Ohio Certified Nurse Aide

CANDIDATE HANDBOOK

D&S DIVERSIFIED TECHNOLOGIES
(D&SDT)
TMU©

Version: 28.0
Effective: December 2026

Updates Effective December 1st, 2026:

THE KNOWLEDGE EXAM HAS INCREASED FROM 79 QUESTIONS TO 100 QUESTIONS. (PAGE 22 & 24)

REMOTELY PROCTORED KNOWLEDGE EXAM TESTING IS ALLOWED FOR ANY ATTEMPT. (STARTING ON PAGE 8)

WITH THE REMOTELY PROCTORED KNOWLEDGE EXAM, THE RESPONDUS LOCKDOWN BROWSER MUST BE INSTALLED AND TESTED. (STARTING ON PAGE 8)

CONTENTS

CONTACT INFORMATION ..... **D**

ABOUT THE OHIO CERTIFIED NURSE AIDE CANDIDATE HANDBOOK ..... **D**

INTRODUCTION – NURSE AIDE REGULATION **1**

NURSE AIDE REGISTRY REQUIREMENTS **1**

Ohio Nurse Aide Registry Certification **1**

LAMINATED CERTIFIED CNA CARD 1

CRITERIA TO WAIVE THE NURSE AIDE TRAINING REQUIREMENT **2**

ACTIVE DUTY AND VETERAN GI BILL BENEFITS **2**

Priority of Service on Test Day **2**

TEST ACCOMMODATIONS: AMERICANS WITH DISABILITIES ACT (ADA) **3**

ADA Compliance **3**

OHIO TESTMASTER UNIVERSE (TMU) **3**

Ohio TMU Home Page **3**

Forgot your Password and Recover your Account **4**

Complete your TMU Profile **4**

TEST ELIGIBILITY AND PAYMENT INFORMATION **5**

Payment Information **5**

Test Eligibility **5**

Time Frame for Testing from Training Program Completion and Test Attempts **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 7

Remotely Proctored Knowledge Exam Option **8**

WHAT YOU WILL NEED 8

Steps to Schedule or Reschedule a Test Event **8**

STEPS TO SCHEDULE A REMOTELY PROCTORED KNOWLEDGE EXAM 9

RESPONDUS LOCKDOWN BROWSER 10

Notifications **10**

Test Confirmation **10**

Rescheduling Policy **11**

Unforeseen Circumstances Policy **11**

INCLEMENT WEATHER POLICY 12

EXAM DAY **12**

Testing Attire for Onsite Knowledge and Skills Testing **12**

Testing Attire for Remotely Proctored Knowledge Exams **13**

Identification Required for all Testing 13
ACCEPTED FORMS OF IDENTIFICATION (ID) 13
ENSURE YOUR NAMES MATCH 14
Onsite Exam Check-In 14
Remotely Proctored Knowledge Exam Check-In 15
Testing Policies for Onsite and Remotely Proctored Exams 15
Additional Remotely Proctored Knowledge Exam Policies 17
ON EXAM DAY 17
SECURITY 18
NO-SHOW STATUS / REFUND OF TESTING FEES PAID 18
No-Show Status 18
NO-SHOW EXCEPTIONS 19
Refund of Testing Fees Paid 20
IF YOU ARE SCHEDULED IN A TEST EVENT 20
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 23
Knowledge Exam Information 24
Knowledge Practice Test 24
THE SKILLS DEMONSTRATION EXAM 25
Skill Test Recording Form 26
Skill Exam Tasks 26
Skill Tasks Listing 26
1. APPLY AN ANTI-EMBOLIC STOCKING TO A RESIDENT'S LEG 27
2. ASSIST A RESIDENT TO AMBULATE USING A GAIT BELT 27
3. ASSIST A RESIDENT TO AMBULATE WITH A WALKER USING A GAIT BELT 28
4. ASSIST A RESIDENT WITH A BEDPAN, MEASURE AND RECORD OUTPUT WITH HANDWASHING 29
5. BED BATH (PARTIAL) FOR A RESIDENT- WHOLE FACE AND ONE ARM, HAND, AND UNDERARM 30
6. CHANGE A MALE RESIDENT'S BRIEF AND PROVIDE PERINEAL CARE WITH HANDWASHING 30
7. DENTURE CARE – CLEAN A RESIDENT'S UPPER OR LOWER DENTURE 32
8. DON [PUT ON] PPE (GOWN, GLOVES, GOGGLES, OR FACE SHIELD), EMPTY A URINARY DRAINAGE BAG, MEASURE AND RECORD OUTPUT, DOFF [REMOVE] PPE WITH HANDWASHING 32
9. DON [PUT ON] PPE (A GOWN AND GLOVES), PROVIDE CATHETER CARE FOR A FEMALE RESIDENT, DOFF [REMOVE PPE] WITH HANDWASHING 34
10. DRESS A BEDRIDDEN RESIDENT WITH AN AFFECTED (WEAK) SIDE 35
11. FEED A DEPENDENT RESIDENT IN BED 36

12. Hair Care for a Resident 36
13. Make an Occupied Bed 37
14. Mouth Care—Brush a Resident's Teeth 38
15. Nail Care for a Resident 38
16. Perineal Care for a Female Resident with Hand Washing 39
17. Position a Resident in Bed on Their Side 40
18. Range of Motion for a Resident's Hip and Knee 41
19. Range of Motion for a Resident's Shoulder 41
20. Stand and Pivot-Transfer a Resident from Their Bed to a Wheelchair using a Gait Belt 42
21. Vital Signs – Take and Record a Resident's Pulse and Respirations 43

KNOWLEDGE EXAM VOCABULARY LIST 43

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: ohio@hdmaster.com Website: hdmaster.com Ohio CNA TMU Website: https://oh.tmutest.com	Monday through Friday 8:00AM to 7:00PM Eastern Time **Phone: (877) 851-2355** Fax: (406) 442-3357
QUESTIONS REGARDING: • Nurse Aide Registry • Nurse Aide certification • Renewals • Challenges • Out-of-state reciprocity • Demographic changes	**CONTACT:** **Ohio Department of Health (ODH)** **Ohio Nurse Aide Registry (NAR)** 246 North High Street Columbus, OH 43215 Email: NAR@odh.ohio.gov	**HOURS AND PHONE NUMBERS:** Monday through Friday 8:00AM to 5:00PM Eastern Time **Phone: (800) 582-5908** Fax: (614) 564-2461
QUESTIONS REGARDING: • Nurse Aide and Competency Evaluation Program (NATCEP)	**CONTACT:** **Ohio Department of Health (ODH)** **Nurse Aide Training and Competency Evaluation Program (NATCEP)** 246 North High Street Columbus, OH 43215 Email: NATCEP@odh.ohio.gov Website: www.odh.ohio.gov	**HOURS AND PHONE NUMBERS:** Monday through Friday 8:00AM to 5:00PM Eastern Time **Phone: (614) 752-8285** Fax: (614) 564-2596

ABOUT THE OHIO CERTIFIED NURSE AIDE CANDIDATE HANDBOOK

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

To be identified and listed on the Ohio Nurse Aide Registry, you must pass both parts of the ODH-approved examination.

For testing or scoring, call D&SDT toll-free at (877) 851-2355.

Need help? Contact D&SDT:

- Email: **ohio@hdmaster.com**
- Call: (877) 851-2355, Monday–Friday, 8:00AM – 7:00PM ET (excluding holidays).
- Visit the Ohio Certified Nurse Aide website: **hdmaster.com**
- Visit the Ohio Certified Nurse Aide TMU: **oh.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 (877) 851-2355, email **ohio@hdmaster.com**, or visit **www.hdmaster.com**.

NURSE AIDE REGISTRY REQUIREMENTS

Ohio's Nurse Aide Registry lists all Certified Nurse Aides (CNAs). The registry also maintains records of nurse aides with findings of abuse, neglect, or misappropriation of property.

The Nurse Aide Registry tracks individuals who have met written and skills test criteria to be certified for employment in long-term care settings, usually nursing homes. Once certified, nurse aides must meet certain requirements to maintain their certification and continue to be listed on the Nurse Aide Registry as able to work in Ohio. Please review the **Nurse Aide Registry Requirements**. The registry also maintains records of those nurse aides who have had a finding of abuse, neglect, or misappropriation of property against them.

The most significant achievement in this area was giving facilities or individuals the ability to inquire about the status of a certified nurse aide by accessing the registry through the Internet. This gives customers three options for making an inquiry. They can call the Nurse Aide Registry and use the automated voice system, speak with a Nurse Aide Registry customer service technician, or use the web-based verification system. This addition will reduce the time it takes to verify the status of a certified nurse aide (CNA). Select the link to access the Nurse Aide Registry: **NURSE AIDE REGISTRY**

For additional questions regarding nurse aide registry requirements, lapsed certification, and certification transfer to or from another state, contact the Nurse Aide Registry at (800) 582-5908. If you have questions regarding the locations and dates for nurse aide training classes, you may call (614) 752–8285 or view the **NATCEP Program** information page.

