctored Knowledge Exam Check-In

You must be connected to the remotely proctored exam link (for example, Zoom, etc., waiting room) **at least 20 minutes before your test is scheduled to begin**, as listed on your test confirmation, to complete the check-in process with the remote test proctor. The remote test proctor will allow you access to the test event.

- **Allow time to log in to ensure you meet the 20-minute requirement.**
- **No one will be admitted to the test after the 20-minute cutoff.**
- **Anyone attempting to sign in to the remotely proctored exam link after that time will be considered a no-show and will forfeit their testing fees.**

Additional requirements:

- Before joining the 'video conferencing' app, you need to have the Respondus LockDown Browser ready for testing. (Downloaded, installed, and ready to test. For assistance, view the **Respondus LockDown Browser Instructions**.)
- At check-in, you must have your smartphone or tablet positioned so the Proctor can clearly see you, your keyboard, mouse (if used), and the entire screen of your computer, tablet, or laptop.

- You will be required to **show the entire room** and surroundings to the remote Proctor before starting your remotely proctored knowledge exam.

If you experience technical difficulties, please take screenshots and submit them to D&SDT with an explanation at massachusetts@hdmaster.com. Please refer to the **No-Show Policy**.

POLICY: Failure to adhere to any of the remote testing conditions will require the remote proctor to stop your exam, which will be scored as a failed attempt.

Remotely Proctored Knowledge Exam instructions are located in your TMU account under Resources.

- The instructions outline the process and what to expect during your exam. It is important that you read the instructions **before** signing in to your remotely proctored knowledge exam.

Testing Policies for Onsite and Remotely Proctored Exams

Review the online Candidate Handbook before your test day for any updates to testing and policies.

Access the document in your TMU account under the 'Resources' tab or on the Massachusetts page on the D&SDT website at **hdmaster.com**.

- Plan to be at the test site for four to five hours if both components are being administered on-site (knowledge and skills).

- If you do not show up for your exam day, or are considered a NO-SHOW STATUS (see details in this handbook's *No-Show Status* section) for any reason, any test fees paid will NOT be refunded. You must repay your testing fees online in your TMU account to schedule another exam date.

- **ELECTRONIC DEVICES AND PERSONAL ITEMS:** Wearable technology, such as Bluetooth-connected devices (smartwatches, smart glasses, rings, activity trackers, etc.), 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 placing your personal items and electronic devices, and you will collect them upon completing your test(s). Test Sites and Testing Teams are not responsible for your personal belongings at the test site.

- All electronic devices must be **turned off and removed from your body**, including wearable technology, such as Bluetooth-connected devices (smartwatches, smart glasses, rings, activity trackers, etc.).

- 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; and you will be reported to your training program and the Massachusetts Department of Public Health. Please refer to the **Security** section of this handbook.

- Behavioral misconduct or unlawful acts by test candidates are strictly prohibited. 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. Review the **Security** section of this handbook.

- You are not allowed to leave the testing room (on-site knowledge test room, remotely proctored knowledge exam, 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 to finish your exam. Any test fees paid will not be refunded.

- 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.

- For on-site testing:
  - You may use personal devices in the on-site waiting area during your free time.
  - You are encouraged to bring a jacket, snack, drink, or study material while waiting to test.

- No visitors, guests, pets (including companion and emotional support animals), or children are allowed at the test location. 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.
  - Service animals (a dog that has been individually trained to perform specific tasks for people with disabilities) are allowed. Contact D&SDT at (800) 393-8664 or via email at **massachusetts@hdmaster.com** after you schedule a test date so the testing team can be notified.

- You may not test if you are ill or sick. Call D&SDT at (800) 393-8664 immediately to reschedule.
  - 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 (800) 393-8664 immediately to reschedule if you are on doctor's orders.
  - Review the **Rescheduling Policy** and **No-Show Exceptions** sections.
  - Reschedules will not be granted less than one full business day before a scheduled test date.

- **LANGUAGE TRANSLATION DICTIONARIES:** You may use a foreign word-for-word translation dictionary during your test, provided it contains no definitions or handwritten notes. You must present the dictionary to the RN Test Observer and Knowledge Test Proctor or remote Proctor for inspection during check-in. Please note that electronic dictionaries and unapproved language translators are strictly prohibited.

