



D&S Diversified Technologies LLP

Headmaster LLP

California Nurse Aide Candidate Handbook

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Version 4

Updates made August 23, 2023:

Updated the 'Identification and CDPH 283B or CDPH 932' section (page 14).

California Nurse Aide Candidate Handbook

Contact Information

Questions regarding: testing process, test scheduling and eligibility to test (800) 393-8664 Questions regarding: obtaining information on official regulations and guidelines for nurse aides • updating your name, address or requesting a duplicate CNA certificate • verification of current nurse aide certification • renewal, reciprocity and equivalency information • obtaining information regarding approved training programs (916) 327-2445 (800) 236-9747		
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California Department of Public Health (CDPH) Professional Certification Branch (PCB) - Aide and Technician Certification Section (ATCS) PO Box 997416, MS 3301 Sacramento, CA 95899-7416 Email: cna@cdph.ca.gov Web Site: https://www.cdph.ca.gov/Programs/CHCO/LCP/Pages/CNA.aspx#	<i>Monday through Friday</i> <i>9:00AM – 12:00PM</i> <i>and</i> <i>1:00PM – 4:00PM</i> <i>Pacific Standard Time (PST)</i>	Phone #: (916) 327-2445 Phone #: (800) 236-9747

Table of Contents

INTRODUCTION	1
CALIFORNIA LICENSING AND CERTIFICATION PROGRAM.....	1
CERTIFIED NURSING ASSISTANT (CNA) INITIAL APPLICATION - CDPH 283B.....	1
AMERICANS WITH DISABILITIES ACT (ADA).....	2
ADA COMPLIANCE	2
THE CALIFORNIA NURSE AIDE COMPETENCY EXAM	2
PAYMENT INFORMATION.....	2
COMPLETE YOUR INITIAL LOGIN	2
<i>Forgot Your Password and Recover your Account</i>	<i>4</i>
SCHEDULING A CALIFORNIA NURSE AIDE EXAM.....	8
<i>Self-Pay of Testing Fees in TMU©</i>	<i>8</i>
<i>Schedule/Reschedule into a Test Event.....</i>	<i>10</i>
<i>Test Confirmation Letter.....</i>	<i>11</i>
CHECKING/VIEWING YOUR TMU© NOTIFICATIONS.....	12
CRITERIA TO WAIVE THE NURSE AIDE TRAINING REQUIREMENT	13
TIME FRAME FOR TESTING FROM TRAINING PROGRAM COMPLETION	13
EXAM CHECK-IN	13
TESTING ATTIRE	14
IDENTIFICATION AND CDPH 283B OR CDPH 932	14

California Nurse Aide Candidate Handbook

INSTRUCTIONS FOR THE KNOWLEDGE AND SKILL TESTS	15
TESTING POLICIES.....	15
SECURITY	17
RESCHEDULES	18
REFUND OF TESTING FEES PAID.....	18
<i>Scheduled in a Test Event</i>	18
<i>Not Scheduled in a Test Event</i>	19
UNFORESEEN CIRCUMSTANCES POLICY	19
<i>Inclement Weather Policy</i>	19
NO SHOWS	20
<i>No Show Exceptions</i>	20
CANDIDATE FEEDBACK – EXIT SURVEY	21
TEST RESULTS	21
TEST ATTEMPTS	24
RETAKE THE NURSING AIDE EXAM	24
TEST REVIEW REQUESTS	24
THE KNOWLEDGE/AUDIO EXAM.....	25
VIRTUAL KNOWLEDGE EXAM OPTION.....	27
<i>Virtual Knowledge Exam Candidate Requirements</i>	27
<i>Scheduling a Virtual Knowledge Exam</i>	27
<i>Virtual Knowledge Exam Sign-In</i>	28
<i>Virtual Knowledge Exam Policies</i>	28
KNOWLEDGE EXAM CONTENT.....	29
<i>Subject Areas</i>	29
SELF-ASSESSMENT READING COMPREHENSION EXAM	29
KNOWLEDGE PRACTICE TEST	31
THE MANUAL SKILL EXAM.....	32
SKILL TEST RECORDING FORM.....	33
SKILL TEST TASKS	33
SKILL TASKS LISTING	34
Applying an Anti-Emboloc Stocking to One Leg.....	34
Assist Resident to Ambulate using a Gait belt	35
Assisting Resident with the use of a Bedpan, Measure and Record Urine Output with Hand Washing	35
Catheter Care for a Female Resident with Hand Washing	36
Denture Care – Cleaning Upper or Lower Denture.....	37
Donning PPE (Gown and gloves), Emptying a Urinary Drainage Bag, Measure and Record Urine Output and Remove PPE with Hand Washing	38
Dressing a Resident with an Affected (Weak) Side	39
Feeding a Dependent Resident.....	40
Foot Care One Foot.....	41
Modified Bed Bath- Face and One Arm, Hand and Underarm.....	41
Mouth Care—Brushing Resident’s Teeth	42
Passive Range of Motion for One Hip and One Knee.....	43
Passive Range of Motion for Shoulder.....	44
Perineal Care for a Female Resident with Hand Washing.....	44
Position Resident in Bed on Side	46
Transfer Resident from Bed to Wheelchair using a Gait Belt	46
Vital Signs – Take and Record Resident’s Manual Blood Pressure	47
Vital Signs – Count and Record Resident’s Radial Pulse and Respirations	47
KNOWLEDGE EXAM VOCABULARY LIST	49

Introduction

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

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

This handbook describes the process of taking the nurse aide competency examination and is designed to help prepare candidates for testing. There are two parts to the nurse aide competency examination—a multiple-choice, knowledge test and a skill test. Candidates must pass both parts of the nurse aide competency exam to be identified and listed on the California Nursing Assistant Registry.

The California Department of Public Health (CDPH) has approved D&S Diversified Technologies, LLP (D&SDT)-Headmaster, LLP to provide tests and scoring services for nurse aide testing. For questions not answered in this handbook, please contact D&SDT-Headmaster at (800)393-8664 or go to D&SDT-Headmaster's [California Nurse Aide \(NA\) webpage](#) or at www.hdmaster.com and click on 'California CNA'. The information in this handbook will help you prepare for your examination.

California Licensing and Certification Program

The California Department of Public Health, Professional Certification Branch, Aide and Technician Certification Section is primarily responsible for the certification of nurse assistants by ensuring applicants adhere to the [California Health and Safety Code, Section 1337-1338.5](#).

Information regarding licensing and certification can be obtained at:

Aide and Technician Certification Section
P.O. Box 997416, MS 3301
Sacramento, CA 95899-7416
Phone Number: (916) 327-2445

Email: cna@cdph.ca.gov

Web Site: <https://www.cdph.ca.gov/Programs/CHCQ/LCP/Pages/CNA.aspx#>

Certified Nursing Assistant (CNA) Initial Application - CDPH 283B

REMINDER: You must complete and submit directly to CDPH a Certified Nursing Assistant (CNA) Initial Application (CDPH 283B): <https://www.cdph.ca.gov/CDPH%20Document%20Library/ControlledForms/cdph283b.pdf>

- You may submit this CNA initial application (CDPH 283B) through the new CDPH Online Submission Portal, please see link below for directions and more information.

<https://www.cdph.ca.gov/Programs/CHCQ/LCP/Pages/Online-Submission-Page.aspx#>

Americans with Disabilities Act (ADA)

ADA Compliance

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

If you have a qualified disability or limitation, you may request special accommodations for examination. Accommodations must be approved by D&SDT-Headmaster in advance of examination. The request for accommodations can be found on the [D&SDT-Headmaster webpage](#) and clicking on the PDF Fillable [ADA Accommodation Form 1404](#). Fill out the ADA Request and attach with the required documentation found on the second page of the request form to an email to: california@hdmaster.com, in order to be reviewed for an accommodation.

ADA request forms submitted without supporting documentation of a diagnosed disability will not be accepted or reviewed.

Please allow additional time for your request to be approved. If you have any questions regarding the ADA review process or specific required documentation, please call D&SDT-Headmaster at (800)393-8664.

The California Nurse Aide Competency Exam

Payment Information

Exam Description	Price
Knowledge Exam or Retake	\$35
Audio Version of the Knowledge Exam or Retake	\$45
Skill Exam or Retake	\$95

Complete your Initial Login

Your initial registration information will be entered in D&SDT-Headmaster's TestMaster Universe (TMU©) software.

IMPORTANT: Before you can test, you must sign in to TMU© using your secure Email or Username and Password and complete your demographic information.

- It is highly recommended that when you receive your confirmation email from TMU© (check your junk/spam mail) that your record has been created, that you sign in to your record, update your password and complete your demographic information.

If you do not know your Email or Username and Password, enter your email address and click on "Forgot Your Password?" You will be asked to re-enter your email and a 'reset password link' will be sent to your email (**see instructions under 'Forgot your Password and Recover your Account'**). If you are unable to sign in for any reason, contact D&SDT-Headmaster at (800)393-8664.

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



[Tests](#)
[Trainings](#)
[Billing](#)
[Downloads](#)
[Profile](#)




[Home](#) > [Setup Account](#)

Setup Account

We're Sorry, Your Account Still Needs Some Info

Enter the below information to finish setting up your account.

FIRST *

MIDDLE

LAST *

SUFFIX

SOCIAL SECURITY # *

BIRTHDATE *

PHONE *

Encrypted for your safety

ADDRESS *

CITY *

STATE *

ZIPCODE *

DISCLAIMER

By completing your account you consent to your name and certification status being publicly listed on the California registry

[Finish Account Setup](#)

Enter the blank * fields
and then click on-
Finish Account Setup



[Tests](#)
[Trainings](#)
[Billing](#)
[Downloads](#)
[Profile](#)





Thanks, your account has now been setup.

Welcome, SAMPLE!



Testing



Your Profile

This is the California CNA TMU© main page <http://ca.tmutest.com>:



How can we help you today?



Available Test Dates



Read FAQ

Sign In

USERNAME OR EMAIL

PASSWORD

☐ REMEMBER ME

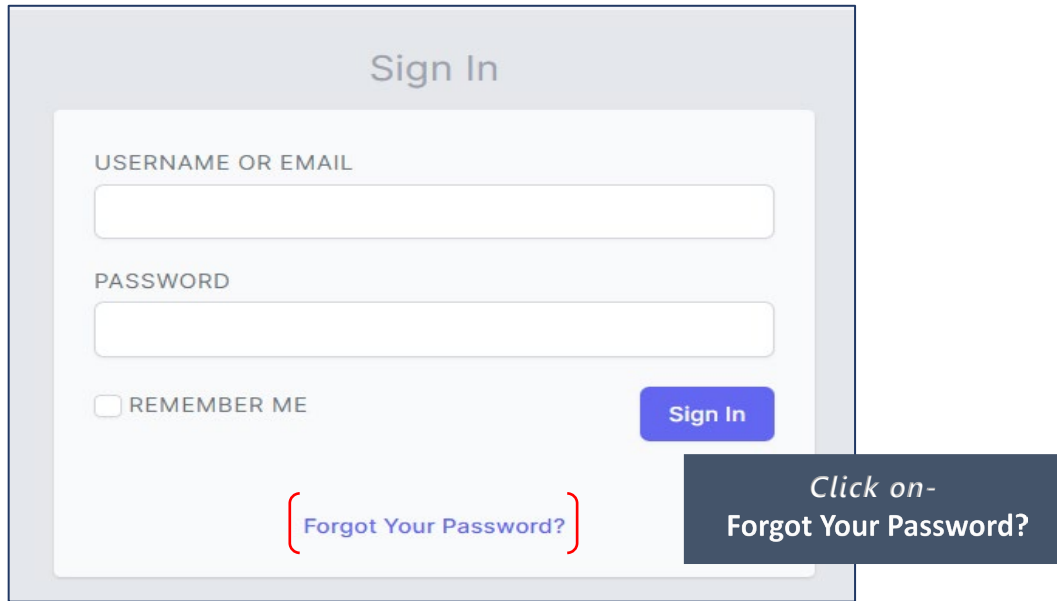
Sign In

If you have forgotten or do not know your Password, follow the instructions in the next section **'Forgot Your Password and Recover your Account'** to Reset your Password and Recover your Account.

[Forgot Your Password?](#)

FORGOT YOUR PASSWORD AND RECOVER YOUR ACCOUNT

If you do not remember your password, follow the 'Forgot Your Password and Recover Your Account' screenshots on the next page to reset your password and recover your account:



The image shows a 'Sign In' form with the following elements:

- Sign In** (Section Header)
- USERNAME OR EMAIL** (Label) with a text input field.
- PASSWORD** (Label) with a text input field.
- ☐ **REMEMBER ME** (Form Element)
- Sign In** (Button)
- Forgot Your Password?** (Link, circled in red)

An annotation box on the right says: *Click on- Forgot Your Password?*

Type in your Email Address

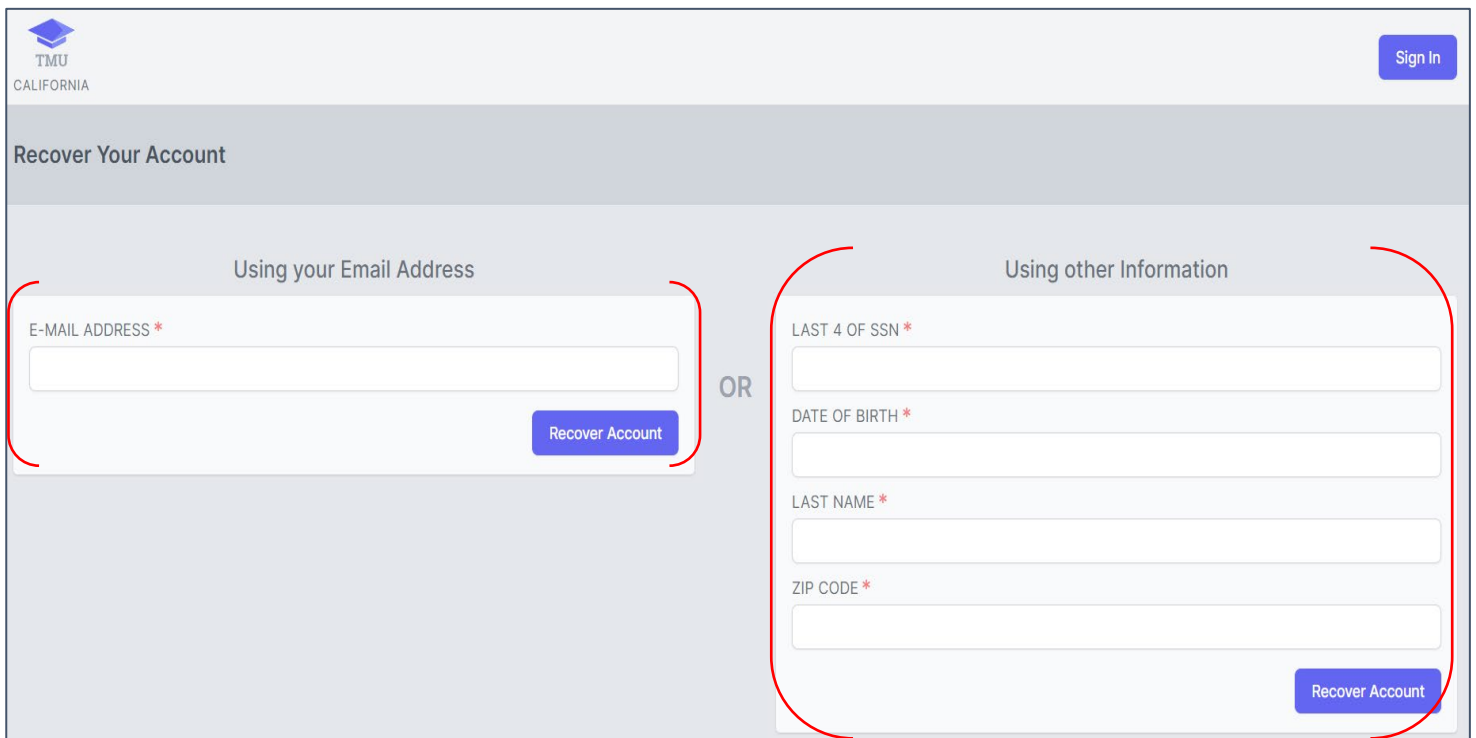
Click on – Recover Account

An email with the reset link will be emailed to you.