Ohio Nurse Aide Registry Certification

After successfully passing the Knowledge and Skill Test components of the nurse aide exam, your test results will be sent electronically to the Ohio Department of Health by D&SDT. Your name will be placed on the Ohio Nurse Aide Registry.

Laminated Certified CNA Card

D&SDT will mail your 'PASSED' results letter with your laminated CNA card to the address in your TMU account.

If you need a replacement CNA card, you can request one by filling out the **Replacement CNA Card Request Form**. A non-refundable $25.00 fee applies.

CRITERIA TO WAIVE THE NURSE AIDE TRAINING REQUIREMENT

Certain individuals may submit documentation to ODH for approval and written verification to waive the nurse aide training requirement to sit for the Ohio nurse aide exam; these individuals are outlined on the next page.

- An individual enrolled in a pre-licensure program of nursing education approved by the Board of Nursing or by an agency of another state that regulates nursing education who has provided the director or the director's designee with a certificate from the program indicating that the individual has successfully completed the courses that teach basic nursing skills including infection control, safety and emergency procedures, and personal care. Complete and upload the required documentation, **Nursing Student Training Requirement Waiver 1101**, available on the Ohio TMU main page under 'APPLICATIONS'.
- An individual who has the equivalent of twelve months or more of full-time employment in the preceding five years in a position with hospital experience that includes the provision of direct patient care involving the performance of daily living activities, such as toileting, bathing, feeding, dressing, etc. Complete and upload the required documentation, **Hospital Nurse Aide or Orderly Employment Training Requirement Waiver 1101**, available on the Ohio TMU main page under 'APPLICATIONS'.
- An individual with military occupational training and experience in the United States Armed Forces in positions including, but not limited to, Medical Specialist, Healthcare Specialist, and Hospital Corpsman may qualify for this waiver if they can provide documentation of at least sixteen hundred (1600) hours of providing direct patient care involving the performance of daily living activities. The documentation can include official training documents and/or a letter on official letterhead that identifies each exact job task that meets the direct care/performance of daily living requirement, totaling a minimum of 1600 hours signed by a supervisor. Complete and upload the required documentation, **Military Training Waiver**, available on the Ohio TMU main page under 'APPLICATIONS'.

ACTIVE DUTY AND VETERAN GI BILL BENEFITS

D&SDT has been approved by the Department of Veterans Affairs (VA) as an approved testing vendor for the Ohio CNA exam. If you are an active duty or retired service member, you may be eligible for reimbursement of exam fees if funds are available through your GI Bill. To request VA reimbursement of exam fees, you must provide your receipt for paying your NA exam fees along with a completed VA Application for Reimbursement of Licensing or Certification Test Fees **Form 22-0803** to the VA for reimbursement. Additional information regarding the GI Bill can be found on the **VA website**.

Priority of Service on Test Day

If you are active or retired military, a veteran, or the spouse of a veteran, you are eligible to receive priority of service on testing day. To qualify, you must provide the following additional proof of service documentation to the RN Test Observer at check-in on test day:

- Department of Defense Identification Card (active, retired, or TDRL).
- DD214 Military Discharge Certificate indicating disposition of discharge.
- Report of Separation from the National Archives at the National Personnel Records Center (NPRC) in St. Louis, Missouri.
- Veterans Identification Card from the Department of Veterans Affairs.

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 ODH provide reasonable accommodations for candidates with disabilities or limitations that may affect their ability to perform the Ohio Nurse Aide examination.
D&SDT must approve accommodations and cannot change the examination in any way.

- Submit the **ADA Accommodation Request Application**, located on the Ohio TMU main page under 'APPLICATIONS', for review and approval by D&SDT **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.

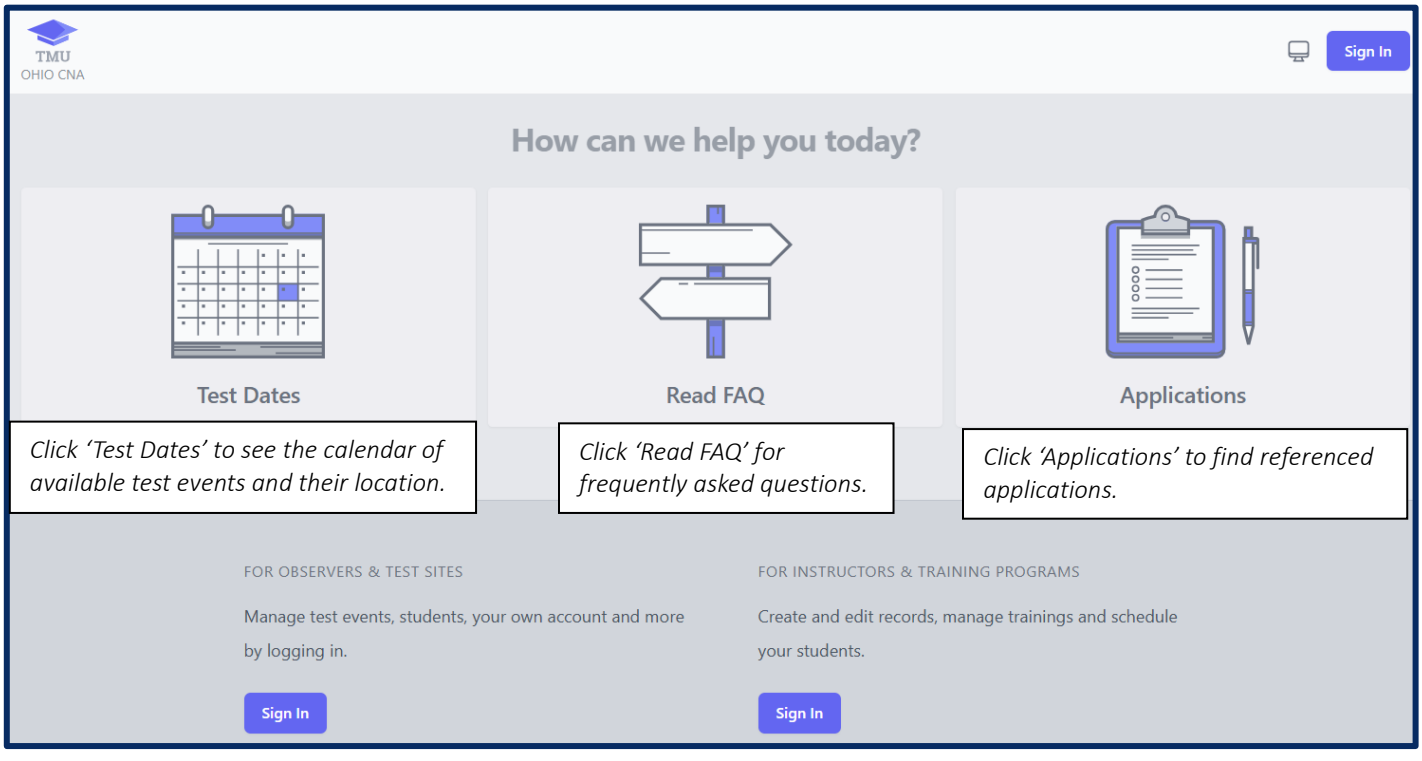
NOTE: You do not need ADA approval for the Audio (oral version) knowledge examination.

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 (877) 851-2355.

OHIO TESTMASTER UNIVERSE (TMU)

Ohio TMU Home Page

The Ohio TMU main page URL is: **oh.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 Ohio TMU main page, **oh.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 initial registration information will be entered in D&SDT's Ohio 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 **oh.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 and Social Security card.
        - ♦ 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.

TEST ELIGIBILITY AND PAYMENT INFORMATION

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 or Knowledge Exam Retake: **$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. [$30 Knowledge Exam fee + $10 for an audio version = $40]*
- Skills Test or Skills Test Retest: **$90**

Test Eligibility

Eligibility to test through TMU may be obtained through a few different approved pathways.

- Your initial TMU registration information will be entered online.

- Please refer to the **Criteria to Waive the Nurse Aide Training Requirement** section for other pathways.

You must log in to **oh.tmutest.com** and complete your demographic information. When completing your demographic information, make sure that your name in TMU matches your ID and Social Security card exactly. Your ID must be a US government-issued, signed, unexpired, photo-bearing ID. If you discover your ID or Social Security card name does not match your name as listed in your TMU account, please call D&SDT at (877) 851-2355. 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 Ohio TMU webpage at **oh.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 (877) 851-2355 during regular business hours, 8:00AM to 7:00PM ET, Monday through Friday, excluding holidays.

Time Frame for Testing from Training Program Completion and Test Attempts

You have **three (3) attempts** to pass the knowledge and skill test portions of the exam **within two years of your training program completion date.** After two years, you must complete another ODH-approved training program to be eligible to schedule testing.

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

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 **oh@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 1 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. However, there is an additional $10 charge for the audio version ($40 total). **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.

On the audio version of the Knowledge Exam, **only the first 80 questions will be read aloud, and the remaining 20 questions must** be answered without oral assistance to assess English reading comprehension.

* If you have an approved ADA accommodation for an audio version, all 100 questions will be read orally.