- **SCRATCH PAPER AND CALCULATORS:** If needed, you may do math calculations on scratch paper or with the basic calculator provided by the KTP.

- If you have requested an Audio Version of the Knowledge Exam, please refer to the **Knowledge Exam Audio Version Option** for more information.

Remotely Proctored Knowledge Exam Policies

On Exam Day

- Before joining the 'video conferencing' app, you need to have the Respondus LockDown Browser ready for testing (downloaded, installed, and ready to test). For assistance, view the **Respondus LockDown Browser Instructions**.)

- 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 will be required to show the entire room and surroundings to the remote Proctor 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 surroundings/entire room at any time during your test.

- You may not use a video filter, such as a background or blurring your screen.

- On testing day, you cannot have any assistance with your computer 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. You will be marked as a NO SHOW STATUS; you will forfeit any fees paid You will be marked as a NO SHOW STATUS; you will forfeit any fees paid and must reschedule your test.

- You must be alone (by yourself during the entire time while testing). You must test in an isolated, secure room/area free of distractions and interruptions, and free of any other people, children, or pets, just as you would 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.

- If the 'video conferencing app' 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 not be muted during testing so that the remote Proctor can hear if there are any distractions or other interruptions during your test.

- Review the information on remotely proctored testing issues under the No-Show Exceptions section.

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

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).

Reportable misconduct includes, but is not limited to, the following:

- Cheating
- Refusing to follow directions
- Using abusive language or threatening others
- Disrupting the examination environment
- Visibly impaired
- Engaging in unprofessional or aggressive behavior
- Attempting to remove test material, take notes, or copy information
- Giving or receiving unauthorized help during testing, including using wearable technology, such as Bluetooth-connected devices (smartwatches, smart glasses, rings, activity trackers, etc.), or navigating to other browsers during your exam.

POLICY: If you commit one of these acts, 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.

A report of your behavior will be sent to your training program and DPH, and you are subject to legal prosecution to the fullest extent of the law. You may not be allowed to retest for at least 6 months and may require DPH permission to retake the test.

NO-SHOW STATUS / REFUND OF TESTING FEES PAID

No-Show Status

If you are confirmed for a scheduled exam test event 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, proper attire, 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 submit a new testing fee to schedule yourself into a new test event.

Keep in mind that the fees partially offset D&SDT costs incurred for services requested and the resulting work performed. Therefore, it is important to reschedule your exam at least one full business day before a scheduled test event, excluding Saturdays, Sundays, and holidays, to avoid being a NO-SHOW STATUS.

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, test fees will be refunded to the remitter of record, or a free reschedule will be authorized, provided **you submit the required documentation within the time frames outlined below.**

Complete the **No Show Exception Form** available on the Massachusetts TMU main page under 'APPLICATIONS', upload required documentation, and submit within the required time frame outlined below:

- **Car breakdown or accident**: D&SDT must be contacted within one business day via phone call, fax, or email. A tow bill, police report, or other appropriate documentation showing your name and the provider of service's name must be submitted within **three (3) business days** of the exam date. If we do not receive documented 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 within one business day via phone, fax, or email. 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 documented 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 within one business day via phone, fax, or email. A doctor's note on their letterhead or other appropriate documentation showing your name and the provider of service's name must be submitted within **three (3) business days** of the missed exam date. If we do not receive documented 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 within one business day via phone call, fax, or email, and an obituary or letter on your behalf from the funeral home for immediate family must be submitted within **seven (7) business days** from a missed exam date. If we do not receive documented proof within 7 business days, your no-show status will stand, and you will be required to repay your testing fee. (Immediate family includes parent, grandparent, great-grandparent, sibling, children, spouse, or significant other.)

- **Remotely proctored testing issues:** D&SDT must be contacted within one business day via phone, fax, or email, and appropriate documentation showing your name and the provider of the service's name must be submitted within **three (3) business days** of the exam date. If we do not receive documented 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 Internet service provider's name, showing the outage date and times.
  - **Computer or cell phone issue**: If the computer or cell phone fails to work for any reason, documentation showing your name and the provider of the service's name from a computer repair technician/shop or other appropriate documentation.