Click on the reset link in your email to reset your password.

-OR- You can type in the requested data under Using other Information

Click on - Recover Account



The image shows a 'Recover Your Account' form with the following elements:

- TMU CALIFORNIA** (Logo)
- Sign In** (Button)
- Recover Your Account** (Section Header)
- Using your Email Address** (Section Header)
- E-MAIL ADDRESS *** (Label) with a text input field.
- Recover Account** (Button)
- OR** (Text)
- Using other Information** (Section Header)
- LAST 4 OF SSN *** (Label) with a text input field.
- DATE OF BIRTH *** (Label) with a text input field.
- LAST NAME *** (Label) with a text input field.
- ZIP CODE *** (Label) with a text input field.
- Recover Account** (Button)

Red circles highlight the input fields for 'E-MAIL ADDRESS', 'LAST 4 OF SSN', 'DATE OF BIRTH', 'LAST NAME', and 'ZIP CODE'.



Sign In

Recover Your Account

We have e-mailed your password reset link! Please allow a few minutes for the email to be delivered.

Using your Email Address

E-MAIL ADDRESS *

Recover Account

OR

Using other Information

LAST 4 OF SSN *

DATE OF BIRTH *

LAST NAME *

ZIP CODE *

Recover Account

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

Reset Password Notification External Inbox x

TMU no-reply@tmutest.com via mg.tmuniverse.com to me

10:28AM (1 minute ago)

California TMU

**Click on-
Reset Password**

Hello!

You are receiving this email because we received a password reset request for your account.

Reset Password

This password reset link will expire in 60 minutes.

If you did not request a password reset, no further action is required.

Regards,
California TMU

If you're having trouble clicking the "Reset Password" button, copy and paste the URL below into your web browser: <https://ca.tmutest.com/password/reset/761e4b>

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

Reset Your Password

E-MAIL ADDRESS

sample@sampleemail.com

PASSWORD

CONFIRM PASSWORD

Reset Password

*Type in your
Password and
Confirm Password,
then click on –
Reset Password*

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

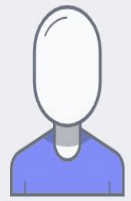


Logged in as Student

Welcome, Sample!



Testing



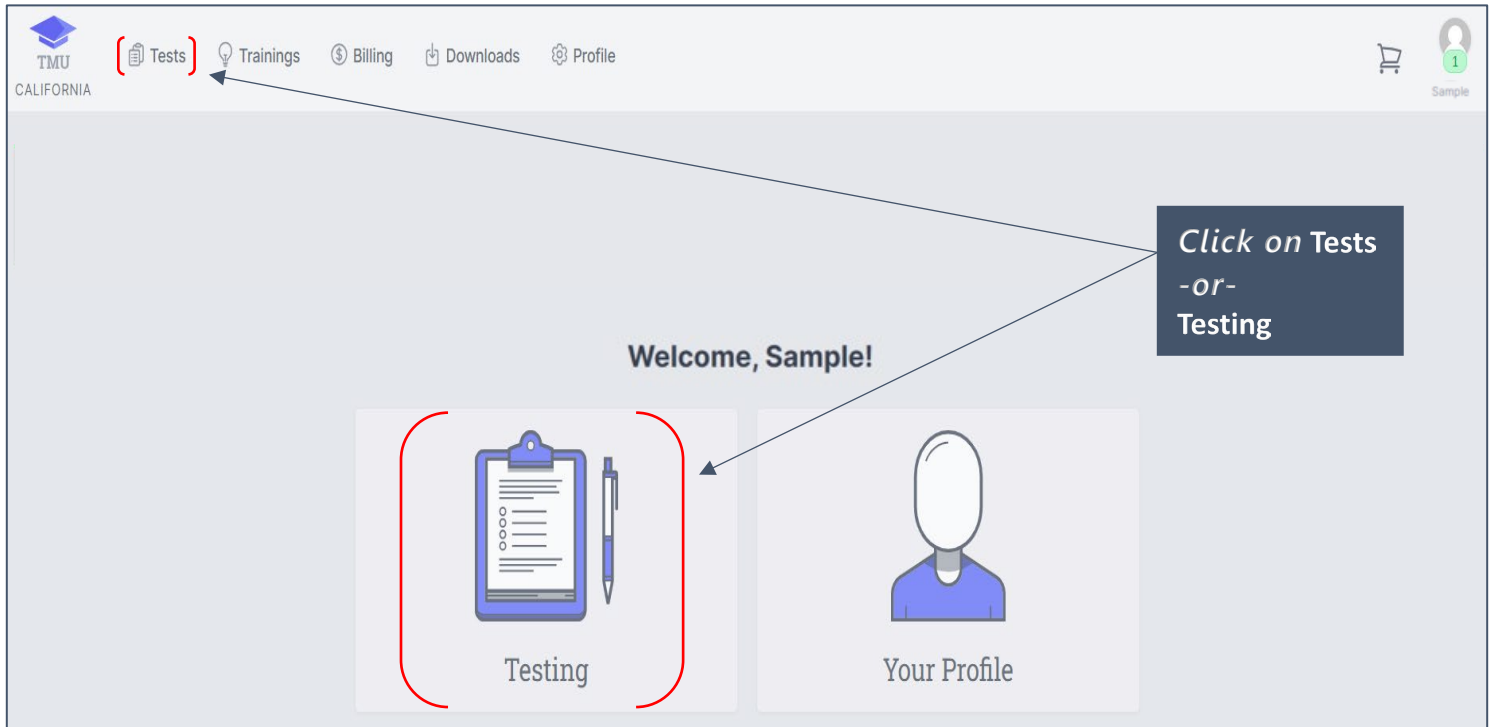
Your Profile

Scheduling a California Nurse Aide Exam

Once your completed record is in the D&SDT-Headmaster TestMaster Universe© (TMU©) database and your testing fee has been paid (see instructions under **'Self-Pay of Testing Fees'**), you may schedule your exam date online at the California TMU© webpage, <https://ca.tmutest.com>, using your Email or Username and Password (**see instructions under 'Scheduling/Rescheduling into a Test Event'**). If you are unable to sign in with your email, please call D&SDT-Headmaster for assistance at (800)393-8664 during regular business hours 5:00AM to 5:00PM PST, Monday through Friday, excluding holidays.

To schedule or reschedule your test date, sign in to the California TMU© webpage at: <https://ca.tmutest.com> with your Email or Username and Password. If you are unable to schedule/reschedule on-line, please call D&SDT-Headmaster at (800)393-8664 for assistance.

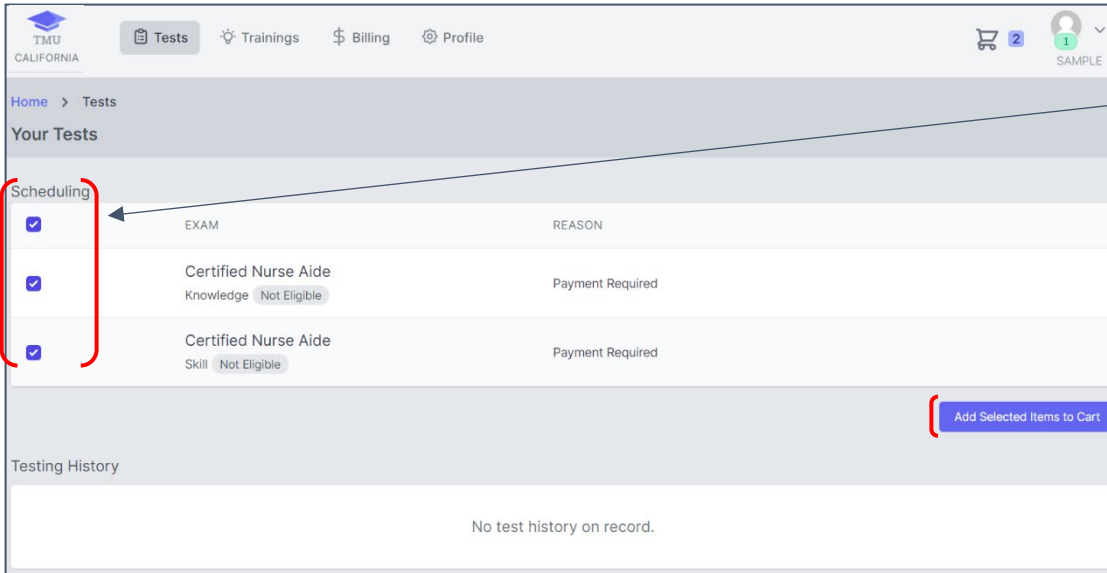
This is the California TMU© main page:



SELF-PAY OF TESTING FEES IN TMU©

Testing fees will need to be paid before you can schedule a test date. Once your training program has completed your training record with completion hours and date, you will receive an email and text message that you are eligible to schedule a test date. Some training programs pre-pay testing fees for their graduating students. Your program/instructor will have informed you if this is the case. Prior to scheduling a test, verify with your instructor if the training program has already prepaid for your test.

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



TMU CALIFORNIA

Tests Trainings Billing Profile

Home > Tests

Your Tests

Scheduling

EXAM	REASON
Certified Nurse Aide Knowledge Not Eligible	Payment Required
Certified Nurse Aide Skill Not Eligible	Payment Required

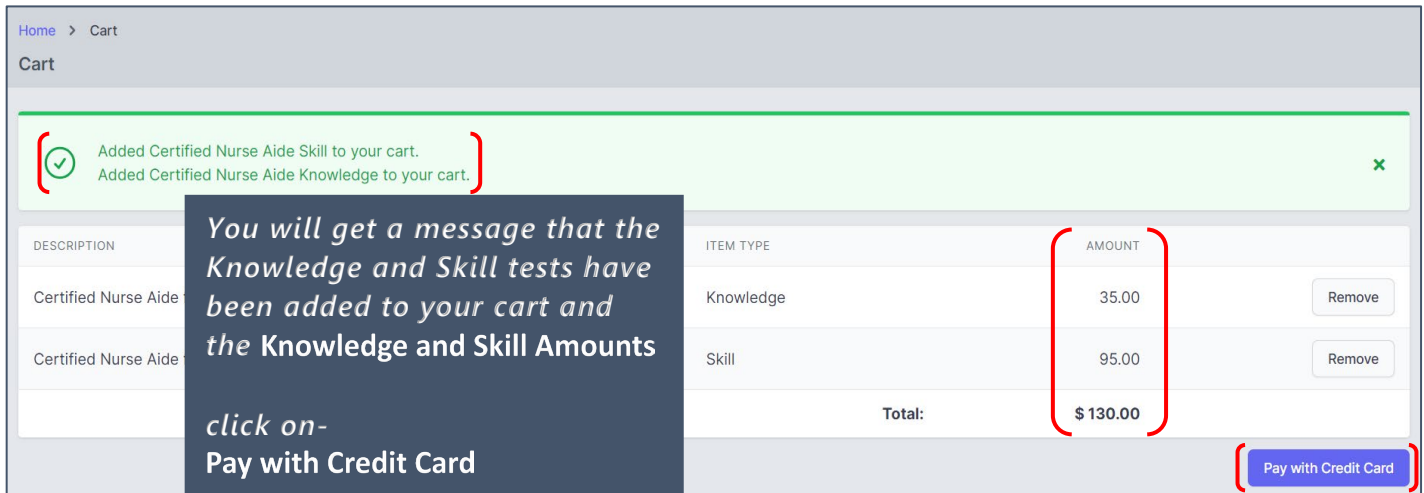
Add Selected Items to Cart

Testing History

No test history on record.

Under Scheduling, click on the box to the left of Exam to select the test component – a checkmark will appear in the box.

Then click on- Add Selected Items to Cart



Home > Cart

Cart

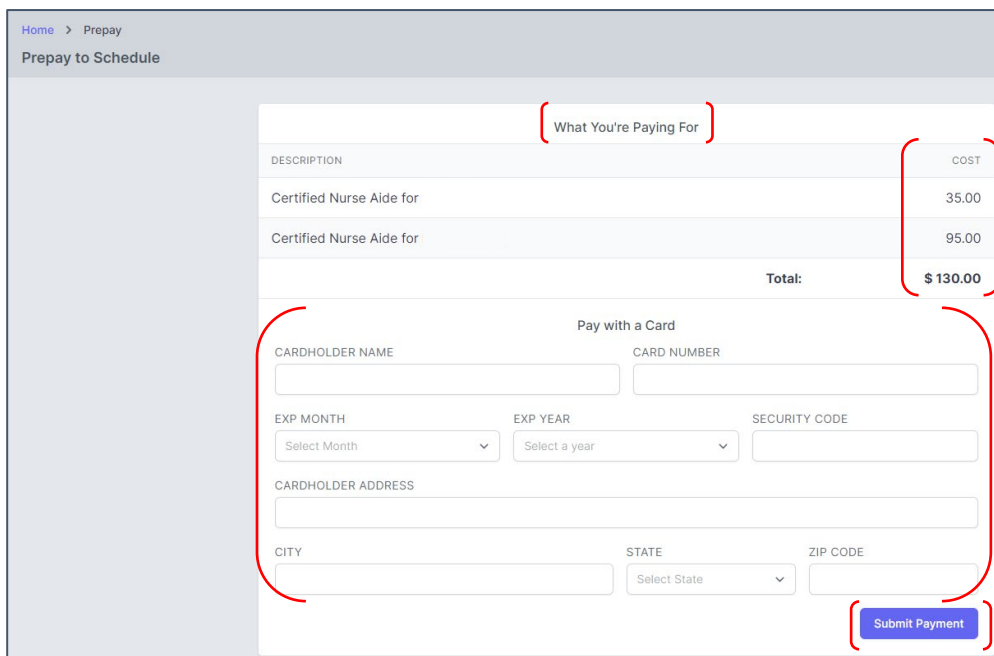
Added Certified Nurse Aide Skill to your cart.
Added Certified Nurse Aide Knowledge to your cart.