- *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. If you have a previously approved ADA, please call D&SDT at (877) 851-2355 ***before*** scheduling a remotely proctored retake to ensure your accommodations can be provided.

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 in to 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** provided.
- 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 Nurse Aide'.

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** provided.
- 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 (877) 851-2355 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** provided.

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 **oh.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**.

Inclement Weather Policy

In the event of inclement weather, you will be expected to attend your scheduled exam date unless:

- The county you reside in or the county of the testing site is placed on a Level 2 or Level 3 snow emergency.
  - LEVEL 2 SNOW EMERGENCY: Roadways are hazardous with blowing and drifting snow. Roads may also be very icy. Only those who feel it is necessary to drive should be out on the roads. Motorists should use extreme caution.
  - LEVEL 3 SNOW EMERGENCY: All roadways are closed to non-emergency personnel. No one should be driving during these conditions unless it is absolutely necessary to travel or a personal emergency exists. Those traveling on the roads may subject themselves to arrest.
- The test site closes.
- The test observer cancels the test event.
- There is an accident due to weather on your route to the test site, in which case:
  - Documentation from the Department of Transportation Services or a Police report is required within three business days of your scheduled exam to qualify for a free reschedule.

Failure to attend your scheduled test date will result in a no-show status if the above circumstances are not met, and any exam fees paid *will NOT be refunded.*

EXAM DAY

Testing Attire for Onsite Knowledge and Skills Testing

The following testing attire requirements will be followed at onsite testing sites and apply to both the knowledge exam and skill test components:

- You must be in **full clinical attire**: a scrub top and scrub bottom (either scrub pants or a scrub-specific/material skirt).
- Shoes must be **clinically appropriate and closed-toe**. (No high heels, boots [which include winter/snow boots], slippers, or other non-related footwear.)
  - *Scrubs and shoes can be any color/design.*
- You are not allowed to have coats or hooded apparel covering your head during testing in the testing rooms.
- Long hair must be pulled back. The testing team will ask candidates with long hair to pull their hair back to ensure they are not using Bluetooth-connected devices.
- Fingernails must be short (no longer than ¼ inch long), well-kept (filed, no jagged edges), and clean.

Items that are not allowed:

- Wristwatches and wearable technology, such as Bluetooth-connected devices (smartwatches, smart glasses, rings, activity trackers, etc.), are not allowed.

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.

Testing Attire for 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** and your **original Social Security card** to your RN Test Observer/Remote Proctor.

The following are not accepted: photocopies, images, faxes, emails, screenshots, electronic or digitally stored forms of identification (for example, Apple or Google Wallet).

A letter from the Social Security office ***will not*** be accepted.

- NOTE: If you need to apply for a new Social Security card, please do not schedule your test date until you have received it from the Social Security office.

Accepted Forms of Identification (ID)

- **State-issued or other United States Government-issued Driver's License**
    - *You may use the letter issued by the Ohio Bureau of Motor Vehicles (BMV) that you receive when you apply for or renew your driver's license while waiting to receive your new license.*
- **State-issued Identification Card**
- **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.
- **Concealed Handgun Carry Permit**
    - A signed photo ID with an expiration date that is not expired.

- **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.

Ensure your Names Match

The FIRST and LAST names on your ID and Social Security card **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 US government-issued ID and Social Security card.
- You may call D&SDT at (877) 851-2355 or sign in to your TMU account at **oh.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**
  - Legal documentation must be submitted via the Demographic Change/Correction Request Form at least one full business day before your scheduled test date. No 'same-day' services will be provided for any name changes that need to be made due to marriage, divorce, etc.
  - 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.
- **Failure to take care of demographic changes in advance (at least one full business day before your scheduled test event) will result in a no-show status and forfeiture of testing fees paid without a refund.**
- If you refuse to show the RN Test Observer your required ID and original Social Security card, you will not be allowed to test. You will be asked to leave the test site, which will be considered a no-show, and any exam fees paid *will NOT be refunded*.

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 on-site 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 **ohio@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 Ohio page on the D&SDT website at **hdmaster.com**.

- In the worst-case scenario, plan to be at the test site for up to six 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.

  - An exception is your smartphone if you are taking the remotely proctored knowledge exam.

- 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.).

  - An exception is your smartphone if you are taking the remotely proctored knowledge exam.

- 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 Ohio Department of Health (ODH). 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 Ohio Department of Health (ODH). 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 (877) 851-2355 or via email at **ohio@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 (877) 851-2355 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 (877) 851-2355 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.

- **FOREIGN LANGUAGE WORD-FOR-WORD TRANSLATION DICTIONARIES**
  The knowledge and the audio version of the knowledge exam are in English.
  - Foreign language word-for-word translation dictionaries **are allowed**.
    - Dictionaries that contain definitions or handwritten notes ***are not allowed***.
    - Electronic dictionaries or non-approved language translators ***are not allowed***.
  - You must show your word-for-word translation dictionary to the RN Test Observer/remote test proctor during check-in at your on-site or remotely proctored retake test event.

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

  - REMOTELY PROCTORED TESTING: If needed, you may do math calculations on scratch paper or with a basic calculator. Before starting your exam, you will be asked to show the remote test proctor both sides of the scratch paper and the basic calculator.
    - At the end of your exam, you will be asked to show both sides of the scratch paper and the basic calculator to the remote test proctor ***again***. You will then be told to tear up the scratch paper in view of the remote test proctor and to mute your phone before doing so.

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

Additional 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 Ohio Department of Health (ODH).

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 ODH, 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 ODH 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.**

, 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 the Knowledge Exam and/or Skills Test, your test results will be officially scored and double-checked by a 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 test up to three times. Should two years elapse or three attempts be exhausted without successful completion, the candidate is required to complete another ODH-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 **oh.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 (877) 851-2355 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 Ohio TMU main page under 'APPLICATIONS' (before logging in to your account) at **oh.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 Ohio Department of Health (ODH).
- 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

EFFECTIVE 12-1-2026: The Knowledge Exam consists of ~~70~~ **100 multiple-choice questions**. **A passing score of 70% is required.** Questions are selected from subject areas in accordance with the approved ODH test plan and include all required categories defined in Federal regulations. The number of questions in each subject area is as follows.

Subject Areas

Basic Nursing Skills	~~9~~	Mental Health	~~7~~
Care Impaired	~~6~~	Older Growth & Development	~~5~~
Communication	~~6~~	Personal Care	~~9~~
Data Collection	~~5~~	Resident Rights	~~5~~
Disease Process	~~5~~	Role and Responsibility	~~7~~
Infection Control	~~7~~	Safety	~~8~~

The following subject areas and number of questions on the test for each subject area will be effective for testing on 12-1-2026.

Basic Nursing Skills	**12**	Mental Health	**9**
Care Impaired	**8**	Older Growth & Development	**6**
Communication	**8**	Personal Care	**11**
Data Collection	**6**	Resident Rights	**6**
Disease Process	**6**	Role and Responsibility	**9**
Infection Control	**9**	Safety	**10**

Knowledge Exam Subject Area Definitions

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.

Older Growth and Development: Questions concerning the process and progression of humans as they move along the timeline of their lives, and the maintenance of physical, mental, and psychosocial function.

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 **ninety minutes** to complete the ~~**79**~~ **100-question (effective 12-1-2026)** 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 **70%** or better to pass the knowledge portion of the exam.

All test sites in Ohio 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. After you complete the practice test, the system provides a first-attempt percentage score and vocabulary feedback. 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 Ohio 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 Ohio-approved nurse aide skill tasks. You will find a complete list of possible skill tasks in this handbook.

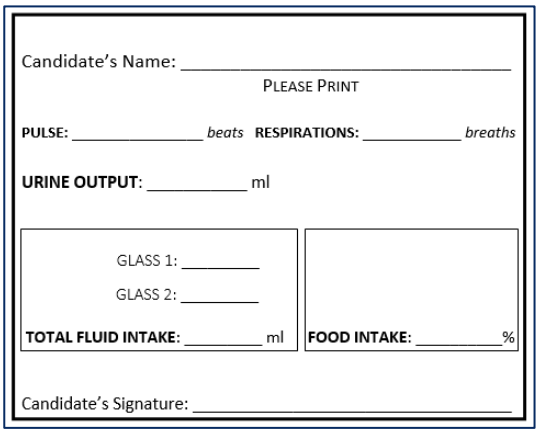
- You will be asked to present your ID, which you showed the RN Test Observer at check-in.
- Be sure you understand all instructions you read while in the waiting area before you begin your skill task demonstrations. You may not ask questions once the Skill Test begins and the timer starts. Once the 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 **35 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 **critical/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 35 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.
- When you finish each task, verbally tell the RN Test Observer you are finished and move to the designated "relaxation area." When the RN Test Observer and actor have set up and are ready for your next skill task demonstration, the RN Test Observer will read the scenario for your next task.
- 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 below. 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
- Change a Male Resident's Brief and Provide Perineal Care with Handwashing **[DEMONSTRATED ON A MANIKIN]**
- Don [PUT ON] PPE *(Gown, Gloves, Goggles or Face Shield)*, Empty a Urinary Drainage Bag, Measure and Record Output, Doff [REMOVE] PPE with Handwashing
- Don [PUT ON] PPE *(a Gown and Gloves)* and Provide Catheter Care for a Female Resident; doff [REMOVE] PPE with handwashing **[DEMONSTRATED ON A MANIKIN]**
- 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 those listed below, which will be demonstrated on a manikin:

- Change a Male Resident's Brief, Provide Perineal Care
- Don [PUT ON] PPE *(a Gown and Gloves)* and Provide Catheter Care for a Female Resident
- Perineal Care for a Female Resident

You will be scored only on the steps listed. You must score **80%** on each task ***without missing any critical/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.