Refund of Testing Fees Paid

If you change your mind and do not wish to test or cannot schedule a test date before your training expiration date, you may request a refund of the testing fees paid. **Refund requests made within 30 days of initial payment of testing fees qualify for a full refund of any testing fees paid, *minus a $35 refund processing fee*.**

If you are Scheduled in a Test Event

A refund request for testing fees paid must be made in writing by filling out and submitting the **CANDIDATE-Refund Request Form** on D&SDT's main webpage at **hdmaster.com** at least **one (1) full business day** before your scheduled test event (excluding Saturdays, Sundays, and Holidays). Refund requests must be made within **thirty (30) days of the original payment of testing fees with D&SDT, minus a $35 refund processing fee**. Refund requests made more than 30 days after the original payment of testing fees with D&SDT ***will not be issued***. No phone calls will be accepted.

Example: If you are scheduled to take the exam on Saturday, Sunday, or Monday, you must request a refund by the close of business on Thursday before your scheduled exam. D&SDT's regular business hours are Monday through Friday, 8:00AM to 7:00PM ET, excluding Saturdays, Sundays, and Holidays.

- If the scheduled test is on Monday, you must reschedule by 7:00 PM (ET) the previous Thursday.
- If the scheduled test is on Tuesday, you must reschedule by 7:00 PM (ET)) the previous Friday.

- If the scheduled test is on Wednesday, you must reschedule by 7:00 PM (ET) the previous Monday.
- If the scheduled test is on Thursday, you must reschedule by 7:00 PM (ET) the previous Tuesday.
- If the scheduled test is on Friday, you must reschedule by 7:00 PM (ET) the previous Wednesday.
- If the scheduled test is Saturday/Sunday, you must reschedule by 7:00 PM (ET) the previous Thursday.

If you are Not Scheduled in a Test Event

You must submit a refund request for testing fees paid in writing by completing and submitting the **CANDIDATE-Refund Request Form.** You must submit refund requests **within thirty (30) days of the original payment of testing fees to D&SDT, minus a $35 refund processing fee.** Refund requests made more than 30 days after the original payment of testing fees to D&SDT ***will not be issued***.

EXAM RESULTS

After you have completed both the Knowledge Exam and Skills Test, your test results will be officially scored and double-checked by the D&SDT scoring team.

Official test results will be available after 7:00PM Eastern Time on the day tests are scored. D&SDT does not send postal mail letters or email test results to candidates.

You must successfully complete and pass the test within two years of finishing an approved training program. During this two-year period, candidates may take the knowledge test up to four times, and the skills test up to three times. Should two years elapse or your attempts be exhausted without successful completion, the candidate is required to complete another DPH-approved training program in order to be eligible for further testing.

Instructions to view your test results:

1) Sign in to your TMU account at **mc.tmutest.com**.

2) On your candidate home screen, click ‘Tests’ or ‘View Your Testing History’.

3) The ‘Your Tests’ screen with your scheduled test events will appear.

4) Under Actions, click the drop-down and select ‘Details’ to view your results.

5) Or, click ‘Print Test Results’ to print your results.

6) You will also have the opportunity to complete the anonymous Exit Survey by clicking ‘Please take our satisfaction survey’.

7) Your test details with detailed diagnostics will appear to help you prepare for a retake, if needed.

8) For the knowledge exam, you will receive your percentage for each subject area and a list of missed vocabulary words.

9) For the skills test, you will receive your pass/fail for each task, and you can click on ‘View Failed Steps’ to see the steps you missed.

10) With the test details open, under the 'Test Actions' drop-down menu, click 'Print Results' to get a hard copy of your results.

11) You can also click the 'Printer Icon' next to 'Test Actions' to print your results letter.

12) For the skill test, click 'View Failed Steps' next to the task to see any steps missed.

Candidate Feedback – Exit Survey

Candidates can complete an exit survey via a link when they check 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 REVIEW REQUESTS

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

Please read BEFORE you fill out the Test Review Request:

- Call D&SDT at (800) 393-8664 during regular business hours, 8:00AM to 7:00PM ET, Monday through Friday, excluding holidays, to discuss the test outcome you are questioning before committing to paying the $25 non-refundable test review request deposit.
- After you learn the details about the scoring of your test, you may better understand the scoring process and learn how to prepare more effectively for subsequent exam attempts.
- If, after discussing your concerns with D&SDT staff, you still have concerns about your testing process that affected the outcome of your exam, you may submit a Test Review Request.