DESCRIPTION	ITEM TYPE	AMOUNT	
Certified Nurse Aide Knowledge	Knowledge	35.00	Remove
Certified Nurse Aide Skill	Skill	95.00	Remove
Total:		\$ 130.00	

Pay with Credit Card

You will get a message that the Knowledge and Skill tests have been added to your cart and the Knowledge and Skill Amounts

click on- Pay with Credit Card



Home > Prepay

Prepay to Schedule

What You're Paying For

DESCRIPTION	COST
Certified Nurse Aide for	35.00
Certified Nurse Aide for	95.00
Total:	\$ 130.00

Pay with a Card

CARDHOLDER NAME CARD NUMBER

EXP MONTH EXP YEAR SECURITY CODE

CARDHOLDER ADDRESS

CITY STATE ZIP CODE

Submit Payment

Enter the Credit Card information and then click on- Submit Payment

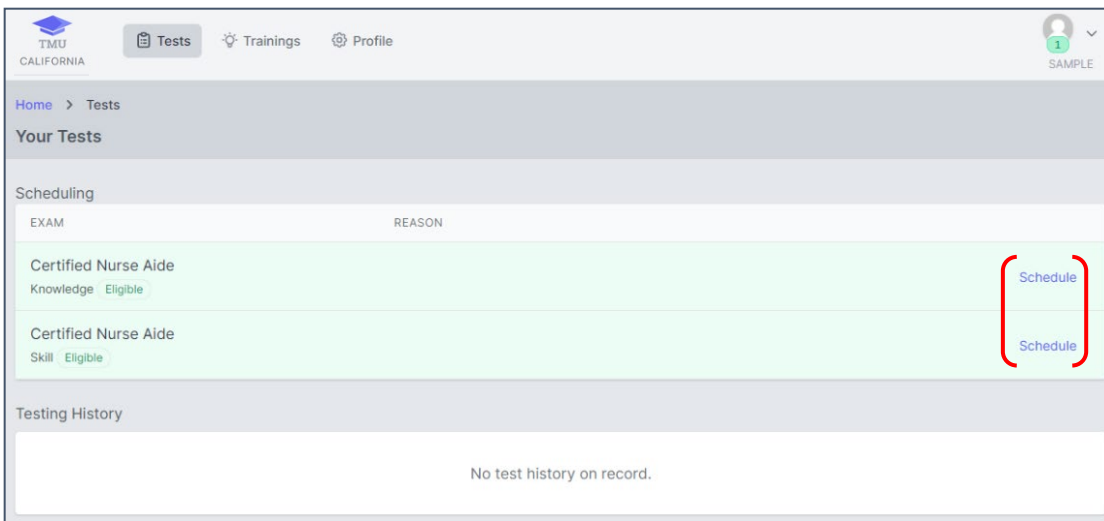
You will receive a receipt of the transaction.

You may also pay your testing fees by emailing, hdmaster@hdmaster.com, mailing P.O. Box 6609, Helena, MT 59604, or faxing, (406)442-3357 (a \$5.00 fax fee applies), to D&SDT-Headmaster a paper Scheduling and Payment Form 1402CA (request form from D&SDT-Headmaster), along with your payment (money order, cashier's check, facility check, Visa or MasterCard). No personal checks or cash are accepted. Please make money orders or cashier checks out to **HEADMASTER**. *Forms with missing information, payment or signatures will be returned to the candidate.*

Once we receive your scheduling and payment form and process your payment, you will be notified via email and text message that you are eligible to schedule into a test event. If you do not receive an email or text message within 5 days of submitting your Scheduling and Payment form, please call D&SDT-Headmaster to check on the status at (800)393-8664. You will then need to sign in to your TMU© record (<https://ca.tmutest.com>) using your Email or Username and Password. Please see instructions under **"Schedule/Reschedule a Test Date"**. All D&SDT-Headmaster forms can be found on D&SDT-Headmaster's [California NA webpage](#).

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

SCHEDULE/RESCHEDULE INTO A TEST EVENT



EXAM	REASON	
Certified Nurse Aide Knowledge	Eligible	Schedule
Certified Nurse Aide Skill	Eligible	Schedule

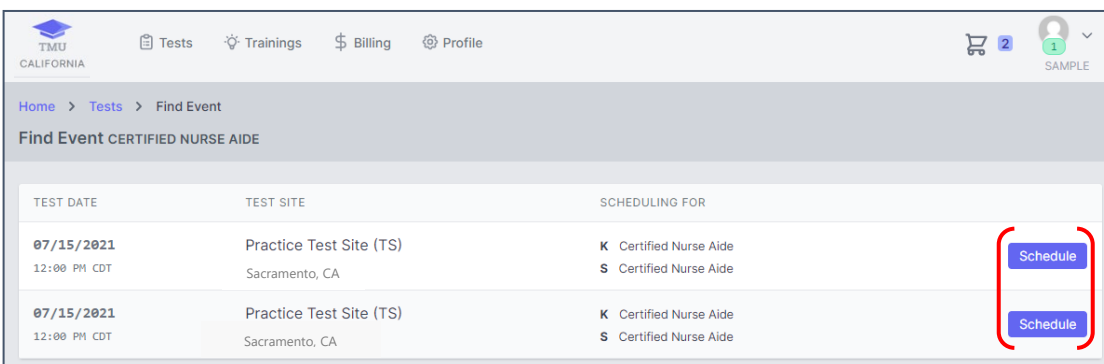
Testing History

No test history on record.

All eligible test events will appear in this format.

To select a test site and test date,

click on – Schedule to the right of the test date you want to schedule into.



TEST DATE	TEST SITE	SCHEDULING FOR	
07/15/2021 12:00 PM CDT	Practice Test Site (TS) Sacramento, CA	K Certified Nurse Aide S Certified Nurse Aide	Schedule
07/15/2021 12:00 PM CDT	Practice Test Site (TS) Sacramento, CA	K Certified Nurse Aide S Certified Nurse Aide	Schedule

To select a test site and test date,

click on – Schedule

ca.tmutest.com says

Schedule into this Event on 07/15/2021 for Certified Nurse Aide Knowledge, Certified Nurse Aide Skill. Are you sure?

OK
Cancel

To confirm this is the site and date you want to schedule into, click on – OK

TMU CALIFORNIA Tests Trainings Billing Profile

Home > Tests

Your Tests

✓ Student CANDIDATE, SAMPLE scheduled into Skill for Certified Nurse Aide.
Student CANDIDATE, SAMPLE scheduled into Knowledge for Certified Nurse Aide.

EXAM	REASON
Certified Nurse Aide Knowledge Not Eligible	Already Scheduled
Certified Nurse Aide Skill Not Eligible	Already Scheduled

TEST DATE	EXAM	TEST SITE	STATUS	
07/15/2021 12:00 PM CDT	Certified Nurse Aide Knowledge	Practice Test Sit	Scheduled	Test Confirmation Page Get Map
07/15/2021 12:00 PM CDT	Certified Nurse Aide Skill	Practice Test	Scheduled	Test Confirmation Page Get Map

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

Your status shows Scheduled and a note at the top of your screen also shows you are scheduled.

Click on- Test Confirmation Page to see your test confirmation with important reminders for testing.

TEST CONFIRMATION LETTER

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

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

Note: Failure to read the candidate handbook could result in No Show for your test event for not adhering to the policies of testing, etc.

It is important you read this letter!

Test Confirmation Letter

Scheduled Test Confirmation - California Certified Nurse Aide

[Get Map](#)
[Print Page](#)

Test Date: 09/09/2023
Test Time: 4:00 PM PDT
Test Exam: Skill - Certified Nurse Aide
Test Site: Practice Test Site (TS)
 1234 Practice Street
 Sacramento, CA 95811

SAMPLE CANDIDATE
 123 Sunflower Lane
 Sacramento, CA 95811

• TESTING BEGINS AT 4:00 PM PDT ON 09/09/2023: ARRIVE AT LEAST 20 MINUTES EARLY TO CHECK-IN
 • If you are unable to access your account, go to <https://ca.tmutest.com>, click on 'Forgot Password', enter your email, click on 'Send Reset Password Link' and follow the instructions. If you need further assistance, please call D&S-DT-Headmaster at 1.800.393.8664.

Refer to the **Nurse Aide Competency Exam** section of the **California Candidate Handbook** regarding requirements for testing and what to expect on your test day. Failure to do so may result in you being turned away from testing and forfeiting your testing fees. Review this specific information prior to your testing date.

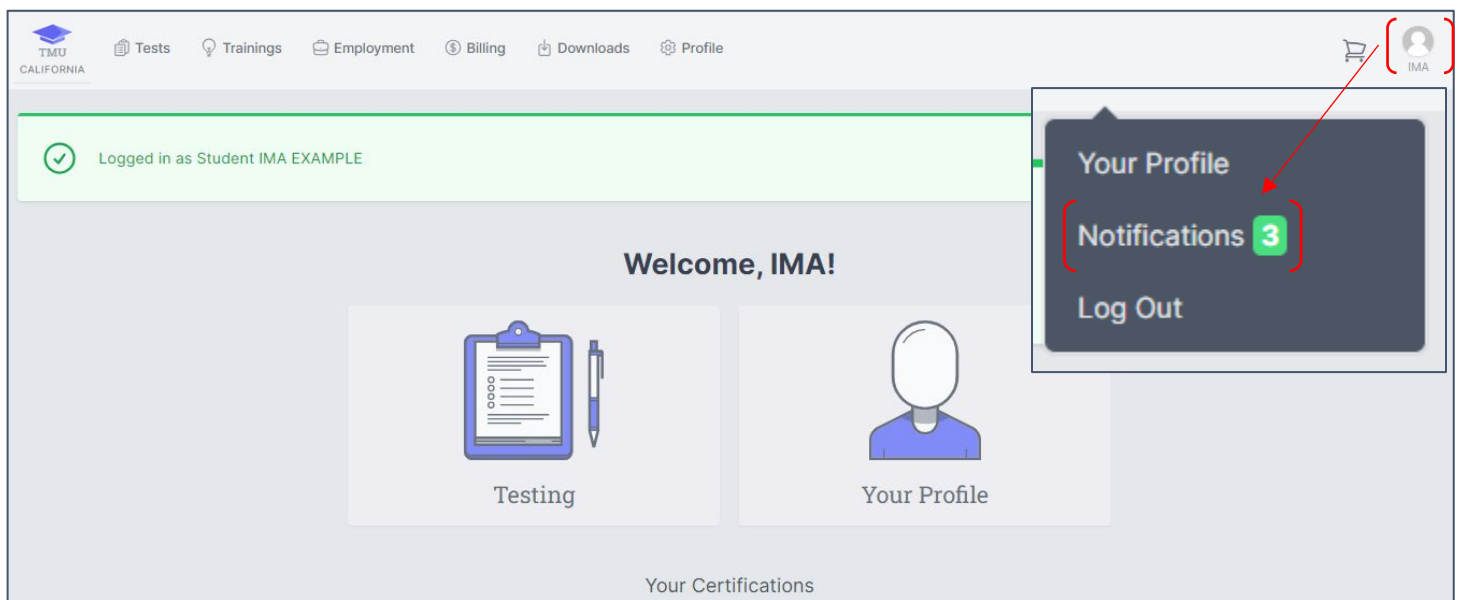
[Click to open the Candidate Handbook](#)

Please see the **‘Virtual Knowledge Exam Option’** under the Knowledge/Audio Test section if you are interested in taking your knowledge exam virtually from your home, etc. If you have any questions regarding your test scheduling, call D&SDT-Headmaster at (800)393-8664, Monday through Friday, excluding holidays, 5:00AM to 5:00PM PST.

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

Checking/Viewing your TMU© Notifications

Remember to check your ‘notifications’ in your TMU© record for important notices regarding your selected test events and other information. See screenshots that follow:

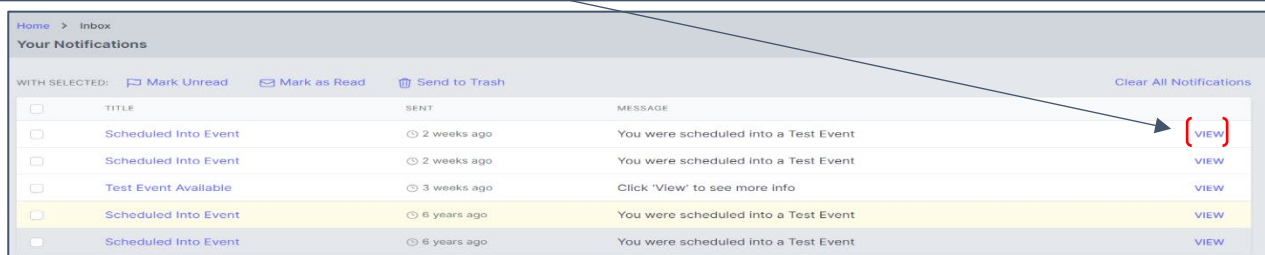


When you have ‘notifications’ they will show up when you click on your profile pic. The number represents the number of notifications you have to view.

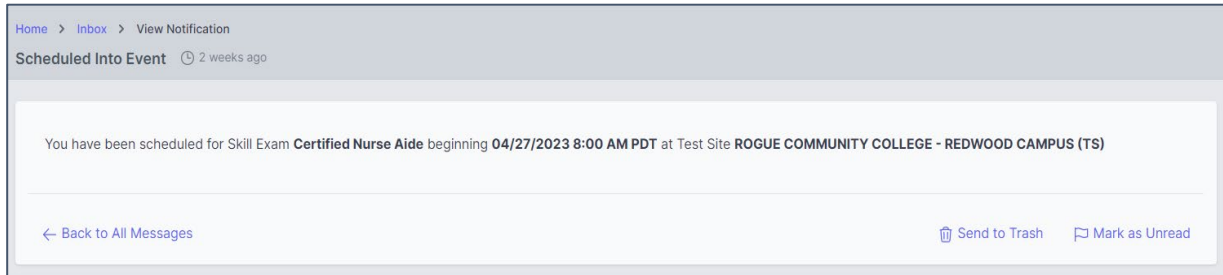
*Click on-
Your Profile Pic to open your profile and notifications.*

*Click on-
Notifications to view all of your notifications.*

*Click on-
VIEW to open each of your notifications.*



Notification example:



Criteria to Waive the Nurse Aide Training Requirement

If you are presently enrolled in (or completed) a Registered Nurse, Licensed Vocational Nurse, or Licensed Psychiatric Technician program, have received medical training in military services, or have received the above license(s) from a foreign country or U.S. state, you may not have to take further training and may qualify to take the Competency Evaluation.

Please see further information under “How to Complete your Equivalency Package” on the CDPH website at: <https://www.cdph.ca.gov/Programs/CHCQ/LCP/Pages/CNA.aspx#>

Time Frame for Testing from Training Program Completion

You must schedule a test date **within two (2) years of your date of training program completion**. After two years, you must complete another CDPH approved training program in order to be eligible to schedule testing.