The RN Test Observer will observe your demonstrations of your skill tasks and record what they see you do. D&SDT scoring teams will officially score and double-check your test.

> **Note:** The skill task steps included in this handbook are 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.

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

1. Perform hand hygiene.
    a. Cover all surfaces of the hands with hand sanitizer.
    b. Rub hands together to dry.
2. Explain the procedure to be performed to the resident.
3. Raise the bed between mid-thigh and waist level.
4. Provide privacy for the resident; pull the privacy curtain.
5. Provide for the resident's privacy by only exposing one leg.
6. Roll, gather, or turn the stocking down inside out to the heel.
7. Completely place the stocking over the resident's toes, foot, and heel.
8. Roll or pull the stocking up one leg.
9. Check toes for possible pressure from the stocking and adjust as needed.
10. **Leave the resident with a stocking that is smooth and wrinkle-free.**
11. Lower the bed.
12. Open the privacy curtain.
13. Maintain respectful, courteous interpersonal interactions at all times.
14. Place the call light or signal device within easy reach of the resident.
15. Perform hand hygiene.
    a. Cover all surfaces of the hands with hand sanitizer.
    b. Rub hands together to dry.

2. Assist a Resident to Ambulate using a Gait Belt

1. Perform hand hygiene.
    a. Cover all surfaces of the hands with hand sanitizer.
    b. Rub hands together to dry.
2. Explain the procedure to be performed to the resident.
3. Obtain a gait belt for the resident.
4. **Lock the designated bed brake(s) to ensure the resident's safety.**
5. **Lock the wheelchair brakes to ensure the resident's safety.**
6. Assist the resident in putting on non-skid footwear.
7. Lower the bed so the resident's feet are flat on the floor when sitting on the edge of the bed.
8. Bring the resident to a sitting position with the resident's feet flat on the floor.

9. Place a gait belt around the resident's waist.
10. Tighten the gait belt to the appropriate fitting/size.
11. Check the gait belt for tightness by slipping fingers between it and the resident to ensure it is secure.
12. Face the resident and grasp the gait belt with both hands.
13. Assist the resident to a standing position using proper body mechanics.
14. Grasp the gait belt with one hand and stabilize the resident with the other hand by holding the forearm or shoulder, or using another appropriate method.
15. Position yourself behind and slightly to the side of the resident.
16. Ambulate the resident at least ten steps to the wheelchair.
17. Assist the resident in pivoting/turning and sitting in the wheelchair in a controlled manner, ensuring safety at all times.
18. Remove the gait belt.
19. Maintain respectful, courteous interpersonal interactions at all times.
20. Place the call light or signal device within easy reach of the resident.
21. Perform hand hygiene.
    a. Cover all surfaces of the hands with hand sanitizer.
    b. Rub hands together to dry.

3. Assist a Resident to Ambulate with a Walker using a Gait Belt

1. Perform hand hygiene.
    a. Cover all surfaces of the hands with hand sanitizer.
    b. Rub hands together to dry.
2. Explain the procedure to be performed to the resident.
3. Obtain a gait belt for the resident.
4. **Lock the designated bed brake(s) to ensure the resident's safety.**
5. **Lock the wheelchair brakes to ensure the resident's safety.**
6. Assist the resident in putting on non-skid footwear.
7. Bring the resident to a sitting position with their feet flat on the floor while sitting on the edge of the bed.
8. Place the gait belt around the resident's waist.
9. Tighten the gait belt to the appropriate fitting/size.
10. Check the gait belt for tightness by slipping fingers between it and the resident to ensure it is secure.
11. Grasp the gait belt with one hand.
12. Position the walker in front of the resident.
13. Assist the resident to a standing position using proper body mechanics.
14. Stabilize the walker using your hand and/or foot.
15. Position yourself behind and slightly to the side of the resident.
16. Ambulate the resident at least ten steps to the wheelchair.
17. Assist the resident in pivoting/turning and sitting in the wheelchair in a controlled manner, ensuring safety at all times.
18. Remove the gait belt.
19. Maintain respectful, courteous interpersonal interactions at all times.
20. Place the call light or signal device within easy reach of the resident.
21. Perform hand hygiene.
    a. Cover all surfaces of the hands with hand sanitizer.
    b. Rub hands together to dry.

4. Assist a Resident with a Bedpan, Measure and Record Output with Handwashing

(One of the possible first mandatory tasks.)

1. Perform hand hygiene.
    a. Cover all surfaces of the hands with hand sanitizer.
    b. Rub hands together to dry.
2. Explain the procedure to be performed to the resident.
3. Gather supplies.
4. Provide privacy for the resident; pull the privacy curtain.
5. Put on gloves.
6. Position the resident on a standard bedpan/fracture pan with the pan in the correct orientation and using the correct body mechanics.
7. Raise the head of the bed.
8. Leave tissue within reach of the resident.
9. Leave the call light or signaling device within reach of the resident.
10. Step away from the resident until the RN Test Observer identifies that the resident is finished.
11. Upon returning, lower the head of the bed.
12. Gently remove the bedpan.
13. Hold the bedpan while the RN Test Observer pours fluid into the bedpan.
14. Place the graduate on a flat surface for reading output at eye level and pour fluid into the graduate.
15. Empty the graduate into the designated toilet.
16. Rinse and dry the bedpan and graduate, and return them to storage.
17. Obtain a wet washcloth and wash/assist the resident in washing hands.
18. Dry/assist the resident to dry their hands.
19. Place soiled linens in a designated container.
20. Remove gloves, turning them inside out as they are removed, and dispose of them in a designated container.
21. Leave the resident in a position of comfort and safety.
22. Record output on the provided, previously signed recording form.
23. **The candidate's recorded output is within 25 mL of the RN Test Observer's recorded output.**
24. Open the privacy curtain.
25. Maintain respectful, courteous interpersonal interactions at all times.
26. Place the call light or signal device within easy reach of the resident.
27. Turn on the water.
28. Wet all surfaces of hands *before* applying soap.
29. Wet wrists *before* applying soap.
30. Apply soap to wet hands.
31. Rub your hands together using friction.
32. While hands are not under running water, rub hands together for at least 20 seconds.
33. Interlace fingers pointing downward.
34. Wash all surfaces of hands and wrists with soap.
35. Rinse hands and wrists thoroughly under running water with fingers pointed downward.
36. Dry hands and wrists with a clean paper towel(s).
37. Immediately discard paper towel(s) in a trash can.
38. Turn off the faucet with a clean, dry paper towel.
39. **Do not re-contaminate hands at any time during the handwashing procedure.** *(Using a wet paper towel to turn off the faucet is considered recontamination.)*

5. Bed Bath (partial) for a Resident- Whole Face and One Arm, Hand, and Underarm

1. Perform hand hygiene.
    a. Cover all surfaces of the hands with hand sanitizer.
    b. Rub hands together to dry.
2. Explain the procedure to be performed to the resident.
3. Fill a basin with warm water.
4. Provide privacy for the resident; pull the privacy curtain.
5. Raise the bed between mid-thigh and waist level.
6. Cover the resident with a bath blanket or clean sheet.
7. Fanfold bed linens down to the resident's waist or move linens to the opposite side.
8. Remove the resident's gown without exposing the resident.
9. Place the gown in a designated container.
10. Wash the resident's face WITHOUT SOAP and pat dry.
11. Place a towel under the resident's arm, exposing one arm.
12. Wash the resident's arm, hand, and underarm using soap and water.
13. Rinse the resident's arm, hand, and underarm.
14. Pat the resident's arm, hand, and underarm dry.
15. Assist the resident in putting on a clean gown.
16. Empty, rinse, and dry equipment and return to storage.
17. Place soiled linen in a designated container.
18. Lower the bed.
19. Open the privacy curtain.
20. Maintain respectful, courteous interpersonal interactions at all times.
21. Place the call light or signaling device within easy reach of the resident.
22. Perform hand hygiene.
    a. Cover all surfaces of the hands with hand sanitizer.
    b. Rub hands together to dry.

6. Change a Male Resident's Brief and Provide Perineal Care with Handwashing

(One of the possible first mandatory tasks. demonstrated on a manikin)

1. Perform hand hygiene.
    a. Cover all surfaces of the hands with hand sanitizer.
    b. Rub hands together to dry.
2. Explain the procedure to be performed to the resident [manikin].
3. Fill a basin with warm water.
4. Provide privacy for the resident; pull the privacy curtain.
5. Raise the bed to between mid-thigh and waist level.
6. Raise the side rail on the side of the bed opposite the working side or request the RN Test Observer or Actor to stand on the side of the bed opposite the working side.
7. Obtain a brief.
8. Put on gloves.
9. Place a bath blanket or clean sheet over the resident to maintain privacy.
10. Place the waterproof pad under the resident's buttocks by turning the resident toward the side or raising their hips.
11. Expose the perineum only.
12. Unfasten the wet brief on both sides.