To request a review:

- Complete the **Test Review Request and Payment Application**, available on the Massachusetts TMU main page under 'APPLICATIONS' (before logging 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.
- **There is a $25 non-refundable test review deposit fee.**
- D&SDT will review your detailed recollection and 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 about the facts detailed in your dispute documentation. D&SDT will recheck the scoring of your test and may contact you for any additional information about the test event.
- D&SDT will complete your review request **within ten business days of receiving it,** within the required timeframe. The final determination of the review results will be sent to the email address listed in your TMU account, along with a notification to the Massachusetts Department of Public Health (DPH).
- The outcome of your review will determine who pays for any retests that may be granted.
  - If, after investigation, the review finding is in your favor, you will be refunded the $25 test review deposit.
  - If the review findings are *not in your favor*, the $25 test review deposit will remain, and the fee is non-refundable.

After a candidate turns 18, D&SDT will discuss test results or test disputes only with the candidate. D&SDT will not review test results or disputes with instructors, training programs, family members, or anyone else on behalf of the candidate once the candidate reaches 18 years of age.

THE KNOWLEDGE/AUDIO EXAM

Knowledge Exam Content

The Knowledge Exam consists of 60 multiple-choice questions. **A passing score of 76% is required**. Questions are selected from subject areas in accordance with the approved DPH test plan and include all required categories defined in Federal regulations. The number of questions in each subject area is as follows.

Subject Areas

Aging Process and Restorative Care [2]	Infection Control [4]
Basic Nurse 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 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 extensively or differently 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.

The Knowledge Test Proctor will provide instructions for taking the Knowledge Exam. You will have **sixty minutes** to complete the **60-question** 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 can watch the time remaining on your Knowledge Exam, and the KTP will announce when 15 minutes remain. You may not ask 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 key in 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 Profile** 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.

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 **hdmaster.com**. Candidates may purchase complete practice tests randomly generated based on the state test plan. We use a mastery learning method, and each practice test is unique. This means candidates must answer the question correctly before moving on to the next question. The system provides a first-attempt percentage score and vocabulary feedback after you complete 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 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 where the linen fell on the floor

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 SKILLS DEMONSTRATION EXAM

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

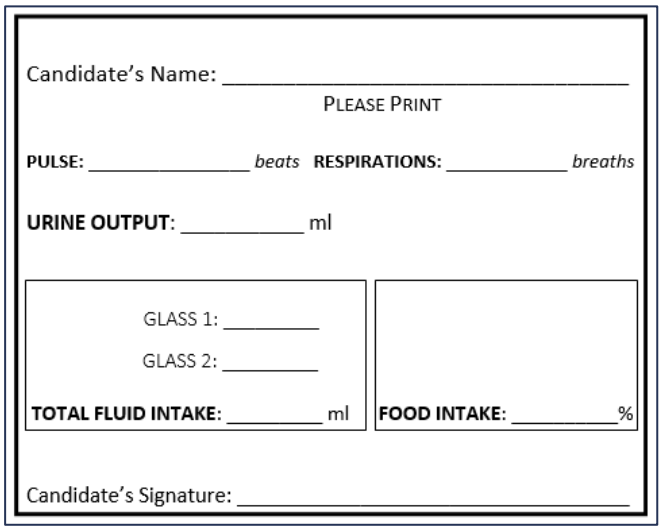
- Be sure you understand all instructions you read while in the waiting area before you begin your skill task demonstrations. You may not ask questions once the Skill Test begins and the timer starts. Once the Skill Test begins, the RN Test Observer may not answer questions.
- Each of your randomly selected three (3) or four (4) tasks will have scenarios associated with them. The RN Test Observer will read the scenarios to you immediately before you are asked to do each task.
- You will be given no more than forty **(40) minutes** to complete your three (3) or four (4) tasks. After 15 minutes have elapsed, you will be alerted that 15 minutes remain.
- 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 **key** steps (in bold font) and 80% of all non-key steps in each task assigned to pass the Skill Test.
- If you believe you made a mistake while performing a task, say so. You will need to demonstrate the step or steps on the task you believe you performed incorrectly for the correction to be noted for the step.
- You may repeat or correct **any steps you believe you have performed incorrectly** during your allotted forty (40) minutes or until you tell the RN Test Observer you are finished with the Skill Test.
- Skill task steps are generally not order-dependent unless the words BEFORE or AFTER are used in a step.
- At any time during any skill, you may direct the RN Test Observer to move anywhere needed to assist you in providing safety for the resident.
- **All steps must actually be demonstrated. Steps that are only verbalized WILL NOT COUNT.**