Many training programs host and pre-schedule in-facility test dates for their graduating students. Your program/instructor will have informed you if this is the case. Prior to scheduling a test, verify with your instructor if the training program has already scheduled your test. Regional test seats are open to all candidates. Regional test dates are posted on D&SDT-Headmaster’s [California NA webpage](#).

Exam Check-In

You need to arrive at your confirmed test site between 20 to 30 minutes before your exam is scheduled to start.

- Testing **begins** promptly at the start time noted.
- You need to make sure you are at the event ***at least 20 minutes prior*** to the start time to allow time to get signed in with the RN Test Observer.
 - *For example:* if your test start time is 8:00AM – you need to be at the test site for check-in **no later than** 7:40AM.

Note: If you arrive late, you will not be allowed to test.

If you are scheduled into a virtual knowledge exam, please see procedures/policies under ‘**Virtual Knowledge Exam Option**’ in the Knowledge/Audio Test section.

Testing Attire

The following testing attire requirements will be followed at testing sites:

- You must be in full clinical attire (scrubs).
 - *Scrubs and shoes can be any color/design.*
- No opened toed shoes are allowed.
- Long hair must be pulled back.

Note: You will not be admitted for testing if you are not wearing scrubs attire, appropriate shoes with long hair pulled back. You will be considered a NO SHOW. You will forfeit your testing fees and have to pay for another exam date.

Other testing attire information:

- You may bring a standard watch with a second hand.
- Smart watches, fitness monitors or any type of Bluetooth-connected devices are not allowed.

Identification and CDPH 283B or CDPH 932

You must bring a-

1. UNITED STATES (US) GOVERNMENT ISSUED, SIGNED, UNEXPIRED, PHOTO BEARING FORM OF IDENTIFICATION

Only original IDs are accepted. No photocopies, faxes or images are allowed. Examples of the forms of US government issued, photo ID's that are acceptable are:

- State or other United States Government Issued Driver's License
- State Identification Card (*that meets all identification criteria*)
- US Passport (Foreign Passports and Passport Cards *are not* acceptable)
 - *Exception: A Foreign Passport that contains a US VISA is acceptable*
- Alien Registration Card (*that meets all identification criteria, may contain a fingerprint in place of a signature*)
- Tribal Identification Card (*that meets all identification criteria*)
- Work Authorization Card (*that meets all identification criteria*)
- Military Identification (*that meets all identification criteria*)

(Identification Criteria = US Government issued, non-expired, signed (or fingerprint – Alien Registration Card) photo bearing form of ID)

You are required to bring:

- a. your Application for Nurse Assistant Certification (**CDPH 283B**) with original signature from the RN responsible for your training and that is dated after you have completed training
- or-
- b. an original California Department of Public Health (CDPH) Certified Nurse Assistant Competency Evaluation Approval Letter (**CDPH 932**) with embossed stamp and original signature from CDPH.

The **FIRST** and **LAST** names listed on your ID presented to the RN Test Observer during sign-in at your test event **MUST EXACTLY MATCH** the FIRST and LAST names that were entered in the California nursing assistant TMU© database by your training program. You may call D&SDT-Headmaster at (800)393-8664 to confirm that your name of record matches your US government issued ID, or log in at <https://ca.tmutest.com>, using your Email or Username and Password to check on or change your demographic information.

Please note:

- **You will not be admitted for testing if you do not bring proper/valid identification and your completed CDPH 283B or CDPH 932 form.**
 - Be sure your identification is not expired.
 - Check to be positive that both your FIRST and LAST printed names on your identification card match your current name of record in TMU©.
- A driver's license or state-issued ID card that has a hole punched in it is NOT VALID and will not be accepted as an acceptable form of ID.
- In the cases where names do not match or your ID is not proper/valid or has a hole punched in it, this is considered a NO SHOW and you will have to reschedule and pay for another test and date.

You will be required to re-present your ID when you enter the knowledge test room and when you enter the skills lab for your skills exam. Please keep your ID with you during the entire exam day.

Instructions for the Knowledge and Skill Tests

Test instructions for the knowledge and skill tests will be provided in written format in the waiting area when you sign-in for your test. PDF versions are also available anytime from your smart phone via the knowledge test (on-site and virtual testing versions) and skill test instruction links on the D&SDT-Headmaster's [California NA webpage](#) under the 'Candidate' column.

These instructions detail the process and what you can expect during your exams. Please read through the instructions **before** entering the knowledge test room (on-site test events) or skill demonstration lab. The instructions will be left in the waiting area during testing for you to refer to throughout your time at the test site. The RN Test Observer and Knowledge Test Proctor will ask you questions about the instructions you read when you enter the knowledge test room and/or skill test lab.

If you are taking your knowledge test virtually, the [Virtual Knowledge Test Instructions](#) can be found on the California webpage, www.hdmaster.com, or within your TMU© record under your Downloads tab.

Testing Policies

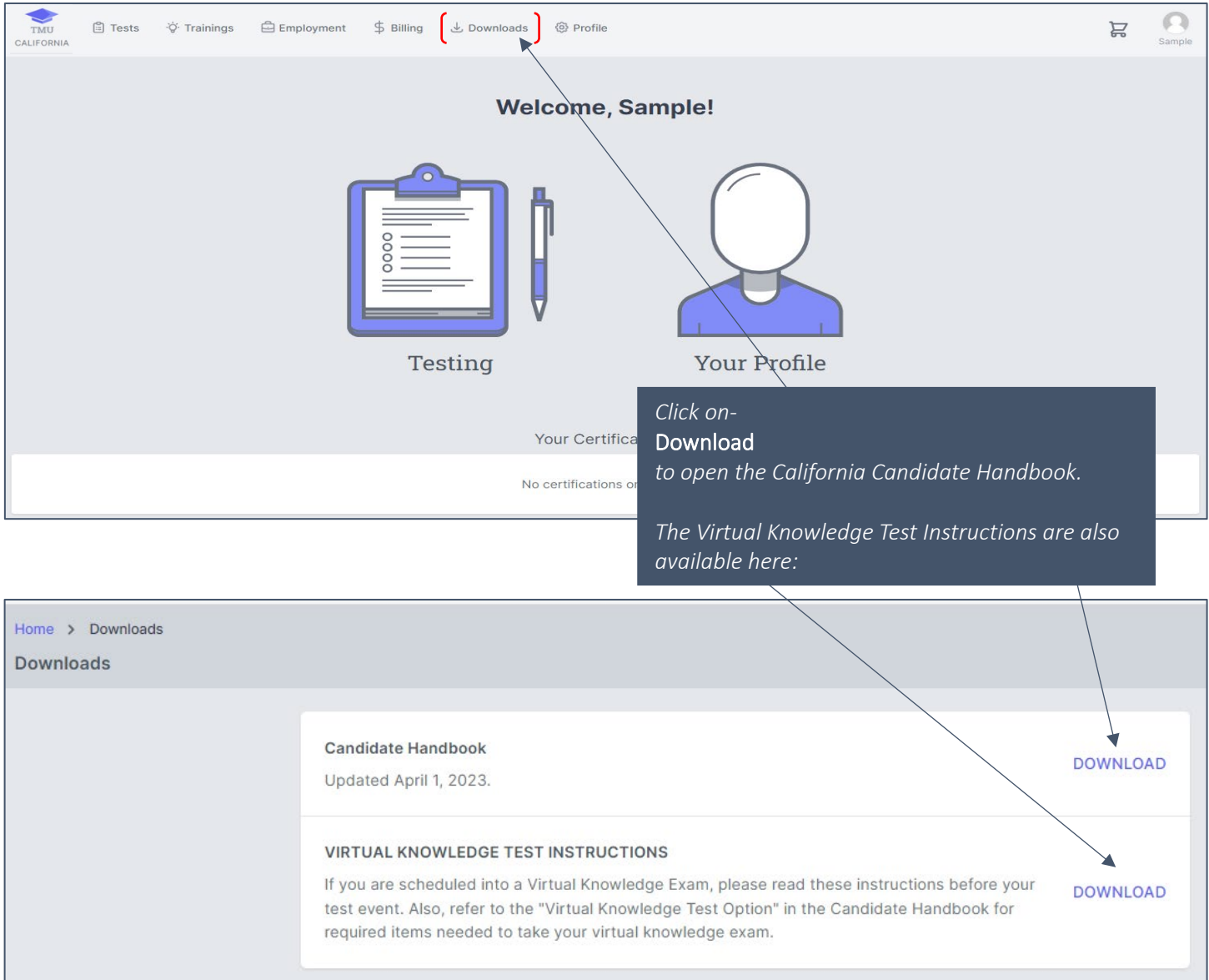
The following policies are observed at each test site:

- Make sure you have signed in to your TMU© record at <https://ca.tmutest.com> well before your test date to update your password and complete your demographic information. Refer to the '**Complete Your Initial Sign In**' section of this handbook for instructions and information.
 - If you have not signed in and completed/updated your TMU© record when you arrive for your test, you may not be admitted to the exam and any exam fees paid *will NOT be refunded*.
- Plan to be at the test site up to 5 hours, (if taking both components on-site) in the worst-case scenario.
 - Scheduling time frames and the time at the test site may be significantly shorter.
- Testing begins promptly at the start time noted on your confirmation. If you arrive late for your confirmed exam (you need to be at the test site to **check in at least 20 to 30 minutes before your scheduled start time** – if your test start time is 8:00AM, you need to be at the test site **by 7:40AM at the latest**), you will not be admitted to the exam and any exam fees paid *will NOT be refunded*.

- If you are scheduled into a virtual knowledge exam, please see procedures/policies under ‘**Virtual Knowledge Exam Option**’ in the Knowledge/Audio Test section.
- If you do not bring valid and appropriate US government issued, non-expired, signed photo ID and your completed CDPH 283B or CDPH 932 form, you will not be admitted to the exam and any exam fees paid *will NOT be refunded*.
- The **FIRST** and **LAST** names listed on your ID presented to the RN Test Observer during sign-in at your test event **DOES NOT MATCH** the FIRST and LAST names that were entered in the California nursing assistant TMU© database, you will not be admitted to the exam and any exam fees paid *will NOT be refunded*.
- If you do not wear full clinical attire and appropriate shoes with long hair pulled back, and conform to all testing policies, you will not be admitted to the exam and any exam fees paid *will NOT be refunded*.
- If you NO SHOW for your exam day, any test fees paid *will NOT be refunded*. You must re-pay your testing fees on-line in your own record using your Email or Username and Password to schedule another exam date.
- **ELECTRONIC DEVICES AND PERSONAL ITEMS:** Cell phones, smart watches, fitness monitors, electronic recording devices, Bluetooth-connected devices and personal items (such as water bottles, briefcases, large bags, study materials, extra books, or papers) are not permitted to be on or near you in either testing room. You will be informed by the testing team of the designated area to place your personal items and electronic devices and you are to collect these items when you complete your test(s).
 - All electronic devices must be **turned off**. Smart watches, fitness monitors and Bluetooth-connected devices must be removed from your wrist/body.
- Anyone caught using any type of electronic recording device during testing will be removed from the testing room(s), have their test scored as a failure, forfeit all testing fees and will be reported to their training program and the California Department of Public Health (CDPH). You may, however, use personal devices during your free time in the waiting area.
- You are encouraged to bring a jacket, snack, drink or study material to have while waiting to test.
- **TRANSLATION DICTIONARIES:** Foreign language dictionaries of any kind, using language translators that are not pre-approved and electronic dictionaries are not allowed.
- You may not remove any notes or other materials from the testing room.
- You are not permitted to eat, drink, and smoke (e-cigarettes or vape) during the exam.
- You are not allowed to leave the testing room (knowledge test room/virtual test area 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/test to finish your exam.
- If you are discovered causing a disturbance of any kind, engaging in any kind of misconduct or try to take any notes or testing materials from the testing room, you will be dismissed from the exam, your test will be scored as a failure and you will be reported to your training program and the California Department of Public Health (CDPH).
- Test sites, RN Test Observers, Knowledge Test Proctors and Actors are not responsible for candidate personal belongings at the test site.
- No visitors, guests, pets (including companion animals) or children are allowed.
 - Service animals with an approved ADA accommodation in place are allowed.
- You may not test if you have any type of physical limitation (excluding pre-arranged ADA’s) that would prevent you from performing your duties as an CNA (examples: cast, arm/leg braces, crutches, etc.) Call D&SDT-Headmaster immediately during regular business hours 5:00AM to 5:00PM PST Monday through Friday, excluding holidays, if you are on doctor’s orders. You must fax, (406)442-3357 or email, california@hdmaster.com, a signed doctor’s order **within 3 business days** of your scheduled exam day to qualify for a free reschedule.

- **Please review this California NA Candidate Handbook before your test day for any updates to testing and/or policies.**
- The Candidate Handbook can also be accessed within your TMU© record under your 'Downloads' tab.

The Candidate Handbook can also be accessed within your TMU© record under your 'Downloads' tab:



The screenshot shows the TMU California user interface. At the top, there is a navigation bar with links for Tests, Trainings, Employment, Billing, Downloads (highlighted with a red box and an arrow), and Profile. Below the navigation bar, the user is welcomed as 'Sample!'. There are two main sections: 'Testing' (represented by a clipboard icon) and 'Your Profile' (represented by a person icon). A text box with an arrow pointing to the 'Downloads' link in the navigation bar contains the following text:

Click on-
Download
 to open the California Candidate Handbook.

The Virtual Knowledge Test Instructions are also available here:

Below this, the 'Downloads' section is shown. It contains two items:

- Candidate Handbook**
Updated April 1, 2023. [DOWNLOAD](#)
- VIRTUAL KNOWLEDGE TEST INSTRUCTIONS**
If you are scheduled into a Virtual Knowledge Exam, please read these instructions before your test event. Also, refer to the "Virtual Knowledge Test Option" in the Candidate Handbook for required items needed to take your virtual knowledge exam. [DOWNLOAD](#)

Security

If you refuse to follow directions, use abusive language or disrupt the examination environment, your test will be stopped and scored as a failure. You will be dismissed from the testing room and will forfeit any testing fees paid and a report of your behavior will be given to your training program and CDPH. You will not be allowed to retest for a minimum period of six (6) months.

Anyone who removes or tries to remove test material or takes notes or information from the test site will be reported to their training program and CDPH and is subject to prosecution to the full extent of the law. Your test

will be scored as a test failure and you will forfeit any testing fees paid. You will not be allowed to retest for a minimum period of six (6) months. You may need to obtain permission from CDPH in order to be eligible to test again.

If you give or receive help from anyone during testing (which also includes the use of any electronic recording devices such as cell phones, smart watches, or navigating to other browsers/sites during an electronic exam, etc.), your test will be stopped, you will be dismissed from the testing room and your test will be scored as a failure. You will forfeit any testing fees paid. You will be reported to your training program and CDPH and you may need to obtain permission from CDPH in order to be eligible to test again.

Reschedules

All candidates may reschedule one time during the three-attempt testing cycle to a new mutually agreed upon test date for free up until **one (1) business day** preceding a scheduled test day, **excluding** Saturdays, Sundays and Holidays.