13. Remove the soiled brief under the resident [manikin] by rolling the resident [manikin] side-to-side OR raising the hips.
14. Discard the soiled brief in a designated container.
15. Gently grasp the penis.
16. Use water and a soapy washcloth.
17. Clean the tip of the penis, starting at the urethral opening and working outward with a circular motion.
18. Clean the shaft of the penis with motions away from the tip of the penis.
19. **Use a clean portion of a washcloth with each stroke.**
20. Clean the scrotum with a clean portion of a washcloth.
21. Rinse the penis with a new, clean washcloth.
22. Rinse the penis using a clean portion of a washcloth with each stroke.
23. Rinse the scrotum using a clean portion of a washcloth with each stroke.
24. Pat the area dry.
25. Cover the exposed area with the bath blanket or a clean sheet.
26. Assist the resident in turning onto their side away from the working side of the bed.
27. Use a new, clean, soapy washcloth to clean the rectal area.
28. **Clean the area from the scrotum to the rectal area using a clean portion of a washcloth with each stroke.**
29. Rinse the area from the scrotum to the rectal area using a new, clean washcloth. Use a clean portion of a washcloth with each stroke.
30. Pat the area dry.
31. Apply a new brief by rolling the resident [manikin] side-to-side OR raising their hips.
32. Pull the front of the brief through, ensuring it is even on both sides of the resident [manikin], and fasten it securely on both sides.
33. The brief is applied in the correct orientation (tabs fastened on the front side of the resident [manikin]).
34. Remove the waterproof pad without friction by turning the resident [manikin] side-to-side or raising their hips.
35. Remove the bath blanket or sheet.
36. Place all soiled linen in a designated container.
37. Position the resident on his back.
38. Lower the bed.
39. Lower side rail(s), if side rails were used.
40. Empty, rinse, dry, and return equipment to storage.
41. Remove gloves, turning them inside out as they are removed, and dispose of them in a designated container.
42. Open the privacy curtain.
43. Leave the resident in a position of comfort and safety.
44. Maintain respectful, courteous interpersonal interactions at all times.
45. Place the call light or signaling device within easy reach of the resident.
46. Turn on the water.
47. Wet all surfaces of hands *before* applying soap.
48. Wet wrists *before* applying soap.
49. Apply soap to wet hands.
50. Rub your hands together using friction.
51. While hands are not under running water, rub hands together for at least 20 seconds.
52. Interlace fingers pointing downward.
53. Wash all surfaces of hands and wrists with soap.
54. Rinse hands and wrists thoroughly under running water with fingers pointed downward.

55. Dry hands and wrists with a clean paper towel(s).
56. Immediately discard paper towel(s) in a trash can.
57. Turn off the faucet with a clean, dry paper towel.
58. **Do not re-contaminate hands at any time during the handwashing procedure.** *(Using a wet paper towel to turn off the faucet is considered recontamination.)*

7. Denture Care – Clean a Resident's Upper or Lower Denture

[Only one plate is used for testing]

1. Perform hand hygiene.
    a. Cover all surfaces of the hands with hand sanitizer.
    b. Rub hands together to dry.
2. Explain the procedure to be performed to the resident.
3. Line the bottom of the sink with a protective lining to help prevent damage to the denture. (Use a cloth towel or washcloth; do not use paper towels.)
4. Put on gloves.
5. Remove the denture from the cup.
6. Handle the denture carefully to avoid damage, being careful to avoid contamination.
7. Empty and rinse the denture cup.
8. Apply toothpaste to the toothbrush (or toothette).
9. Thoroughly brush the denture, including the inner, outer, and chewing surfaces of the denture. *(Only one plate is used during testing. Toothettes may be utilized instead of a toothbrush as long as all surfaces listed are cleaned.)*
10. Rinse the denture using clean, cool water.
11. Place the denture in the rinsed denture cup.
12. Add cool, clean water to the denture cup.
13. Clean and dry equipment and return to storage.
14. Place the protective lining in a designated container.
15. Maintain respectful, courteous interpersonal interactions at all times.
16. Place the call light or signaling device within easy reach of the resident.
17. Remove gloves, turning them inside out as they are removed.
18. Dispose of gloves in a designated container.
19. Perform hand hygiene.
    a. Cover all surfaces of the hands with hand sanitizer.
    b. Rub hands together to dry.

8. Don [Put On] PPE (Gown, Gloves, Goggles, or Face Shield), Empty a Urinary Drainage Bag, Measure and Record Output, Doff [Remove] PPE with Handwashing

(One of the possible first mandatory tasks.)

1. Perform hand hygiene.
    a. Cover all surfaces of the hands with hand sanitizer.
    b. Rub hands together to dry.
2. Unfold the gown.
3. Put on a gown fully covering the torso and wrapping the gown around the back.
4. Fasten at the neck and the waist.
5. Put on goggles or a face shield appropriately over the eyes or face.
6. Put on gloves.

7. Extend the gloves over the wrists of the gown.
8. Explain the procedure to be performed to the resident.
9. Provide privacy for the resident; pull the privacy curtain.
10. Raise the bed between mid-thigh and waist level.
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 empty.
14. Do not remove the bag from the bed or lift the bag above the edge of the bed.
15. Avoid touching the graduate with the tip of the tubing.
16. Close the drain.
17. Wipe the drain with an antiseptic wipe *after* the drainage bag is empty.
18. Replace the drain in the holder.
19. Lower the bed.
20. Place the graduate on a level, flat surface.
21. With the graduate at eye level, read the output.
22. Empty the graduate into the designated toilet.
23. Rinse, dry, and return equipment to storage.
24. Leave the resident in a position of comfort and safety.
25. Record the output on the provided, previously signed recording form.
26. **The candidate's measured output reading is within 25 mL of the RN Test Observer's output reading.**
27. Open the privacy curtain.
28. Maintain respectful, courteous interpersonal interactions at all times.
29. Place the call light or signaling device within easy reach of the resident.
30. Remove gloves *before* the gown, turning them inside out as they are removed.
31. Dispose of gloves in a designated container.
32. Remove the goggles or face shield from the back by lifting the ear pieces or the headband.
33. Place the goggles or the face shield in a designated container.
34. Unfasten the gown at the neck.
35. Unfasten the gown at the waist.
36. Pull the gown away from the neck, touching only the inside of the gown.
37. Turn the gown inside out and roll it into a bundle.
38. Dispose of the gown in a designated container.
39. Turn on the water.
40. Wet all surfaces of hands *before* applying soap.
41. Wet wrists *before* applying soap.
42. Apply soap to wet hands.
43. Rub your hands together using friction.
44. While hands are not under running water, rub hands together for at least 20 seconds.
45. Interlace fingers pointing downward.
46. Wash all surfaces of hands and wrists with soap.
47. Rinse hands and wrists thoroughly under running water with fingers pointed downward.
48. Dry hands and wrists with a clean paper towel(s).
49. Immediately discard paper towel(s) in a trash can.
50. Turn off the faucet with a clean, dry paper towel.
51. **Do not re-contaminate hands at any time during the handwashing procedure.** *(Using a wet paper towel to turn off the faucet is considered recontamination.)*

9. Don [Put On] PPE (a Gown and Gloves), Provide Catheter Care for a Female Resident, Doff [Remove PPE] with Handwashing

(One of the possible first mandatory tasks. Demonstrated on a manikin)

1. Perform hand hygiene.
    a. Cover all surfaces of the hands with hand sanitizer.
    b. Rub hands together to dry.
2. Unfold the gown.
3. Put on a gown fully covering the torso and wrapping the gown around the back.
4. Fasten at the neck and the waist.
5. Put on gloves.
6. Extend the gloves over the wrists of the gown.
7. Explain the procedure to be performed to the resident.
8. Fill a basin with warm water.
9. Provide privacy for the resident; pull the privacy curtain.
10. Raise the side rail on the side of the bed that is opposite the working side of the bed, or request the RN Test Observer to stand on the side of the bed opposite the working side.
11. Raise the bed between mid-thigh and waist level.
12. Place a bath blanket or clean sheet over the resident to maintain privacy.
13. Turn the resident [manikin] (side-to-side) or raise the hips and place a waterproof pad under the resident [manikin].
14. Verbalize checking while physically checking to see that urine can flow unrestricted into the drainage bag.
15. Use a new, clean washcloth with soap and water to carefully wash around the catheter where it exits the urethra.
16. **With one hand, hold the catheter near the urethra to prevent tugging on the catheter.**
17. With the other hand, *use a new, clean washcloth with soap and water,* and clean at least 3-4 inches from the urethra down the catheter tube.
18. **Clean with stroke(s) only away from the urethra.** *(A washcloth wrapped around the tubing with one stroke is okay.)*
19. Use a clean portion of a washcloth for any stroke.
20. Use a new, clean washcloth with water to rinse the catheter tube.
21. **Rinse with stroke(s) only away from the urethra.** *(A washcloth wrapped around the tubing with one stroke is okay.)*
22. Use a clean portion of a washcloth for any stroke.
23. Pat dry with a clean towel.
24. Do not allow the tube to be pulled at any time during the procedure.
25. Replace the top cover over the resident.
26. Remove the bath blanket or sheet.
27. Remove the waterproof pad without friction by turning the resident [manikin] side-to-side or raising the hips.
28. Place all soiled linens in a designated container.
29. Empty, rinse, dry, and return equipment to storage.
30. Lower bed.
31. Lower side rail(s), if side rails were used.
32. Leave the resident in a position of comfort and safety.
33. Open the privacy curtain.
34. Maintain respectful, courteous interpersonal interactions at all times.
35. Place the call light or signaling device within easy reach of the resident.
36. Remove gloves *before* the gown, turning them inside out as they are removed.
37. Dispose of gloves in a designated container.