Skill test written instructions will be provided outlining the on-site test process and what to expect during your skills test. The instructions will be located in the testing room's waiting area at check-in and will be available during your exam for your reference.

- These instructions are located in your TMU account under Resources.
- The RN Test Observer will ask you questions about the instructions. It is important that you read the instructions **before** entering the skills lab/room.

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.



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 Exam Tasks

You will be assigned **one** of the following mandatory tasks as your first task:

- Assist a Resident with the use of a Bedpan, Measure and Record Urine Output with Handwashing
- Catheter Care for a Female Resident with Handwashing [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 Handwashing
- Perineal Care for a Female Resident with Handwashing [DEMONSTRATED ON A MANIKIN]

Note: Handwashing is embedded in 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 Skills Task Listing below. These selected tasks will make up your personalized and unique skill test. Each skill test, randomly assigned by the TMU skill test assignment algorithm, will be comparable in overall difficulty, which is why some skill tests will have a different number of tasks.

Skill Tasks Listing

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

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

All tasks will be performed on a live resident actor, except for Catheter Care and Perineal Care, which will be demonstrated on a manikin. You will be scored only on the steps listed.

You must score **80%** on each task ***without missing any key steps*** (the **Bolded** steps) to pass the skill component of your competency evaluation. If you fail the Skill Test, one of the tasks on your retest will be a task you previously failed. There will always be only one of the four mandatory tasks to start each Skill Test. The other tasks included in your Skill Test are randomly chosen so that every Skill Test is comparable in difficulty and has an average time to complete.

> **Note:** The skill task steps included in this handbook are discrete skill task steps used for objective testing purposes only. They are not intended to provide complete care that includes the best care practiced in an actual work setting.

Apply an Anti-embolic Stocking to a Resident's Leg

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Raise the bed height
4. Provide for the resident's privacy.
5. Provide the resident's privacy by exposing only one leg.
6. Roll, gather, or turn the stocking down inside out to the heel.
7. Place the stocking over the resident's toes, foot, and heel.
8. Roll or pull the stocking over the resident's foot and heel, then up the leg.
9. Check toes for possible pressure from the stocking.
10. Adjust the stocking as needed.
11. **Leave the resident with a stocking that is smooth and wrinkle-free.**
12. Lower the bed.
13. Place the call light or signal calling device within easy reach of the resident.
14. Maintain respectful, courteous interpersonal interactions at all times. *(Polite; no terms of endearment or rude comments.)*
15. Perform hand hygiene.
    a. Cover all surfaces of 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 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 so 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 standing.
15. Ask the resident if they feel dizzy or lightheaded.
16. Stabilize the resident.
17. Ambulate the resident at least 10 steps to the wheelchair.
18. Assist the resident in pivoting/turning and sitting the resident in the wheelchair in a controlled manner that ensures safety.
19. Use proper body mechanics at all times.
20. Remove the gait belt.
21. Place the call light or signaling device within easy reach of the resident.
22. Maintain respectful, courteous interpersonal interactions at all times. *(Polite; no terms of endearment or rude comments.)*
23. Perform hand hygiene.
    a. Cover all surfaces of 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 Handwashing

(One of the possible mandatory first tasks)

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 of them in a trash container.
23. Record output on the previously signed recording form.
24. **The candidate's recorded measurement is within 25 mL 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 handwashing 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 Handwashing

(One of the possible mandatory first tasks) [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 of them 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 handwashing 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

(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 an Isolation Gown and Gloves; Empty a Urinary Bag; Measure and Record Output; and Doff the Gown and Gloves, with Handwashing

(One of the possible mandatory first tasks)

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 your 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 25 mL 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 the 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 handwashing 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 Bedridden Resident with an Affected (Weak) 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. Raise the 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 the 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