If you must reschedule your exam date, please do so as soon as possible. You may reschedule an exam date by signing in to your TMU© record using your Email or Username and Password. **(See instructions with screen shots under ‘Schedule/Reschedule into a Test Event’.)**

Example: If you are scheduled to take your exam on a Friday, you would need to reschedule by close of business the Wednesday before your scheduled exam. D&SDT-Headmaster’s regular business hours are 5:00AM to 5:00PM PST, Monday through Friday, excluding holidays.

Scheduled test date is on a:	Reschedule before 5:00PM PST the previous:
Monday	The previous Thursday
Tuesday	The previous Friday
Wednesday	The previous Monday
Thursday	The previous Tuesday
Friday	The previous Wednesday
Saturday	The previous Thursday
Sunday	The previous Thursday

Please note: Reschedules will not be granted less than one (1) full business day prior to a scheduled test date.

Refund of Testing Fees Paid

Requesting a refund of testing fees paid is different than rescheduling a test date. Requesting a refund means that you are not interested in taking the California Nursing Assistant Competency exam at all.

SCHEDULED IN A TEST EVENT

- 1) If you are scheduled in a test event, a refund request of testing fees paid must be made by filling out and submitting the [Refund Request Fillable Form 1405](#) on D&SDT-Headmaster’s main webpage at www.hdmaster.com at least **one (1) full business day** prior to your scheduled test event (excluding Saturdays, Sundays and holidays). No phone calls will be accepted.

- Example: If you are scheduled to take your exam on a Friday, you would need to request a refund by filling out and submitting the Refund Request Fillable Form on the D&SDT-Headmaster main webpage at www.hdmaster.com by close of business (D&SDT-Headmaster is open until 5:00PM Monday through Friday Pacific Standard time) the Wednesday before your scheduled exam.
- 2) Refund requests made in the required time frame qualify for a full refund of any testing fees paid minus a \$35 refund fee.
 - 3) Refund requests must be made within thirty (30) days of payment of original testing fees with D&SDT-Headmaster. Any requests for refunds made beyond the 30 days of original payment of testing fees with D&SDT-Headmaster will not be issued.

NOT SCHEDULED IN A TEST EVENT

- 1) Refund requests must be made within thirty (30) days of original payment of testing fees with D&SDT-Headmaster. Any requests for refunds made beyond the 30 days of original payment of testing fees with D&SDT-Headmaster will not be issued.
- 2) A refund request of testing fees paid must be made by filling out and submitting the [Refund Request Fillable Form 1405](#) on D&SDT-Headmaster's main webpage at www.hdmaster.com. No phone calls will be accepted.
- 3) Refund requests made in the required time frame qualify for a full refund of any testing fees paid minus a \$35 refund processing fee.

Unforeseen Circumstances Policy

If an exam date is cancelled due to an unforeseen circumstance, D&SDT-Headmaster staff will make every effort to contact you using the contact information (phone number/email) we have on file to reschedule you, for no charge, to a mutually agreed upon new test date.

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

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

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

- If D&SDT-Headmaster leaves you a message or emails you at the phone number or email in your record and:
 - you do not call us back in a timely manner
 - your phone number is disconnected/mail box is full
 - you do not check your messages in a timely manner
 - you do not check your email or reply to our email in a timely manner
 - your email is invalid or you are unable to access your email for any reason

INCLEMENT WEATHER POLICY

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

- The county you reside in or the county of the testing site is placed on a weather or other emergency.
- The test site closes.

- The test observer cancels the test event.
- There is an accident due to weather or other cause on your route to the test site, in which case:
 - Documentation from the Department of Transportation Services or a Police report is required within 3 business days of your scheduled exam day to qualify for a free reschedule.

If the above listed circumstances are not met, failure to attend your scheduled test date will result in a NO SHOW status and any exam fees paid *will NOT be refunded*.

NOTE: If an exam date is cancelled due to weather or other unforeseen circumstances, D&SDT-HEADMASTER staff will make every effort to contact you via email, text message and phone call using the contact information we have on file to reschedule you, for no charge, to a mutually agreed upon new test date. Therefore, you must keep your contact information up to date in case we need to contact you. **See more information under 'No Show Exceptions'.**

No Shows

If you are scheduled for your exam and do not show up without notifying D&SDT-HEADMASTER at least one (1) full business day prior to 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**. You will forfeit all fees paid and must sign into your TMU© record to repay or submit a new testing fee to schedule yourself into a new test event.

These fees partially offset D&SDT-HEADMASTER cost incurred for services requested and resulting work that is performed. If a reschedule or refund request is not received at least one full business day before a scheduled test event, excluding Saturdays, Sundays and Holidays (see examples under Reschedules and Refunds of Testing Fees Paid), a NO SHOW status will exist and you will forfeit your testing fees and must repay the full testing fee to secure a new test event.

NO SHOW EXCEPTIONS

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

- **Car breakdown or accident:** D&SDT-Headmaster must be contacted within one business day via phone call, fax or email and a tow bill, police report or other appropriate documentation must be submitted within **three (3) business days** of the exam date. If we do not receive proof within the 3-business day time frame you will have to pay as though you were a No Show.
- **Weather or road condition related issue:** D&SDT-Headmaster must be contacted within one business day via phone call, fax or email and a road report, weather report or other appropriate documentation must be submitted within **three (3) business days** of the exam date. If we do not receive proof within the 3-business day time frame you will have to pay as though you were a No Show.
- **Medical emergency or illness:** D&SDT-Headmaster must be contacted within one business day via phone call, fax or email and a doctor's note must be submitted within **three (3) business days** of the missed exam date. If we do not receive proof within the 3-business day time frame you will have to pay as though you were a No Show.

- **Death in the family:** D&SDT-Headmaster must be contacted within one business day via phone call, fax or email and an obituary for **immediate family only** submitted within **seven (7) business days** from a missed exam date. If we do not receive proof within the 7-business day time frame you will have to pay as though you were a No Show. (Immediate family is parent, grand and great-grand parent, sibling, children, spouse or significant other.)
- **Virtual testing issues:** D&SDT-Headmaster must be contacted within one business day via phone call, fax or email and appropriate documentation must be submitted within **three (3) business days** of the exam date. If we do not receive proof within the 3-business day time frame you will have to pay as though you were a No Show.
 - **Internet outage or issue:** Documentation from Internet provider showing outage date and times.
 - **Computer or cell phone issue:** If computer or cell phone fail to work for any reason, documentation from a computer repair technician/shop or other appropriate documentation.

Candidate Feedback – Exit Survey

You will be able to access your test results in your TMU© record the day your test is officially scored after 7:00PM Pacific Standard time. You will be able to complete the exit survey when you access your test results. The survey is confidential and will not have any bearing on the outcome of any test. You are encouraged to complete the survey questions with honest feedback regarding the examination process to help improve the testing process.

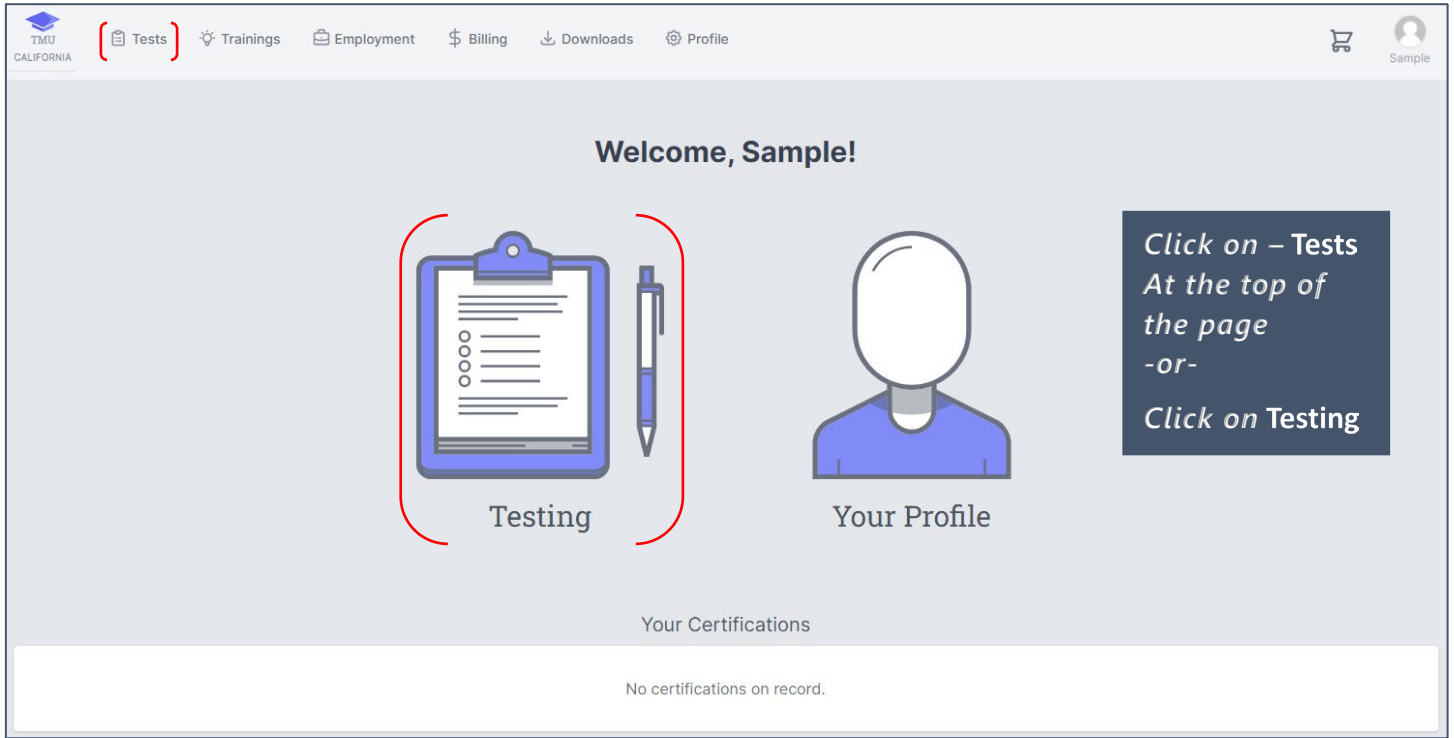
Test Results

After you have completed both the Knowledge Test and Skill Test components of the competency exam, your test results will be officially scored and double checked by D&SDT-Headmaster scoring teams. Official test results will be available by signing in to your TMU© record after 7:00PM (PST) the business day after your test event.

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

To view your test results, sign in to your record in TMU© at <https://ca.tmutest.com/>. (Refer to the screen shots on the next page.)

Accessing your test results in TMU@:



The screenshot shows the TMU@ Home Page. The navigation bar at the top includes links for Tests, Trainings, Employment, Billing, Downloads, and Profile. The main content area features a welcome message for 'Sample' and two primary options: 'Testing' (represented by a clipboard icon) and 'Your Profile' (represented by a person icon). A text box on the right instructs the user to click on 'Tests' at the top of the page or 'Testing'.

Welcome, Sample!

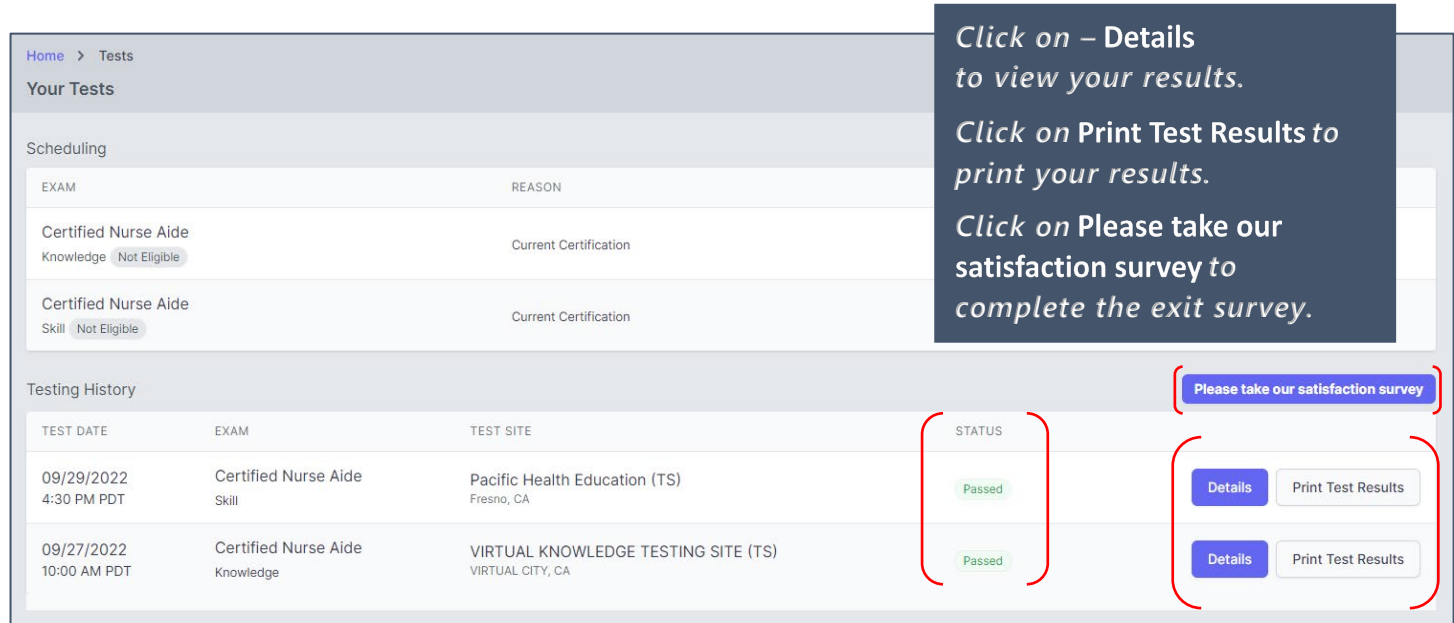
Testing

Your Profile

*Click on – Tests
At the top of
the page
-or-
Click on Testing*

Your Certifications

No certifications on record.



The screenshot shows the 'Your Tests' page. It includes a 'Scheduling' section with a table of exams and a 'Testing History' section with a table of test results. A text box on the right provides instructions on how to view results, print results, and complete a satisfaction survey. Red brackets highlight the 'Please take our satisfaction survey' button and the 'Details' and 'Print Test Results' buttons for each test entry.