38. Unfasten the gown at the neck.
39. Unfasten the gown at the waist.
40. Pull the gown away from the neck, touching only the inside of the gown.
41. Turn the gown inside out and roll it into a bundle.
42. Dispose of the gown in a designated container.
43. Turn on the water.
44. Wet all surfaces of hands *before* applying soap.
45. Wet wrists *before* applying soap.
46. Apply soap to wet hands.
47. Rub your hands together using friction.
48. While hands are not under running water, rub hands together for at least 20 seconds.
49. Interlace fingers pointing downward.
50. Wash all surfaces of hands and wrists with soap.
51. Rinse hands and wrists thoroughly under running water with fingers pointed downward.
52. Dry hands and wrists on a clean paper towel(s).
53. Immediately discard paper towel(s) in a trash can.
54. Turn off the faucet with a clean, dry paper towel.
55. **Do not re-contaminate hands at any time during the handwashing procedure.** *(Using a wet paper towel to turn off the faucet is considered recontamination.)*

10. Dress a Bedridden Resident with an Affected (Weak) Side

1. Perform hand hygiene.
    a. Cover all surfaces of the hands with hand sanitizer.
    b. Rub hands together to dry.
2. Explain the procedure to be performed to the resident.
3. Provide privacy for the resident; pull the privacy curtain.
4. Raise the bed between mid-thigh and waist level.
5. Cover the resident with a sheet, top cover, or bath blanket while removing the gown.
6. Remove the gown from the unaffected side first.
7. Place the soiled gown in a designated container.
8. When dressing the resident in a shirt or blouse, insert your hand through the sleeve of the shirt or blouse and grasp the resident's hand.
9. Always dress from the affected side first when dressing the resident in a shirt or blouse.
10. When dressing the resident in pants, assist the resident in raising their hips or turning the resident from side to side and pulling the pants over the buttocks and up to the resident’s waist.
11. Always dress the resident from the affected side first when dressing the resident in pants.
12. Apply the resident’s non-skid footwear.
13. Leave the resident comfortably and properly dressed, and in proper body alignment.
14. Lower the bed.
15. Open the privacy curtain.
16. Maintain respectful, courteous interpersonal interactions at all times.
17. Place the call light or signaling device within easy reach of the resident.
18. Perform hand hygiene.
    a. Cover all surfaces of the hands with hand sanitizer.
    b. Rub hands together to dry.

11. Feed a Dependent Resident in Bed

1. Perform hand hygiene.
    a. Cover all surfaces of the hands with hand sanitizer.
    b. Rub hands together to dry.
2. Explain the procedure to be performed to the resident.
3. Verbalize identifying the resident's name against the diet card and verbalize that the resident has received the correct tray while checking the diet card and tray.
4. Position the resident in an upright position that is at least 45 degrees.
5. Protect clothing from soiling using a napkin, clothing protector, or towel.
6. Wash and dry the resident's hands *before* feeding.
7. Place soiled linen in a designated container.
8. Remain at eye level, facing the resident while feeding the resident.
9. Describe the foods being offered to the resident.
10. Offer each fluid frequently.
11. Offer food in small amounts at a reasonable rate, allowing the resident time to chew and swallow.
12. Wipe the resident's face during the meal.
13. Leave the resident in bed with the head of the bed set up to at least 30 degrees.
14. Record intake as a percentage of total solid food eaten on the provided, previously signed recording form.
15. **The candidate's recorded consumed food intake must be within 25 percentage points of the RN Test Observer's recorded food intake.**
16. Record the sum of total fluid consumed in mL on the provided, previously signed recording form.
17. **The candidate's recorded total fluid intake is within 60 mL of the RN Test Observer's recorded fluid intake.**
18. Remove the clothing protector and place it in an appropriate container.
19. Leave the resident clean.
20. Maintain respectful, courteous interpersonal interactions at all times.
21. Place the call light or signaling device within easy reach of the resident.
22. Perform hand hygiene.
23. Cover all surfaces of the hands with hand sanitizer.
24. Rub hands together to dry.

12. Hair Care for a Resident

1. Perform hand hygiene.
    a. Cover all surfaces of the hands with hand sanitizer.
    b. Rub hands together to dry.
2. Explain the procedure to be performed to the resident.
3. Provide privacy for the resident; pull the privacy curtain.
4. Place a towel on the resident's shoulders.
5. Ask the resident how they would like their hair styled.
6. Comb/brush/style hair gently and completely.
7. Place linen in a designated container.
8. Leave hair neatly brushed/combed/styled.
9. Open the privacy curtain.

10. Maintain respectful, courteous interpersonal interactions at all times.
11. Place the call light or signaling device within easy reach of the resident.
12. Perform hand hygiene.
    a. Cover all surfaces of the hands with hand sanitizer.
    b. Rub hands together to dry.

13. Make an Occupied Bed

1. Perform hand hygiene.
    a. Cover all surfaces of the hands with hand sanitizer.
    b. Rub hands together to dry.
2. Gather linen and transport it correctly.
3. Place linen on a clean surface. You may place linen on the over-bed table, the back of a chair, a bedside stand, or the foot of the bed.
4. Explain the procedure to be performed to the resident.
5. Provide privacy for the resident; pull the privacy curtain.
6. **Raise the side rail on the side of the bed opposite the working side or request the RN Test Observer to stand on the side of the bed opposite the working side.**
7. Raise the bed to between mid-thigh and waist level.
8. Assist the resident in rolling onto the side toward the raised side rail or the RN Test Observer.
9. Roll or fan-fold soiled linen, soiled side inside, to the center of the bed.
10. Place the clean bottom sheet along the center of the bed, roll or fan-fold the linen against the resident's back, and unfold the remaining half.
11. Secure two fitted corners of the clean bottom sheet.
12. **Raise the side rail on the other side of the bed or request the RN Test Observer to stand on the other side of the bed.**
13. Assist the resident in rolling over the bottom linen, preventing trauma and avoidable pain at all times.
14. Avoid rolling the resident onto the bare mattress.
15. Remove soiled linen without shaking.
16. Avoid touching the linen on your uniform.
17. Place soiled linen in a designated container.
18. Pull through and smooth out the clean bottom linen.
19. Secure the other two fitted corners.
20. Place clean top linen and blanket or bedspread over the covered resident while removing used linen.
21. Keep the resident unexposed at all times.
22. Tuck in the top linen and blanket or bedspread at the foot of the bed.
23. Make mitered corners at the foot of the bed.
24. Apply a clean pillowcase with zippers and tags to the inside.
25. Gently lift the resident's head while replacing the pillow.
26. Leave the bed completely and neatly made without wrinkles.
27. Ensure the sheet and top linen do not constrict the resident’s feet.
28. Ensure that the linen does not touch the floor during the demonstration.
29. Lower the bed.
30. Lower side rails, if side rails were used.
31. Open the privacy curtain.

32. Maintain respectful, courteous interpersonal interactions at all times.
33. Place the call light or signaling device within easy reach of the resident.
34. Perform hand hygiene.
    a. Cover all surfaces of the hands with hand sanitizer.
    b. Rub hands together to dry.

14. Mouth Care—Brush a Resident's Teeth

1. Perform hand hygiene.
    a. Cover all surfaces of the hands with hand sanitizer.
    b. Rub hands together to dry.
2. Explain the procedure to be performed to the resident.
3. **Put on gloves.**
4. Gather equipment/supplies.
5. Provide privacy for the resident; pull the privacy curtain.
6. Drape the chest with a chest barrier (cloth or paper towel) to prevent soiling.
7. Wet the toothbrush and apply a small amount of toothpaste to the toothbrush. *(If available, toothettes may be utilized instead of the toothbrush as long as all the surfaces listed are cleaned.)*
8. **Brush the resident's teeth, including the inner, outer, and chewing surfaces of all upper and lower teeth.**
9. Clean the resident's tongue.
10. Assist the resident in rinsing their mouth. (You may use an emesis basin or disposable cup for the resident to spit in.)
11. Wipe the resident's mouth.
12. Remove the clothing protector and place it in an appropriate container.
13. Empty, rinse, and dry the emesis basin, if used, or dispose of the cup in a trash container.
14. Rinse the toothbrush.
15. Return equipment to storage.
16. Leave the resident in a position of comfort.
17. Open the privacy curtain.
18. Maintain respectful, courteous interpersonal interactions at all times
19. Place the call light or signaling device within easy reach of the resident.
20. Remove gloves, turning them inside out as they are removed.
21. Dispose of gloves in a designated container.
22. Perform hand hygiene.
    a. Cover all surfaces of the hands with hand sanitizer.
    b. Rub hands together to dry.