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, wash the resident's hands with soap and a wet washcloth, or 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. 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 you use a napkin, 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 mL on the previously signed recording form.**
20. The candidate's calculation must be within 60 mL 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 the sock from the resident's (left/right) foot. *(The scenario read to you will specify left or right.)*
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 the entire foot.
8. Wash between the toes.
9. Rinse the entire foot.
10. Rinse between the toes.
11. Dry the foot thoroughly.
12. **Dry thoroughly between the 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 resident's sock.
17. Empty, rinse, dry, and return equipment to storage.
18. Place the soiled linens in a designated laundry hamper.
19. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
20. Place the call light or signaling device within the resident's easy reach.
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
27. feet to move.
28. Apply a clean pillowcase with zippers and/or tags to the inside.
29. Gently lift the resident's head while replacing the pillow.
30. Leave the bed neatly and completely made.
31. Lower the bed.
32. Place the call light or signaling device within easy reach of the resident.
33. Maintain respectful, courteous interpersonal interactions at all times.
34. 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 for Resident: Whole Face and One Arm, Hand, and Underarm

1. Perform hand hygiene.
    a. Cover all surfaces of 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 the 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.
8. Place the soiled gown in a designated laundry hamper.
9. Fill a basin with comfortably warm water.
10. **Begin with the eyes; wash the eyes WITHOUT SOAP using a clean portion of the washcloth for each stroke, washing from the inner to outer aspect.**
11. Wash the resident's face WITHOUT SOAP.
12. Pat the resident's face dry.
13. Place a towel under the resident's arm, exposing one arm.
14. Wash the resident's arm with soap.
15. Wash the resident's hand with soap.
16. Wash the resident's underarm with soap.
17. Rinse the resident's arm.
18. Rinse the resident's hand.
19. Rinse the resident's underarm.
20. Pat the resident's arm dry.
21. Pat the resident's hand dry.
22. Pat the resident's underarm dry.
23. Assist the resident in putting on a clean gown.
24. Empty the equipment.
25. Rinse the equipment.
26. Dry the equipment.

27. Return the equipment to storage.
28. Place the soiled linen in a designated laundry hamper.
29. Lower the bed.
30. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
31. Place the call light or signaling device within the resident's easy reach.
32. Maintain respectful, courteous interpersonal interactions at all times.

Mouth Care – Brush a Resident's Teeth

1. Perform hand hygiene.
    a. Cover all surfaces of 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.
7. Apply a small amount of toothpaste to the toothbrush.
8. Gently brush the inner surfaces of the resident's upper and lower teeth.
9. Gently brush the outer surfaces of the resident's upper and lower teeth.
10. Gently brush the chewing surfaces of the resident's upper and lower teeth.
11. Gently brush the resident's tongue.
12. Assist the resident in rinsing their mouth.
13. Wipe the resident's mouth.
14. Remove soiled linen.
15. Place the soiled linen in a designated laundry hamper.
16. Empty the container. *(The container may be an emesis basin or a disposable cup.)*
17. Rinse the emesis basin or discard disposable items in a trash can.
18. Dry the emesis basin, if used.
19. Rinse the toothbrush.
20. Return the equipment to storage.
21. Remove gloves, turning them inside out as you remove them, and dispose of them in the trash container.
22. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
23. Place the call light or signaling device within easy reach of the resident.
24. 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 the 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 the 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. (*abduction)*
8. Gently return the resident's leg toward the body. (*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. (*Flexion of the hip and knee at the same time.)*
12. Gently straighten the resident's knee and hip. (*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 the 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. (*flexion)*
8. Gently bring the resident's arm back down to the side of the resident's body. (*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. (*abduction)*
12. Gently return the resident's arm to the side of the resident's body. (*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 Handwashing

***(*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 the 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 the vaginal area 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 the vagina to rectal area 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 of them 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 handwashing 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 Resident in Bed on their Side

1. Perform hand hygiene.
    a. Cover all surfaces of 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 the 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 the 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.
       Rub your hands together until they are completely dry.