Your Tests

Scheduling

EXAM	REASON
Certified Nurse Aide Knowledge Not Eligible	Current Certification
Certified Nurse Aide Skill Not Eligible	Current Certification

Testing History

TEST DATE	EXAM	TEST SITE	STATUS
09/29/2022 4:30 PM PDT	Certified Nurse Aide Skill	Pacific Health Education (TS) Fresno, CA	Passed
09/27/2022 10:00 AM PDT	Certified Nurse Aide Knowledge	VIRTUAL KNOWLEDGE TESTING SITE (TS) VIRTUAL CITY, CA	Passed

*Click on – Details
to view your results.
Click on Print Test Results to
print your results.
Click on Please take our
satisfaction survey to
complete the exit survey.*

Please take our satisfaction survey

Details **Print Test Results**

Details **Print Test Results**

Knowledge Exam Test Results Example:

← Back
Print

HEADMASTER, LLP
P.O. BOX 6609, HELENA, MT 59604-6609
800-393-8664 — FAX: 406-442-3357 WWW.HDMASTER.COM

CALIFORNIA CERTIFIED NURSE AIDE EXAM RESULTS REPORT

IMPORTANT TEST RESULTS
TEST DATE: Monday, September 20, 2021
Dear Makayla,
You have **passed** the knowledge portion of the Certified Nurse Aide exam.
Your overall knowledge test score is 78.67%.
Any weaknesses indicated in your test results are listed below:

Knowledge Exam Results By Subject Area

Safety	88%
Communication	80%
Infection Control	56%
Client Rights	100%
Data Collection	100%
Basic Nursing Skills	73%
Role / Responsibility	86%
Disease Process	80%
Mental Health	100%
Personal Care	63%
Care Impaired	67%
Aging Process and Restorative Care	80%

Vocabulary words to study: pressure ulcer, perineal care, incontinence, tendons, decubitus ulcer, deeper tissue, infection control, infection control, fire safety, medications, elderly, fraud, catheter, shaving, transporting food, dehydration, isolation precautions, disease process, anti-embolitic stocking

Skill Exam Test Results Example:

← Back
Print

HEADMASTER, LLP
P.O. BOX 6609, HELENA, MT 59604-6609
800-393-8664 — FAX: 406-442-3357 WWW.HDMASTER.COM

CALIFORNIA CERTIFIED NURSE AIDE EXAM RESULTS REPORT

IMPORTANT TEST RESULTS
TEST DATE: Thursday, September 30, 2021
Dear Makayla,
You have **failed** the skill portion of the Certified Nurse Aide exam.
80% or better on each skill task without missing any **Key Steps** to pass the skills test.
Any weaknesses indicated in your test results are listed below:

Skill Exam Incomplete Steps

Pivot-Transfer Resident from Bed to Wheelchair using a Gait Belt
Properly places gait belt around residen...

Manual Skill Task(s) Failed: Pivot-Transfer Resident from Bed to Wheelchair using a Gait Belt

NOTE: Federal and State regulations allow health care 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 (3) attempts on either portion of the state competency exam, the facility is no longer allowed to employ you to perform nurse aide duties.

Test Attempts

You have **three (3) attempts** to pass the knowledge and skill test portions of the exam within two (2) years from your date of nursing assistant training program completion. If you do not complete testing within two years from completion of training, you must complete a new California Department of Public Health approved training program in order to become eligible to further attempt California NA examinations.

Retaking the Nursing Aide Exam

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

You can schedule a test or re-test online by signing in to your TMU© record at <https://ca.tmutest.com/>. (See screen shots under “Schedule/Reschedule into a Test Event” for rescheduling instructions.)

You will need to pay with a Visa, Master Card or debit card before you are able to schedule.

If you need assistance scheduling your re-test, please call D&SDT-HEADMASTER at (800)393-8664 during regular business hours 5:00AM to 5:00PM PST Monday through Friday, excluding holidays. We are able to assist you in scheduling a test or re-test date as long as your fees have been paid first.

Test Review Requests

You may request a review of your test results or dispute any other condition of your testing. **There is a \$25 non-refundable test review deposit fee.** To request a review, you must submit the PDF fillable [Test Review Request and Payment Form 1403](#) available on D&SDT-Headmaster’s main webpage at www.hdmaster.com (before you get to the California webpage). Submit the non-refundable Test Review Fee of \$25 (MasterCard, Visa or debit card) and a detailed explanation of why you feel your dispute is valid (upload with Form 1403) via the PDF fillable Test Review Request and Payment Form 1403 **within three (3) business days** from official scoring of your test (excluding Saturdays, Sundays and holidays). Late requests will be returned and will not be considered.

PLEASE READ BEFORE FILLING OUT THE TEST REVIEW REQUEST: Please call D&SDT-Headmaster at (800)393-8664 during regular business hours 5:00AM to 5:00PM PST Monday through Friday, excluding holidays, and discuss the test outcome you are questioning before committing to sending the \$25 non-refundable test review request deposit. Many times, once you have further details about the scoring of your test, you will understand the scoring process and learn how you can better prepare yourself for subsequent exam attempts. If, after discussion with D&SDT-Headmaster staff, you still have a concern with your testing process that affected the outcome of your exam, you may submit a Test Review Request.

Since one qualification for certification as a California nurse aide is demonstration by examination of minimum nurse aide knowledge and skills, the likely outcome of your review will determine who pays for your re-test. If the

results of the review are in your favor, D&SDT-Headmaster will pay your re-test fee and you will not be charged the test review fee; if not in your favor, the \$25 non-refundable test review fee will be charged. D&SDT-Headmaster will review your detailed recollection, your knowledge test markings and any skill task measurements you recorded at the time of your test, in addition to reviewing markings, notations and measurements recorded by the RN Test Observer at the time of your test. D&SDT-Headmaster will re-check the scoring of your test and may contact you and/or the RN Test Observer and professional Actor for any additional recollection of your test(s). D&SDT-Headmaster will not review test results or test reviews with instructors/programs. Once the candidate is 18 years of age, D&SDT-Headmaster will not review test results or test reviews with family members or anyone else on behalf of the candidate (D&SDT-Headmaster will only discuss test outcomes with the candidate). D&SDT-Headmaster will complete your review request within 10 business days of the receipt of your timely review request and will email the review results to your email address and to the California Department of Public Health.

The Knowledge/Audio Exam

You will be required to re-present your ID when you enter the knowledge test room and when you enter the skills lab for your skills exam. Please keep your ID with you during the entire exam day.

The Knowledge Test Proctor will hand out materials and give instructions for taking the Knowledge Test. You will have a maximum of **60 minutes** to complete the **75 question** Knowledge Test. You will be told when fifteen (15) minutes remain. You may not ask questions about the content of the Knowledge Test (such as “What does this question mean?”) The Knowledge Test Proctor will have scratch paper and a basic calculator available for use during your knowledge exam.

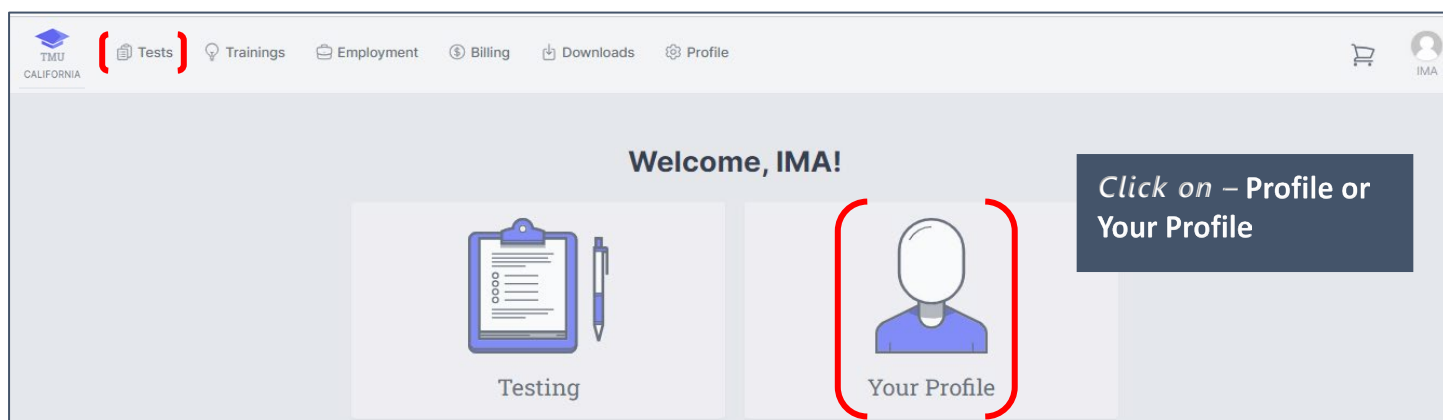
You must have a score of 75% or better to pass the knowledge portion of the exam.

Electronic TMU© testing using Internet connected computers is utilized at all test sites in California. The Knowledge test portion of your exam will be displayed on a computer screen for you to read and key in your answers.

Note: *You will need to know your Email or Username and Password to take the electronic TMU© Knowledge test.*

An audio (oral) version of the knowledge test is available. However, you must request ‘Enable Audio Testing’ before you submit your testing fee payment. There is an additional \$10 charge for an Audio test (total for a Knowledge AUDIO version is \$40). To select the Audio version of the knowledge test, follow the instructions with screen shots that follow:

Checking the ‘Enable Audio Testing’ to receive an Audio version of the Knowledge Exam:



Profile
Change this information to customize your account.

Username *
Used for logging in

Email *

Change Password
Leave the fields blank to keep it the same

Date of Birth *

Gender *

Phone

Notifications

Testing Preferences

Address *

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

Click on the box to the left of Enable Audio Testing to choose the Audio option of the knowledge exam.

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

♦♦

Theme
Choose which application theme you prefer

Save Changes

The questions are read to you, in a neutral manner, and can be heard through headphones/ear buds plugged into the computer. 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.

TRANSLATION DICTIONARIES: Foreign language dictionaries of any kind, using language translators that are not pre-approved and electronic dictionaries are not allowed.

All test materials, including scratch paper and calculator, must be left in the testing room. Anyone who takes or tries to take materials, notes or information from the testing room is subject to prosecution and will be reported to their training program and the California Department of Public Health.

Virtual Knowledge Exam Option

You will have the option to take the knowledge exam virtually. Because this is done in a virtual environment and not in person, your Application for Nurse Assistant Certification (CDPH 283B) or Certified Nurse Assistant Competency Evaluation Approval Letter (CDPH 932) form will not be noted that you tested by the RN administering the exam.

REMINDER: You have three (3) attempts to pass the knowledge and skill test portions of the exam within two (2) years from your date of nursing assistant training program completion. If you do not successfully complete testing within two years from completion of training, you must complete a new California Department of Public Health approved training program in order to become eligible to further attempt California NA examinations.

VIRTUAL KNOWLEDGE EXAM CANDIDATE REQUIREMENTS

Candidates must have:

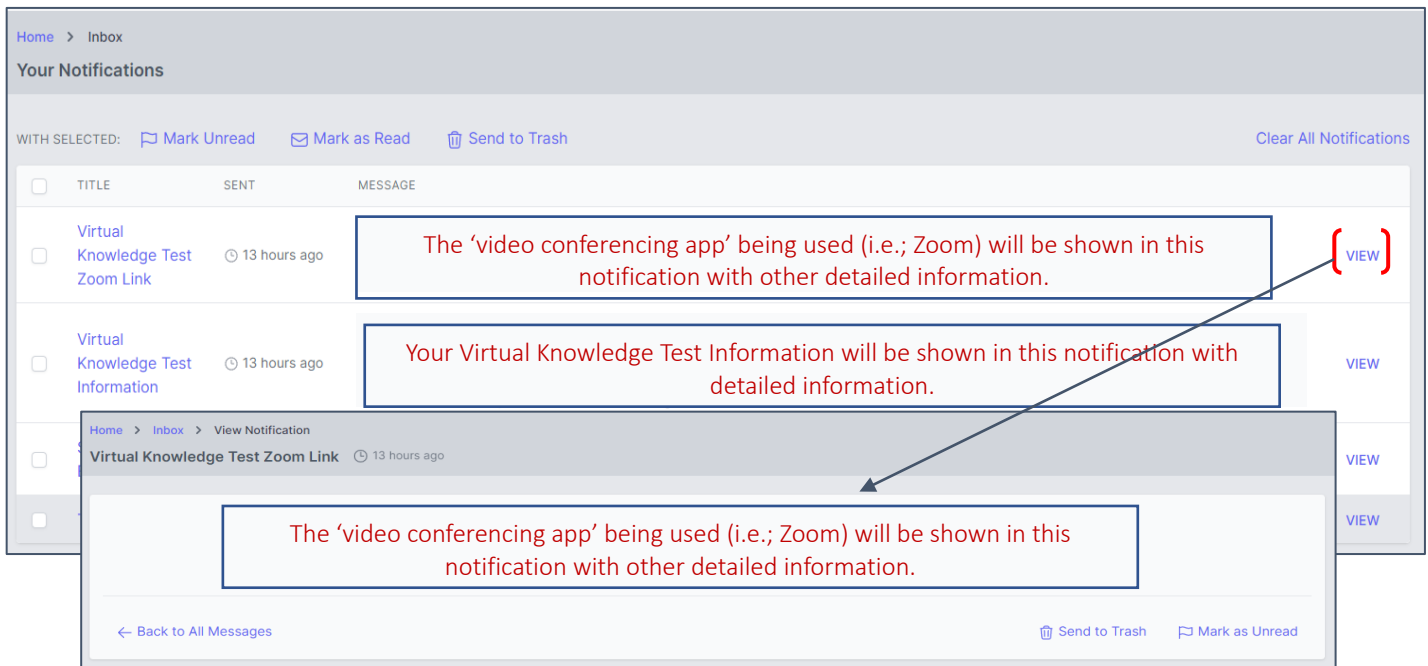
- An updated version of Google Chrome as your Internet browser.
 - *Internet Explorer is not supported by TMU©.*
- A reliable Internet (Wi-Fi) connection.
- A personal computer/tablet/laptop to log into TMU© to access the knowledge test.
- **Your Email or Username and Password to take the virtual TMU© Knowledge test.**
- A smartphone to access the ‘video conferencing app’ (example; Zoom, etc.) that you will need to have downloaded.
 - D&SDT-Headmaster will provide you information of the ‘video conferencing app’ (example; Zoom, etc. you will need before test day.
 - The night before your scheduled virtual knowledge exam, you will be emailed a reminder with the password protected link to join the test event.
- A distraction and interruption free area of your home, etc., where you will be testing.
- If you have chosen the AUDIO VERSION (ORAL) of the exam, you will need to provide your own earbuds/headphones that you will need to show to the RN Test Observer at sign-in. Earbuds/headphones cannot be Bluetooth-connected devices.

SCHEDULING A VIRTUAL KNOWLEDGE EXAM

You will need to sign in to your TMU© record using your Username or Email and Password and follow the instructions to ‘Schedule/Reschedule into a Test Event’. Please make sure you have met the ‘Virtual Knowledge Test Candidate Requirements’ listed above before scheduling a virtual knowledge exam.