15. Nail Care for a Resident

1. Perform hand hygiene.
    a. Cover all surfaces of the hands with hand sanitizer.
    b. Rub hands together to dry.
2. Explain the procedure to be performed to the resident.
3. Provide privacy for the resident; pull the privacy curtain.
4. Immerse the resident's nails in warm water.
5. Soak nails for at least five minutes. *(The five minutes **must** be verbalized by the candidate and acknowledged by the RN Test Observer.)*
6. Gently push cuticles back with a wet washcloth. *(**DO NOT** use an orange stick to push back cuticles.)*
7. Dry the resident's hand thoroughly, making sure to dry carefully between the fingers.

8. Gently clean under the nails with an orange stick.
9. Wipe the orange stick at least once during the procedure.
10. File each fingernail.
11. Empty, rinse, dry, and return equipment to storage.
12. Place soiled linen in a designated container.
13. Discard the orange stick in a designated (sharps) container.
14. Open the privacy curtain.
15. Maintain respectful, courteous interpersonal interactions at all times.
16. Place the call light or signaling device within easy reach of the resident.
17. Perform hand hygiene.
    a. Cover all surfaces of the hands with hand sanitizer.
    b. Rub hands together to dry.

16. Perineal Care for a Female Resident with Hand Washing

(One of the possible first mandatory tasks. Demonstrated on a manikin)

1. Perform hand hygiene.
    a. Cover all surfaces of the hands with hand sanitizer.
    b. Rub hands together to dry.
2. Explain the procedure to the resident [manikin].
3. Fill a basin with warm water.
4. Provide privacy for the resident; pull the privacy curtain.
5. Raise the side rail on the side of the bed opposite the working side or request the RN Test Observer or Actor to stand on the side of the bed opposite the working side.
6. Raise the bed to between mid-thigh and waist level.
7. Place a bath blanket or clean sheet over the resident.
8. Put on gloves.
9. Place a waterproof pad under the resident's buttocks by turning the resident side-to-side or raising the resident's hips.
10. Expose the perineum only.
11. Use water and a clean, soapy washcloth.
12. **Clean both sides and the middle of the labia from top to bottom with a clean portion of the washcloth for each stroke.**
13. Rinse the area from top to bottom using water and a new, clean washcloth.
14. Use a clean portion of the washcloth with each stroke.
15. Pat the area dry with a clean portion of the towel for each pat.
16. Cover the exposed area with the bath blanket or a clean sheet.
17. Assist the resident in turning onto their side away from the working side of the bed.
18. Clean the rectal area with a new, clean washcloth with water and soap.
19. **Clean the rectal area from the vagina to the rectal area using at least two single strokes with a clean portion of the washcloth for every single stroke.**
20. Using a new, clean washcloth, rinse the rectal area from the vagina to the rectal area. Use at least two single strokes. Use a clean portion of the washcloth for each stroke.
21. Pat the area from the vagina to the rectal area dry.
22. Remove the waterproof pad from under the resident's buttocks without friction by turning the resident [manikin] side-to-side or raising their hips.
23. Position the resident on their back.
24. Remove the bath blanket or sheet.
25. Place all soiled linen in a designated container.

26. Empty, rinse, dry, and return equipment to storage.
27. Remove gloves, turning them inside out as they are removed, and dispose of them in a designated container.
28. Lower the bed.
29. Lower side rail(s), if side rails were used.
30. Open the privacy curtain.
31. Maintain respectful, courteous interpersonal interactions at all times.
32. Place the call light or signaling device within easy reach of the resident.
33. Turn on the water.
34. Wet all surfaces of hands *before* applying soap.
35. Wet wrists *before* applying soap.
36. Apply soap to wet hands.
37. Rub your hands together using friction.
38. While hands are not under running water, rub hands together for at least 20 seconds.
39. Interlace fingers pointing downward.
40. Wash all surfaces of hands and wrists with soap.
41. Rinse hands and wrists thoroughly under running water with fingers pointed downward.
42. Dry hands and wrists with a clean paper towel(s).
43. Immediately discard paper towel(s) in a trash can.
44. Turn off the faucet with a clean, dry paper towel.
45. **Do not re-contaminate hands at any time during the handwashing procedure.** *(Using a wet paper towel to turn off the faucet is considered recontamination.)*

17. Position a Resident in Bed on Their Side

1. Perform hand hygiene.
    a. Cover all surfaces of the hands with hand sanitizer.
    b. Rub hands together to dry.
2. Explain the procedure to be performed to the resident.
3. Provide privacy for the resident; pull the privacy curtain.
4. Position the bed flat.
5. Raise the bed between mid-thigh and waist level.
6. **Raise the side rail on the side of the bed opposite the working side or request the RN Test Observer to stand on the side of the bed opposite the working side.**
7. From the working side of the bed, gently move the resident's upper body toward yourself.
8. From the working side of the bed, gently move the resident's hips toward yourself.
9. From the working side of the bed, gently move the resident's legs toward yourself.
10. Assist/turn the resident onto the correct side, as the RN Test Observer stated in the scenario.
11. Ensure the resident's face is never obstructed by the pillow.
12. Check that the resident is not lying on their downside arm.
13. Readjust or place a support device under the resident's head.
14. Place a support device under the resident's upside arm, behind the back, and between the knees.
15. **Physically check that the resident is in correct body alignment.**
16. Leave the resident in a position of comfort and safety.
17. Lower side rails, if side rails were used.
18. Lower the bed.

19. Open the privacy curtain.
20. Maintain respectful, courteous interpersonal interactions at all times.
21. Place the call light or signaling device within easy reach of the resident.
22. Perform hand hygiene.
    a. Cover all surfaces of the hands with hand sanitizer.
    b. Rub hands together to dry.

18. Range of Motion for a Resident's Hip and Knee

1. Perform hand hygiene.
    a. Cover all surfaces of the hands with hand sanitizer.
    b. Rub hands together to dry.
2. Explain the procedure to be performed to the resident.
3. Raise the bed between mid-thigh and waist level.
4. Provide privacy for the resident; pull the privacy curtain.
5. Position the resident supine (bed flat).
6. Leave the resident in good body alignment.
7. Place one hand under the resident's knee and the other hand under the resident's ankle.
8. Move the entire leg away from the resident's body. *(abduction)*
9. Move the entire leg back toward the resident's body. *(adduction)*
10. Complete abduction and adduction of the resident's hip at least three times.
11. Continue correctly supporting joints by placing one hand under the resident's knee and the other under the resident's ankle.
12. Bend the resident's knee and hip toward the resident's trunk. *(flexion of the hip and knee at the same time)*
13. Straighten the resident's knee and hip. *(extension of the knee and hip at the same time)*
14. Complete flexion and extension of the resident's knee and hip at least three times.
15. **The candidate ***must ask*** the resident at least once if they are causing any pain or discomfort.**
16. Do not force any joint beyond the point of free movement.
17. Leave the resident in a supine position.
18. Lower the bed.
19. Open the privacy curtain.
20. Maintain respectful, courteous interpersonal interactions at all times.
21. Place the call light or signaling device within easy reach of the resident.
22. Perform hand hygiene.
    a. Cover all surfaces of the hands with hand sanitizer.
    b. Rub hands together to dry.

19. Range of Motion for a Resident's Shoulder

1. Perform hand hygiene.
    a. Cover all surfaces of the hands with hand sanitizer.
    b. Rub hands together to dry.
2. Explain the procedure to be performed to the resident.
3. Raise the bed between mid-thigh and waist level.
4. Provide privacy for the resident; pull the privacy curtain.
5. Position the resident supine (bed flat).
6. Leave the resident in good body alignment.
7. Place one hand under the resident's elbow and the other hand under the resident's wrist.
8. Raise the resident's arm up and over the resident's head. *(flexion)*

9. Bring the resident's arm back down to the resident's side. *(extension)*
10. Complete flexion and extension of the resident's shoulder at least three times.
11. Continue correctly supporting joints by placing one hand under the resident's elbow and the other under the resident's wrist.
12. Move the resident's arm away from the resident's body. *(abduction)*
13. Return the resident's arm to the resident's side. *(adduction)*
14. Complete abduction and adduction of the shoulder at least three times.
15. **The candidate ***must ask*** at least once if they are causing any pain or discomfort.**
16. Do not force any joint beyond the point of free movement.
17. Leave the resident in a supine position.
18. Lower the bed.
19. Open the privacy curtain.
20. Maintain respectful, courteous interpersonal interactions at all times.
21. Place the call light or signaling device within easy reach of the resident.
22. Perform hand hygiene.
    a. Cover all surfaces of the hands with hand sanitizer.
    b. Rub hands together to dry.