Transfer a 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 the 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 the 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 a Resident's Radial Pulse and Respirations

-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. *(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. *(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
abdominal thrust
abductor wedge
abuse
accidents
activities
acute
adaptive
ADL
admitting resident
advocacy
affected side
aging process
AIDS
Alzheimer's
ambulation
angina
anterior
anxiety
aphasia
arthritis

aspiration
assault
back strain
basic needs
bathing
bed cradle
behavior
behavioral care plan
beliefs
biohazard
bleeding
blindness
blood pressure
body alignment
body fluid
body language
body mechanics
body temperature
bone loss
bowel program
brain stem

breathing
burnout
call light
cancer
cardiac arrest
cardiovascular system
care impaired
care plan
cataract
chain of command
change in condition
charge nurse
choking
chronic
circulation
circulatory system
cleaning
clear liquid diet
clergy
cognition

cognitively impaired
colostomy
coma
combative resident
communicable
communication
conduct
confidentiality
confused client/resident
congestive heart failure
constipation
contaminated equipment
contracture
converting measures
COPD
coughing excessively

culture
dangling
de-escalation
death and dying
dehydration
delegation
dementia
dentures
dependability
depression
dermatitis
developmental disability
diabetes
diastolic
dietitian
discharging resident
disease process
disinfection
disoriented
disposing of contaminated materials
disrespect
diversity
dizziness
DNR
documentation
domestic abuse
dressing
dry skin
dyspnea
dysuria
edema
elastic/compression (anti-embolic) stocking
electrical equipment
elimination
emesis basin
emotional abuse
emotional needs

emotional support
empathy
essential behaviors
ethics
falls
fasting
feces
feeding
fire safety
first aid
flatus
food safety
fractures (broken bones)
frayed cord
gait belt
gastric feedings
gastrostomy tube
geriatrics
gestures
gloves
grieving process
hand tremors
hand washing
hazardous substance
health-care team
hearing aid
hearing impaired
heart disease
heart muscle
helping residents
hemiplegia
hepatitis
HIPAA
HIV
hoarding
hormones
hospice
hyperglycemia
hypertension
hyperventilation
impaired
in-house transfer

in-service programs
incident report
incontinence
indwelling catheter
infection
infection control
initial observations
intake and output (I&O)
interpersonal skills
intoxicated resident
invasion of privacy
isolation precautions
IV care
job description
lactose intolerance
LGBTQ
lift/draw sheet
linens (sheets, towels, etc.)
liquid diet
log rolling
loose teeth
male perineal care
Maslow
masturbation
meal planning
measuring height
measuring temperature
mechanical lift
medical record
medications
memory loss
mental health
microorganism
military time
mistakes
mobility
moving
MRSA
Multiple Sclerosis
musculoskeletal

nasal cannula
needles
neglect
non-contagious disease
NPO
nurse aide's role
nutrition
objective data
obtaining medications
occupied bed
ombudsman
oral hygiene
oral temperature
oriented
orthostatic hypotension
osteoporosis
ostomy bag
output
oxygen use
palliative care
paralysis
paranoia
Parkinson's
pathogen
patience
patient unit
perineal care
person-centered care
personal care
personal items
personal protective equipment (PPE)
personal safety
pet therapy
pets in the home
physical needs
plate rim
positioning
precautions

pressure ulcer/injury
prostate gland
prosthesis
psychological needs
pulse
quadriplegia
quality of life
radial
range of motion
rectal temperature
regulation
rehabilitation
renewal
reporting
resident independence
resident treatment
resident trust
Resident's Bill of Rights
resident's chart
resident's families
residents
respiration

respiratory symptoms
respiratory system
responding to resident behavior
responsibility
restorative care
restraint
rights
safety
safety data sheets
sanitizer
scabies
scale
scope of practice
seizure
self-administered medication
sexual abuse
sexual needs
sharing information
sharps container
shaving
skin observation
smoking

social needs
soiled linen
specimen
spilled food
spiritual/religious needs
standard precautions
sterilization
stethoscope
stress
stroke
subjective data
substance abuse
suicide
sundowning
suprapubic
survey
swelling
tachycardia
telephone etiquette
terminal illness
thickened liquids
tips
toileting schedule

transfers
transporting food
transporting linens
tub bath
tuberculosis
tubing
tympanic temperature
unaffected
unconscious
unsteady
urinary catheter bag
urinary elimination
urinary system
urine specimen
vision change
vital signs
vomitus
walker
water faucets
weight
wheelchair safety