- The test site location for a virtual knowledge exam will be “Virtual Knowledge Test Site”.
- Once scheduled, a test confirmation will be sent via email and/or text message and a notification will be generated in your record for you to view (see the ‘Schedule/Reschedule into a Test Event’ and the ‘Test Confirmation Letter’ section for information to access your test confirmation.)
- Instructions and the link to download the ‘video conferencing app’ (example; Zoom, etc.), including the meeting ID and Password for the virtual knowledge event you are scheduled for will be emailed to you.
 - Remember to also check your ‘NOTIFICATIONS’ under your profile pic in your TMU© record for this information. **Please refer to the ‘Checking/Viewing your Notifications’ section.**

See screenshot below showing examples of what a notification regarding your virtual knowledge exam will entail:



VIRTUAL KNOWLEDGE EXAM SIGN-IN

You are required to be signed in to the virtual link for the sign in process with the test proctor **prior (10-20 minutes)** to the start time listed on your test confirmation. If you are not signed into the virtual waiting room link prior (**at least 10 minutes**) to the time listed on your test confirmation, you will not be allowed to test, considered a No Show and forfeit your testing fees paid and have to pay for another test date.

- You will need to show your mandatory identification and **CDPH 283B or CDPH 932 form** to the test proctor at sign in before starting your virtual knowledge exam. Please see the 'Identification' section for specifics.
- You will be required to show your surroundings to the test proctor during sign-in before starting your virtual knowledge exam.
- **TRANSLATION DICTIONARIES:** Foreign language dictionaries of any kind, using language translators that are not pre-approved and electronic dictionaries are not allowed.

VIRTUAL KNOWLEDGE EXAM POLICIES

All '**Testing Policies**' and '**Security**' measures are adhered to during the virtual knowledge exam. Please refer to those sections for information.

- The 'video conferencing app' (example; Zoom, etc.) link must be maintained during the entire knowledge test.
- If the 'video conferencing app' (example; Zoom, etc.) connection is lost, you must immediately reconnect or be subject to being exited from the test by the test proctor and your test scored as a failed attempt.
- Please see virtual knowledge test issues information under the 'No Show Exceptions' section.

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

Knowledge Exam Content

The Knowledge Test consists of 75 multiple-choice questions. Questions are selected from subject areas based on the CDPH approved California test plan and include questions from all the required categories as defined in the federal regulations. The subject areas are as follows:

SUBJECT AREAS

SUBJECT AREA	NUMBER OF QUESTIONS	SUBJECT AREA	NUMBER OF QUESTIONS
Aging Process and Restorative Care	4	Infection Control	6
Basic Nursing Skills	15	Mental Health	6
Care Impaired	5	Personal Care	4
Communication	5	Resident Rights	8
Data Collection	4	Role and Responsibility	6
Disease Process	4	Safety	8

Self-Assessment Reading Comprehension Exam

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

PASSAGE 1

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

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

3. Paul and Ben have the same
- a. nose
 - b. shoes
 - c. earrings
 - d. tattoos

PASSAGE 2

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

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

4. Amy is from
- a. Wisconsin
 - b. Montana
 - c. Oregon
 - d. Wyoming
5. Amy resides in a(n)
- a. house
 - b. farm
 - c. condo
 - d. apartment
6. Amy lives in
- a. Canada
 - b. America
 - c. Mexico
 - d. Peru
7. Amy lives with her
- a. aunt
 - b. grandmother
 - c. father
 - d. sister
8. Amy's brother's name is
- a. Nick
 - b. Loren
 - c. Chad
 - d. Jared

9. Tomorrow she is going to
- Montana
 - Canada
 - Wisconsin
 - Oregon
10. The type of book that is yellow is a(n)
- dictionary
 - animal interest
 - tourist
 - guidebook
11. Amy believes the book that is the most important is the color
- red
 - black
 - yellow
 - blue

PASSAGE 3

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

12. Katherine is a
- last name
 - middle name
 - legal name
 - nick name
13. The purpose of Katherine's mother sharing the story with Katherine is to
- entertain
 - persuade
 - inform
 - describe

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

Knowledge Practice Test

D&SDT-Headmaster offers a free knowledge test question of the day and a ten question on-line static practice test available on our web site at www.hdmaster.com. Candidates may also purchase complete practice tests that are randomly generated, based on the state test plan. A mastery learning method is used and each practice test taken will be unique. This means candidates must get the question they are attempting correct before they may move onto the next question. A first attempt percentage score and vocabulary feedback are supplied upon completion of

the practice test. A list of vocabulary words to study is provided at the end of each test. Single or group purchase plans are available.

NOTE: Make sure you choose 'CALIFORNIA' from the dropdown list of states for the practice exams you purchase.

The following are 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 bed
 - (C) Considered dirty and placed in the soiled linen hamper
 - (D) Used only in the room with the floor the linen fell on
 2. When you are communicating with residents, you need to remember to:
 - (A) Face the resident and make eye contact
 - (B) Speak rapidly and loudly
 - (C) Look away when they make direct eye contact
 - (D) Finish all their sentences for them
 3. A resident's psychological needs:
 - (A) Should be given minor consideration
 - (B) Make the resident withdrawn and secretive
 - (C) Are nurtured by doing everything for the resident
 - (D) Are nurtured when residents are treated like individuals
- ANSWERS: 1-C | 2-A | 3-D

The Manual Skill Exam

- The purpose of the Skill Test is to evaluate your performance when demonstrating CDPH approved nurse aide skill tasks. You will find a complete list of skill tasks in this handbook.
- You will be asked to re-present your ID that you showed the RN Test Observer at sign-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 scenarios will be read to you by the RN Test Observer immediately before you are asked to do each task.
- You will be allowed a maximum of **thirty (30) minutes** to complete your three or four tasks. After fifteen (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 of the **key** steps (in **bold** font) and 80% of all non-key steps on each task assigned in order to pass the Skill Test.

- If you believe you made a mistake while performing a task, tell the RN Test Observer you would like to make a correction. You will need to correctly demonstrate the step or steps on the task you believe you performed incorrectly in order to receive credit for the correction.
- You may repeat or correct **any step** or **steps** on any task you believe you have performed incorrectly at **any time** during your allotted 30 minutes or until you tell the RN Test Observer you are finished with the Skill Test.
- The skill task steps are not order dependent, unless the words *BEFORE* or *AFTER* are used in a step.
- When you finish each task, verbally tell the RN Test Observer you are finished and move to the designated “relaxation area.” When the RN Test Observer and actor have set up and are ready for your next skill task demonstration, the RN Test Observer will read the scenario for your next task.
- **All steps must actually be demonstrated. Steps that are only verbalized WILL NOT COUNT.**

Skill Test Recording Form

The RN test observer will provide a recording form similar to the one displayed below if your skill test includes a skill task which requires recording a count or measurement.

RECORDING FORM →

Candidate's Name: _____	
PLEASE PRINT	
PULSE: _____ beats	RESPIRATIONS: _____ breaths
BLOOD PRESSURE: _____ / _____	
URINARY OUTPUT: _____ ml	
GLASS 1: _____ GLASS 2: _____ TOTAL FLUID INTAKE: _____ ml	FOOD INTAKE: _____ %
Candidate's Signature: _____	

Skill Test Tasks

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

- Assisting Resident with the use of a Bedpan, Measure and Record Urine Output with Hand Washing
- Catheter Care for a Female with Hand Washing [\[DEMONSTRATED ON A MANIKIN\]](#)
- Donning PPE (Gown and Gloves), Emptying a Urinary Drainage Bag, Measure and Record Urine Output and Remove PPE with Hand Washing
- Perineal Care for a Female with Hand Washing [\[DEMONSTRATED ON A MANIKIN\]](#)

You will also receive an additional two (2) or three (3) randomly selected tasks from the Skill 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.

Skill Tasks Listing

Every step must actually be performed and demonstrated during your skill test demonstration in order to receive credit.

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

The steps will be performed on a live resident actor for all of the tasks with the exception of the catheter care for a female and the perineal care for a female, which will be demonstrated on a manikin).

You will be scored only on the steps listed. **You must have a score of 80% on each task without missing any key steps (the bolded steps) to pass the skill component of your competency evaluation.** If you fail the Skill Test, one of the tasks on your retest will be a task you previously failed. There will always be one of the first mandatory tasks to start each Skill Test. The other tasks included on your Skill Test are randomly chosen so that every Skill Test is comparable in difficulty and average length of time to complete. The RN Test Observer will observe your demonstrations of your skill tasks and record what they see you do. D&SDT-Headmaster scoring teams will officially score and double check your test.

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

APPLYING AN ANTI-EMBOLIC STOCKING TO ONE LEG

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

13. Place call light or signal calling device within easy reach of the resident.
14. Maintain respectful, courteous interpersonal interactions at all times.
15. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.

ASSIST RESIDENT TO AMBULATE USING A GAIT BELT

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

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

(One of the possible first mandatory tasks.)

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

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

CATHETER 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 hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
2. Explain the procedure to the resident.

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

DENTURE CARE – CLEANING UPPER OR LOWER DENTURE

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
2. Explain the procedure to the resident.

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

DONNING PPE (GOWN AND GLOVES), EMPTYING A URINARY DRAINAGE BAG, MEASURE AND RECORD URINE OUTPUT AND REMOVE PPE WITH HAND WASHING

(One of the possible first mandatory tasks.)

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
2. Unfold the gown.
3. Face the back opening of the gown.
4. Place arms through each sleeve.
5. Secure the neck opening.
6. Secure gown at the waist, making sure that the back flaps cover clothing as completely as possible.
7. Put on gloves.
8. Cuffs of gloves overlap cuffs of gown.
9. Explain the procedure to the resident.
10. Provide for resident's privacy.
11. Place a barrier on the floor under the drainage bag.
12. Place the graduate on the previously placed barrier.
13. Open the drain to allow the urine to flow into the graduate until bag is completely empty.
14. Avoid touching the graduate with the tip of the tubing.
15. Close the drain.
16. Wipe the drain with an alcohol wipe AFTER emptying drainage bag.

17. Place graduate on a level flat surface.
18. With graduate at eye level, measure output.
19. Empty graduate into designated toilet/commode.
20. Rinse equipment emptying rinse water into designated toilet/commode.
21. Return equipment to storage.
22. Record the output in ml's on previously signed recording form.
- 23. Candidate's recorded measurement is within 25ml's of the RN Test Observer's measurement.**
24. Place call light or signaling device within easy reach of resident.
25. Maintain respectful, courteous interpersonal interactions at all times.
- 26. Remove gloves BEFORE removing gown with one glove hand grasping the other glove at the palm to remove.**
- 27. Slip fingers from ungloved hand underneath cuff of remaining glove at the wrist and remove glove turning inside out as it is removed.**
28. Dispose of gloves in the trash container without contaminating self.
29. Unfasten gown at the waist.
30. Unfasten gown at the neck.
31. Remove gown without touching outside of the gown.
32. While removing gown, turns gown inward and keeps it inside out.
33. Disposes of gown in designated container without contaminating self.
34. Turn on water.
35. Wet hands and wrists thoroughly.
36. Apply soap to hands.
37. Rub hands together using friction with soap.
- 38. Scrub/wash hands together for at least twenty (20) seconds with soap.**
39. Scrub/wash with interlace fingers pointing downward with soap.
40. Wash all surfaces of hands with soap.
41. Wash wrists with soap.
42. Clean fingernails by rubbing fingertips against palms of the opposite hand.
43. Rinse fingers, hands and wrists thoroughly under running water with fingers pointed downward.
44. Starting at the fingertips, dry fingers, hands and wrists with clean paper towel(s).
45. Discard paper towels to trash container as used.
46. Turn off faucet with a clean, dry paper towel and discard paper towel to trash container as used.
- 47. Do not re-contaminate hands at any time during the hand washing procedure.** *(Such as touching the sides of the sink during the procedure or crumpling up the paper towel used to turn off the faucet with both hands before discarding, etc.)*

DRESSING A RESIDENT WITH AN AFFECTED (WEAK) SIDE

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
2. Explain the procedure to the resident.
3. Provide for resident's privacy.
4. Raise bed height.
5. Keep resident covered while removing gown.
6. Remove gown from unaffected side first.

7. Place soiled gown in designated laundry hamper.
8. Dress the resident in a button-up shirt. Insert hand through the sleeve of the shirt and grasp the hand of the resident.
- 9. When dressing the resident in a button-up shirt, always dress from the affected (weak) side first.**
10. Assist the resident to raise her/his buttocks or turn the resident from side-to-side and draw the pants over the buttocks and up to the resident's waist.
- 11. When dressing the resident in pants, always dress the affected (weak) side leg first.**
12. Put on the resident's socks. Draw the socks up the resident's foot until they are smooth.
13. Leave the resident comfortably/properly dressed (pants pulled up to the waist front and back and shirt completely buttoned).
14. Lower bed.
15. Place call light or signaling device within easy reach of the resident.
16. Maintain respectful, courteous interpersonal interactions at all times.
17. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.

FEEDING A DEPENDENT RESIDENT

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
2. Explain the procedure to the resident.
3. Ask resident to state name and verify name matches the name on the diet card.
- 4. Position the resident in an upright, sitting position BEFORE feeding. At least 75-90 degrees.**
5. Protect clothing from soiling by using napkin, clothing protector, or towel.
6. Provide hand hygiene for the resident BEFORE feeding. *(Candidate may use a disposable wipe and dispose of in trash can –or– wash resident's hands with soap and a wet washcloth –or– they may rub hand sanitizer over all surfaces of the resident's hands until dry.)*
7. Ensure resident's hands are dry BEFORE feeding. *(If a wet washcloth with soap was used, the candidate will need to dry the resident's hands. If a disposable wipe or hand sanitizer was used, must make sure hands are dry.)*
8. Place soiled linen in designated laundry hamper, or dispose in appropriate container, if used.
9. Sit in a chair, facing the resident, while feeding the resident.
10. Describe the food and fluid being offered to the resident.
11. Offer each fluid frequently.
12. Offer small amounts of food at a reasonable rate.
13. Allow resident time to chew and swallow.
14. Wipe resident's hands and mouth AFTER the feeding demonstration.
15. Remove clothing protector and place in designated laundry hamper. If napkin used, dispose of in trash container.
16. Leave resident sitting upright in bed with the head of the bed set up to at least 75-90 degrees.
17. Record intake as a percentage of total solid food eaten on the previously signed recording form.
- 18. Candidate's calculation must be within 25 percentage points of the RN Test Observer's.**
19. Record estimated intake as the sum total fluid consumed in mls on the previously signed recording form.
- 20. Candidate's calculation must be within 30mls of the RN Test Observer's.**

21. Place call light or signaling device within easy reach of the resident.
22. Maintain respectful, courteous interpersonal interactions at all times.
23. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.

FOOT CARE ONE FOOT

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
2. Explain the procedure to the resident.
3. Fill basin with comfortably warm water.
4. Remove a sock from the resident's (right/left) foot. *(The scenario read to you will specify right or left.)*
5. Immerse resident's foot in warm water.
 - a. *You may verbalize the 5 to 20 minutes soaking time after you begin soaking the foot.*
6. Use water and a soapy washcloth.
7. Wash entire foot.
8. Wash between toes.
9. Rinse entire foot.
10. Rinse between toes.
11. Dry foot thoroughly.
- 12. Dry thoroughly between toes.**
13. Apply lotion to top and bottom of foot.
14. Avoid getting lotion between toes.
15. If any excess lotion on foot, wipe with a towel/washcloth.
16. Replace sock on resident's foot.
17. Empty equipment.
18. Rinse equipment.
19. Dry equipment.
20. Return equipment to storage.
21. Placed soiled linens in designated laundry hamper.
22. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry
23. Place call light or signaling device within easy reach of resident.
24. Maintain respectful, courteous interpersonal interactions at all times.