20. Stand and Pivot-Transfer a Resident from Their Bed to a Wheelchair using a Gait Belt

1. Perform hand hygiene.
    a. Cover all surfaces of the hands with hand sanitizer.
    b. Rub hands together to dry.
2. Explain the procedure to be performed to the resident.
3. Obtain a gait belt for the resident.
4. Position the wheelchair close to the bed.
5. **Lock the wheelchair brakes to ensure the resident's safety.**
6. **Lock the designated bed brake(s) to ensure the resident's safety.**
7. Assist the resident in putting on non-skid footwear.
8. Assist the resident in a sitting position and lower the bed so the resident's feet are flat on the floor when sitting on the edge of the bed.
9. Place a gait belt around the resident's waist.
10. Tighten the gait belt to the appropriate fitting/size.
11. Check the gait belt for tightness by slipping fingers between it and the resident to ensure it is secure.
12. Face the resident and grasp the gait belt with both hands.
13. Bring the resident to a standing position using proper body mechanics.
14. Assist the resident in pivoting and sitting in the wheelchair in a controlled manner that ensures safety.
15. Remove the gait belt.
16. Maintain respectful, courteous interpersonal interactions at all times.
17. Place the call light or signaling device within easy reach of the resident.
18. Perform hand hygiene.
    a. Cover all surfaces of the hands with hand sanitizer.
    b. Rub hands together to dry.

21. Vital Signs – Take and Record a Resident's Pulse and Respirations

1. Perform hand hygiene.
    a. Cover all surfaces of the hands with hand sanitizer.
    b. Rub hands together to dry.
2. Explain the procedure to be performed to the resident.
3. Provide privacy for the resident; pull the privacy curtain.
4. Locate the radial pulse by placing the tips of the fingers on the thumb side of the resident's wrist.
5. Count pulse for a full 60 seconds, or count for 30 seconds times two.
    a. Must verbally tell the RN Test Observer if you are counting for 60 seconds or 30 seconds times two.
    b. Verbally tell the RN Test Observer when you start and stop counting.
6. Record the resident's pulse rate on the provided, previously signed recording form.
7. **The candidate's recorded pulse rate is within 6 beats of the RN Test Observer's recorded pulse rate.**
8. Count respirations for a full 60 seconds, or count for 30 seconds times two.
    a. Must verbally tell the RN Test Observer if you are counting for 60 seconds or 30 seconds times two.
    b. Verbally tell the RN Test Observer when you start and stop counting.
9. Record the resident's respirations on the provided, previously signed recording form.
10. **The candidate's recorded respiratory rate is within 4 breaths of the RN Test Observer's recorded respiratory rate.**
11. Open the privacy curtain.
12. Maintain respectful, courteous interpersonal interactions at all times.
13. Place the call light or signaling device within easy reach of the resident.
14. Perform hand hygiene.
    a. Cover all surfaces of the hands with hand sanitizer.
    b. Rub hands together to dry.

-END OF SKILL TASKS-

KNOWLEDGE EXAM VOCABULARY LIST

abdominal thrust
abduction
abduction pillow
abuse
accidents
activities
adaptive equipment
adduction
ADL
admitting resident
advance directives
affected side
aggressive resident
ageing changes
aging process
agitation

airborne precautions
airway obstruction
alarm
Alzheimer's disease
ambulation
anger
angina
anti-embolism/elastic stocking/TED hose
anxiety
apathy
aphasia
apnea
appropriate response
aromatherapy
arthritis

aseptic
aspiration
assault
assertively
assistive device
auditory hallucinations
bacteria
balance
bargaining
basic needs
bathing
battery
bed cradle
bed measurement
bedpan
behavior

benign prostatic hypertrophy (BPH)
biohazard
bladder training
blindness
bloodborne pathogen
blood pressure
body fluid
body language
body mechanics
body systems
body temperature
bowel elimination
bowel movement
bowel program
bradycardia
breathing
breathing rates
C-difficile (C-Diff)
call light/signal
cancer
cane use
cardiac arrest
cardiovascular system
care conference
care impaired
care plan
cares
cast
cataract
catheter
catheter care
ccs in an ounce
Centers for Disease Control (CDC)
centered care
central nervous system
cerebrovascular accident (CVA)
chain of command
chain of infection
charge nurse
chemical restraint
chemical safety
chest pain

CHF
choking
circulation
cleaning spills
clear liquid diet
cognitive impairment
cold compress
colostomy care
comfort care
communicable
communication
communication terms
competency evaluation program
conduct
confidentiality
conflict resolution
confused resident
confusion
congestive heart failure
constipation
constrict
contact isolation
contamination
continuity
contracture
converting measures
COPD
cueing
cultural
data collection
death and dying
dehydration
delegation
delusions
dementia
dentures
depression
developmental process
developmental stages
diabetes
dialysis
diastolic
diet
digestion

dilate
discharging resident
disease
disease process
disinfection
disoriented
disrespect
dizziness
DNR
documentation
dressing
droplet precautions
dry skin
dysphagia
dyspnea
dysuria
dysuria and hematuria
edema
elevate head
elimination
emergency situation
emesis
emesis basin
emotional needs
emotional support
empathetic
empathy
emphysema
end of life
enteral feeding
ethics
evacuation
extremity
eyeglasses
facial care
falls
fecal impaction
feeding
feeding tubes
financial abuse
fire safety
flatus
fluid
fluid intake
Foley catheter

foot care
foot drop
Fowler's
fraud
frayed cord
free from disease
frequent urination
gait belt
gastric feedings
gastrostomy tube
geriatric chair
geriatrics
gerontology
gestures
gifts
gown removal
gown removal with IV bag
grieving process
HAI
hair care
hallucination
hand hygiene
hand tremors
harm
hearing aid
hearing impaired
heart rates
hemiplegia
hepatitis B
hierarchy of needs
HIPAA
HIV
hoarding
hormones
hospice
hydration
hypertension
impairment
impotence
in-service programs
incontinence
independence
indwelling catheter
infection

infection control
inflammation
influenza
initial observations
input and output (I&O)
insulin
integumentary system
isolation
jaundice
lateral position
legal ethics
lift/draw sheet
lifting
linen handling
liquid diet
listening
localized infection
logrolling
loose teeth
loss of function
low sodium diet
Maslow
masturbation
MDS
measuring
measuring height
measuring temperature
mechanical lift
medical asepsis
medical record
medications
memory loss
mental health
microbe
microorganism
military time
morning care
mouth care
moving resident
multiple sclerosis
musculoskeletal system
N95 mask
nail care
neglect
negligence

nervous system
non-contagious disease
non-verbal communication
NPO
nursing assistant's role
nutrients
nutrition
objective
observations
OCD
ombudsman
oral care
oral temperature
orientation
OSHA
osteoporosis
output
overbed table
oxygen
pain
palliative care
paralysis
Parkinson's disease
partial bath
passive range of motion (PROM)
pathogen
patience
perineal care
peripheral vascular disease
perseverate
personal care
personal grooming
personal items
personal protective equipment (PPE)
phone etiquette
physical needs
physical therapist
physician's authority
policy book
positioning
post-mortem care

preferences
pressure area
pressure injury/ulcer
preventing injury
privacy
professionalism
progressive
promoting independence
pronation
prostate gland
prosthesis
psychological needs
psychosocial wellbeing
PTSD
pulse
quality of life
radial
ramps
range of motion (ROM)
reality orientation
receptive aphasia
rectal
rectal temperature
regulation
reminiscence therapy
reminiscing
reporting
reposition
resident abuse
resident belongings
resident identification
resident independence
resident-centered care
resident's chart
resident's environment
resident's rights
residents
respectful treatment
respiration
respiratory system
responding to resident behavior
responsibility
restorative care
restraints

right patient and right tray
rights
risk factor
role
safety
Safety Data Sheet (SDS)
safety precautions
safety razor
safety techniques
scale
seclusion
seizure
self-esteem
semi-Fowlers
sensory system
sexual harassment
sexual needs
sharp’s container
shaving
side rails
simple fracture
skin care
skin integrity
slander
smoking
social needs
special diets
specimen
spiritual needs
stages of grief
standard precautions
sterilization
stethoscope
stress
stroke (CVA)
subjective
substance abuse
suicide
sundowning
supine
surgical asepsis
survey
syncope
systolic

tachycardia
temperature
terminal illness
terminology
threatening resident
toenails
toileting schedule
transfer safety
transfers
transmission-based precautions (TBP)
treating residents with respect
tube feeding
tubing
tympanic
types of isolation
unaffected
unconscious
undressing
urethral
urinary appearance
urinary catheter
urinary elimination
urinary problems
urinary system
urine
UTI
validation therapy
vancomycin-resistant enterococcus (VRE)
vision change
visual impairment
vital signs
vomitus
walker
wandering resident
weak side
weighing
wheelchair safety
white blood cells
withdrawn resident
work environment
workplace violence