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

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
2. Explain the procedure to the resident.
3. Provide for resident's privacy.
4. Raise bed height.
5. Cover resident with a bath blanket.

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

MOUTH CARE—BRUSHING RESIDENT'S TEETH

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
2. Explain the procedure to the resident.
3. Provide for resident's privacy.
4. Drape resident's chest with a towel to prevent soiling.
5. Put on gloves BEFORE cleaning resident's mouth.
6. Wet toothbrush and apply a small amount of toothpaste.
7. Gently brush the inner surfaces of resident's upper and lower teeth.
8. Gently brush the outer surfaces of resident's upper and lower teeth.
9. Gently brush the chewing surfaces of resident's upper and lower teeth.
10. Gently brush the resident's tongue.
11. Assist the resident in rinsing mouth.
12. Wipe resident's mouth.

13. Remove soiled linen.
14. Place soiled linen in the designated laundry hamper.
15. Empty container. (*Container may be an emesis basin or a disposable cup.*)
16. Rinse emesis basin, if used, or discards disposable items in trash can.
17. Dry emesis basin, if used.
18. Rinse toothbrush.
19. Return equipment to storage.
20. Remove gloves turning inside out as they are removed and dispose in trash container.
21. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
22. Place call light or signaling device within easy reach of resident.
23. Maintain respectful, courteous interpersonal interactions at all times.

PASSIVE RANGE OF MOTION FOR ONE HIP AND ONE KNEE

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

PASSIVE RANGE OF MOTION FOR SHOULDER

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

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 hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
2. Explain the procedure to the resident.
3. Provide for resident's privacy.
4. Fill basin with comfortably warm water.
5. Raise bed height.
6. Put on gloves.
7. Turn resident or raise hips and place a waterproof pad under resident's buttocks.
8. Expose perineal area only.
9. Separate labia. *(It is helpful if you verbalize separating labia as you demonstrate separating labia.)*
10. Use water and soapy washcloth (no peri-wash or no rinse soap allowed).

11. Clean one side of labia from front to back.
12. Use a clean portion of the washcloth, clean the other side of the labia from front to back.
- 13. Use a clean portion of the washcloth, clean the vaginal area from front to back.**
14. Use a clean washcloth, rinse from one side of labia from front to back.
15. Use a clean portion of the washcloth, rinse the other side of the labia from front to back.
16. Use a clean portion of the washcloth, rinse the vaginal area from front to back.
17. Pat dry.
18. Assist resident (manikin) to turn onto side away from the candidate toward the center of the bed.
 - a. *RN Test Observer may help hold the manikin on her side ONLY after the candidate has turned the manikin.*
19. Use a clean washcloth with water and soap (no peri-wash or no rinse soap allowed).
- 20. Wash from vagina to rectal area.**
21. Use a clean portion of the washcloth with any stroke.
22. Use a clean washcloth, rinse rectal area from front to back.
23. Use a clean portion of the washcloth with any stroke.
24. Pat dry.
25. Safely remove waterproof pad from under resident's buttocks, if placed.
26. Position resident on her back.
27. Place soiled linen in designated laundry hamper.
28. Empty equipment.
29. Rinse equipment.
30. Dry equipment.
31. Return equipment to storage.
32. Remove gloves turning inside out as they are removed and dispose in trash container.
33. Lower bed.
34. Place call light or signaling device within easy reach of resident.
35. Maintain respectful, courteous interpersonal interactions at all times.
36. Turn on water.
37. Wet hands and wrists thoroughly.
38. Apply soap to hands.
39. Rub hands together using friction with soap.
- 40. Scrub/wash hands together for at least twenty (20) seconds with soap.**
41. Scrub/wash with interlace fingers pointing downward with soap.
42. Wash all surfaces of hands with soap.
43. Wash wrists with soap.
44. Clean fingernails by rubbing fingertips against palm of the opposite hand.
45. Rinse fingers, hands and wrists thoroughly under running water with fingers pointed downward.
46. Starting at the fingertips, dry fingers, hands and wrists with clean paper towel(s).
47. Discard paper towels to trash container as used.
48. Turn off faucet with a clean, dry paper towel and discard paper towel to trash container as used.
- 49. Do not re-contaminate hands at any time during the hand washing procedure.** *(Such as touching the sides of the sink during the procedure or crumpling up the paper towel used to turn off the faucet with both hands before discarding, etc.)*

POSITION RESIDENT IN BED ON SIDE

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
2. Explain the procedure to the resident.
3. Provide for resident's privacy.
4. Position bed flat.
5. Raise bed height.
6. **Raise side rail, or directs RN Test Observer to stand on side of the bed opposite working side of the bed to provide safety.**
7. From the working side of bed – gently move resident's upper body toward self.
8. From the working side of the bed – gently move resident's hips toward self.
9. From the working side of the bed – gently move resident's legs toward self.
10. Gently assist/turn resident to slowly roll onto side toward raised side rail, or toward RN Test Observer standing at the side of the bed.
11. Place or adjust pillow under resident's head for support.
12. Reposition resident's arm and shoulder so that the resident is not lying on arm.
13. Place support device under the resident's upside arm.
14. Place support device behind resident's back.
15. Place support device between resident's knees.
16. Lower bed.
17. Place call light or signaling device within easy reach of resident.
18. Maintain respectful, courteous interpersonal interactions at all times.
19. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.

TRANSFER RESIDENT FROM BED TO WHEELCHAIR USING A GAIT BELT

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
2. Explain the procedure to the resident.
3. Provide for resident's privacy.
4. Obtain a gait belt for the resident.
5. Assist resident to put on non-skid shoes/footwear.
6. Adjust the bed height to ensure that the resident's feet are flat on the floor when the resident is sitting on the edge of the bed.
7. **Lock bed brakes to ensure resident's safety.**
8. **Lock wheelchair brakes to ensure resident's safety.**
9. Bring resident to a sitting position.
10. Place gait belt around resident's waist to stabilize trunk.
11. Tighten gait belt.
12. Check gait belt for tightness by slipping fingers between gait belt and resident.
13. Face the resident.

14. Grasp gait belt on both sides with an upward grasp.
15. Bring resident to standing position.
16. Assist resident to pivot in a controlled manner that ensures safety.
17. Lower resident into the wheelchair in a controlled manner that ensures safety.
18. Position resident with resident's hips touching the back of the wheelchair.
19. Remove gait belt.
20. Place call light or signaling device within easy reach of the resident.
21. Maintain respectful, courteous interpersonal interactions at all times.
22. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.

VITAL SIGNS – TAKE AND RECORD RESIDENT'S MANUAL BLOOD PRESSURE

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hand together until hands are completely dry.
2. Explain the procedure to the resident.
3. Provide for resident's privacy.
4. Position resident with forearm supported in a palm-up position.
5. Position resident with forearm approximately at the level of the heart.
6. Roll resident's sleeve up about 5 inches above the elbow, if the actor is wearing a top with sleeves.
7. Apply the appropriate size cuff around the resident's upper arm just above the elbow.
8. Line cuff arrows up with resident's brachial artery.
9. Clean the earpieces of stethoscope and place stethoscope earpieces in ears.
10. Clean the diaphragm of the stethoscope.
11. Locate the resident's brachial artery with fingertips
12. Place stethoscope diaphragm over brachial artery.
13. Hold stethoscope diaphragm snugly in place.
14. Inflate the cuff to 160-180 mmHg.
15. Slowly release air from cuff to disappearance of pulsations.
16. Remove cuff.
17. Record blood pressure reading on the previously signed recording form.
- 18. Candidate's recorded diastolic and systolic blood pressure are within 6mmHg of the RN Test Observer's recorded blood pressure.**
19. Place call light or signaling device within easy reach of the resident.
20. Maintain respectful, courteous interpersonal interactions at all times.
21. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hand together until hands are completely dry.

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

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
2. Explain the procedure to the resident.

3. Locate the resident's radial pulse by placing fingertips on thumb side of the resident's wrist.
 4. Count resident's radial pulse for one full minute.
 - a. *Tell the RN Test Observer when you start counting and tell her/him when you stop counting.*
 5. Record your radial pulse rate reading on the previously signed recording form.
 - 6. Candidate's recorded radial pulse rate is within 4 beats of RN Test Observer's recorded rate.**
 7. Count resident's respirations for one full minute.
 - a. *Tell the RN Test Observer when you start counting and tell her/him when you stop counting.*
 8. Record your respirations reading on the previously signed recording form.
 - 9. Candidate's recorded respiratory rate is within 2 breaths of the RN Test Observer's recorded rate.**
 10. Place call light or signaling device within easy reach of resident.
 11. Maintain respectful, courteous interpersonal interactions at all times.
 12. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
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Knowledge Exam Vocabulary List

abandonment	abdominal thrust	abductor wedge
abnormal vital signs	abuse	accidents
accountable	activities	acute
adaptive	adaptive devices	adaptive equipment
adduction	ADL	admission
admitting resident	advance directives	afebrile
affected side	aging process	agitation
AIDS	Alzheimer's	ambulation
amputees	anatomy	anemia
angina	anterior	anti-embolitic stocking
antibiotics	anxiety	aphasia
apical	apnea	arthritis
aspiration	assault	assistive device
audiologist	authorized duty	bacteria
basic needs	bath water temperature	bathing
bed cradle	bed height	bed making
bedrails	behavior	behavioral care plan
beliefs	biohazard	bipolar disorder
bladder training	body alignment	body language
body mechanics	body temperature	bone loss
bowel program	brain stem	breathing
brittle bones	burns	call light
cancer	cardiopulmonary resuscitation	cardiovascular system
care impaired	care plan	care planning
cast	cataract	catheter
catheter care	cc's in an ounce	central nervous system
chain of command	charge nurse	chemical disinfection
chemotherapy	choking	chronic
circulation	circulatory system	clear liquid diet
clergy	cognition	cognitively impaired
cold application	cold pack	colostomy
colostomy care	coma	combative resident
communicable	communication	competency evaluation
conduct	confidentiality	conflict
conflict resolution	confused resident	congestive heart failure
constipation	constrict	contamination
contracture	converting measures	COPD
cultural	culture	CVA
dangling	de-escalation	death and dying
defense mechanism	dehydration	delegation
demanding resident	dementia	denture care

California Nurse Aide Candidate Handbook

dentures	dependability	depression
development	developmental disability	diabetes
dialysis	diaphragm	diastolic
diet	dietitian	diets
digestion	dilate	dirty linen
discharging resident	disease	disease process
disinfection	disoriented	disposing of contaminated materials
disrespect	dizziness	DNR
documentation	domestic abuse	dorsiflexion
dressing	droplets	dying
dysphagia	dyspnea	dysuria
edema	elastic stockings	elimination
emesis	emesis basin	emotional abuse
emotional lability	emotional needs	emotional stress
emotional support	empathy	emphysema
enema	epilepsy	essential behaviors
ethics	etiquette	eye glasses
falls	false imprisonment	fasting
fecal impaction	feces	feeding
fire	fire safety	first aid
flatus	Foley catheter	foot board
foot drop	Fowler's	fracture pan
fractures	fraud	frayed cord
gait belt	gastric feedings	gastrostomy tube
geriatrics	gerontology	gestures
gifts	grand mal seizure	grieving process
group settings	hand washing	health-care team
hearing aid	hearing impaired	hearing loss
heart muscle	heat application	helping residents
hemiplegia	hip prosthesis	HIPAA
HIV	holistic care	hormones
hospice	Huntington's	hyperglycemia
hypertension	I&O	immobility
impaired	impairment	in-house transfer
incontinence	indwelling catheter	infection
infection control	infection prevention	initial observations
Inservice	insomnia	intake
intake and output	integumentary system	inter-generational care
interpersonal skills	invasion of privacy	ischemia
isolation	isolation precautions	IV care
jaundice	job application	job description
lactose intolerance	life support	lift/draw sheet
linen	living will	log roll

California Nurse Aide Candidate Handbook

log rolling	loose teeth	male perineal care
Maslow	masturbation	material safety data sheets
measuring height	measuring temperature	mechanical lift
medical asepsis	medical record	medications
memory loss	mental health	mentally impaired
metastasis	microorganism	military time
mobility	mouth care	moving
MSDS	mucous membrane	Multiple Sclerosis
musculoskeletal	nail care	neglect
non-contagious disease	non-verbal communication	nosocomial
NPO	nursing assistant role	nursing assistant's role
nutrition	objective	objective data
OBRA	obsessive compulsive	occupied bed
ombudsman	oral care	oral hygiene
oral temperature	orientation	oriented
orthopedic	orthosis	osteoporosis
ostomy bag	output	overbed table
oxygen	oxygen use	palliative care
paralysis	paranoia	Parkinson's
pathogen	perineal care	peripheral vascular disease
peristalsis	person-centered care	personal belongings
personal care	personal items	personal values
pet therapy	petit mal seizure	phone etiquette
physical needs	physical therapist	physician's authority
plate rim	pleura	podiatrist
policy book	positioning	postmortem care
postural hypotension	PPE	precautions
pressure injury	pressure ulcer/injury	preventing falls
privacy	progressive	pronation
prostate gland	prosthesis	prothesis
psychiatrist	psychological needs	PTSD
pulse	pureed diet	quadriplegia
quality of life	radial	range of motion
reality orientation	rectal temperature	refusal
regulation	rehabilitation	religious service
reminiscence therapy	reminiscing	renewal
reporting	reposition	resident abuse
resident independence	resident pictures	resident right
resident safety	resident treatment	resident trust
resident unit	Resident's Bill of Rights	resident's chart
resident's environment	residents	respiration
respiratory symptoms	respiratory system	responding to resident behavior
responsibility	restorative care	restraint

California Nurse Aide Candidate Handbook

rights	rigor mortis	risk factor
role	rotation	safety
sanitizer	scale	seclusion
secretions	seizure	self-esteem
semi fowlers	sensory system	sexual abuse
sexual needs	shampoo tray	sharing information
side rails	Sitz bath	skilled care facility
skin observation	slander	smoking
social needs	social worker	soiled linen
spills	spiritual needs	sputum specimen
stages of grief	standard precautions	state tested
stealing	stereotypes	stethoscope
stress	stroke	subjective
subjective data	sundowning	supplemental feedings
suprapubic	survey	swelling
tachycardia	TED hose	telephone etiquette
temperature	tendons	terminal illness
thick fluid	thickened liquids	threatening resident
thrombus	TIA	tips
transfer belt	transfers	transporting
transporting food	transporting linens	tub bath
tubing	twice daily	tympanic
tympanic temperature	unaffected	unconscious
urinary catheter bag	urinary elimination	urinary system
urinary tract	urination	UTI
validation	validation therapy	varicose veins
vision change	vital signs	vocabulary
vomit	walker	wandering resident
warm application	water faucets	water pitcher
weighing	weight	well-being
wheelchair safety	white blood cells	withdrawn resident

[illegible]