



D&S Diversified Technologies LLP

Headmaster LLP

Massachusetts Nurse Aide Candidate Handbook

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Version 4

Updated May 2024

The 'virtual' wording has been replaced with 'Remotely Proctored'.

Contact Information

<p>Questions regarding: testing process • test scheduling • eligibility to test (888) 401-0462</p> <p>Questions regarding: Nurse Aide Registry, obtaining information on official regulations and guidelines for nurse aides • obtaining information regarding approved training programs • updating your name, address • verification of current nurse aide certification • renewal, reciprocity and equivalency information (617) 753-8144</p>		
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Introduction

Congress adopted the Nursing Home Reform Act in 1987 as part of the Omnibus Budget Reconciliation Act (OBRA '87). This federal law was designed to improve the quality of care in long-term healthcare facilities and define training and evaluation standards for nursing aides 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 this 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. The examination has two parts: a multiple-choice knowledge test and a skill test. Candidates must pass both parts to be identified and listed on the Massachusetts Nurse Aide Registry.

The Massachusetts Department of Public Health (DPH) 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 (888)401-0462 or go to D&SDT-HEADMASTER's [Massachusetts Nurse Aide \(NA\) webpage](#) or at www.hdmaster.com and click on 'Massachusetts CNA'. The information in this handbook will help you prepare for your examination.

Massachusetts Nurse Aide Registry Requirements

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

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

Registry Renewal

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

Registry Reciprocity

This information is for applicants who want to be entered on the MANAR through the Massachusetts Reciprocity/Out-of-State registry placement process.

Out-of-State Reciprocity Process

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

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

The Reciprocity application and additional information are available at the following link: [Reciprocity Information](#)

Waiver of the Certified Nurse Aide Training Requirement

Specific waiver provisions are available for applicants who can verify they meet the qualifications listed under [105 CMR 156.100 of the Nurse Aide Registry Laws and Regulations](#).

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

Americans with Disabilities Act (ADA)

ADA Compliance

The Massachusetts Department of Public Health (DPH) and D&SDT-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 the examination. The request for accommodations can be found on the [D&SDT-HEADMASTER webpage](#) by clicking the PDF Fillable [ADA Accommodation Form 1404](#). Fill out the ADA Request and attach the required documentation found on the second page of the request form to an email to massachusetts@hdmaster.com in order to be reviewed for 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 (888)401-0462.

The Massachusetts Nurse Aide Competency Exam

Payment Information

Exam Description	Price
KNOWLEDGE TEST -or- Knowledge Retake 2 nd , 3 rd & 4 th Attempt(s) Retake	\$40.00
AUDIO KNOWLEDGE TEST -or- Audio Knowledge Retake 2 nd , 3 rd & 4 th Attempt(s) Retake	\$50.00
SKILL TEST -or- Skill Retake 2 nd & 3 rd Attempt(s) Retake	\$70.00

Complete your TMU© Account

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

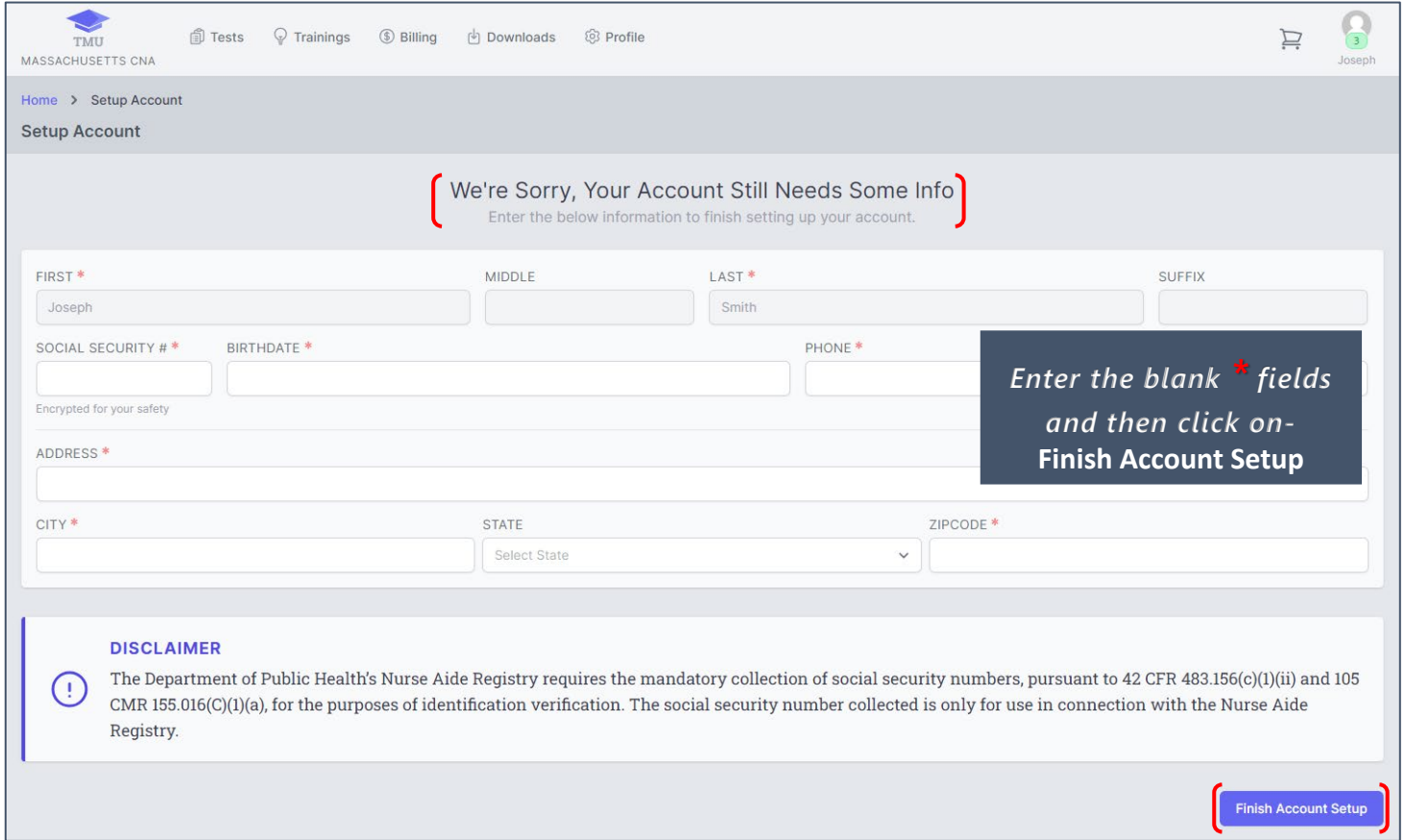
IMPORTANT: Before you can test, you must sign in to the Massachusetts CNA TMU© mc.tmutest.com using your secure Email or Username and Password and complete your demographic information.

- It is highly recommended that when you receive your confirmation email from TMU© (check your junk/spam mail) that your account has been created, you sign in to your account, 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 (888)401-0462.

Continued on the next page.

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



TMU MASSACHUSETTS CNA Tests Trainings Billing Downloads Profile Joseph

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
Joseph [] Smith []

SOCIAL SECURITY # * BIRTHDATE * PHONE *
[] [] []

Encrypted for your safety

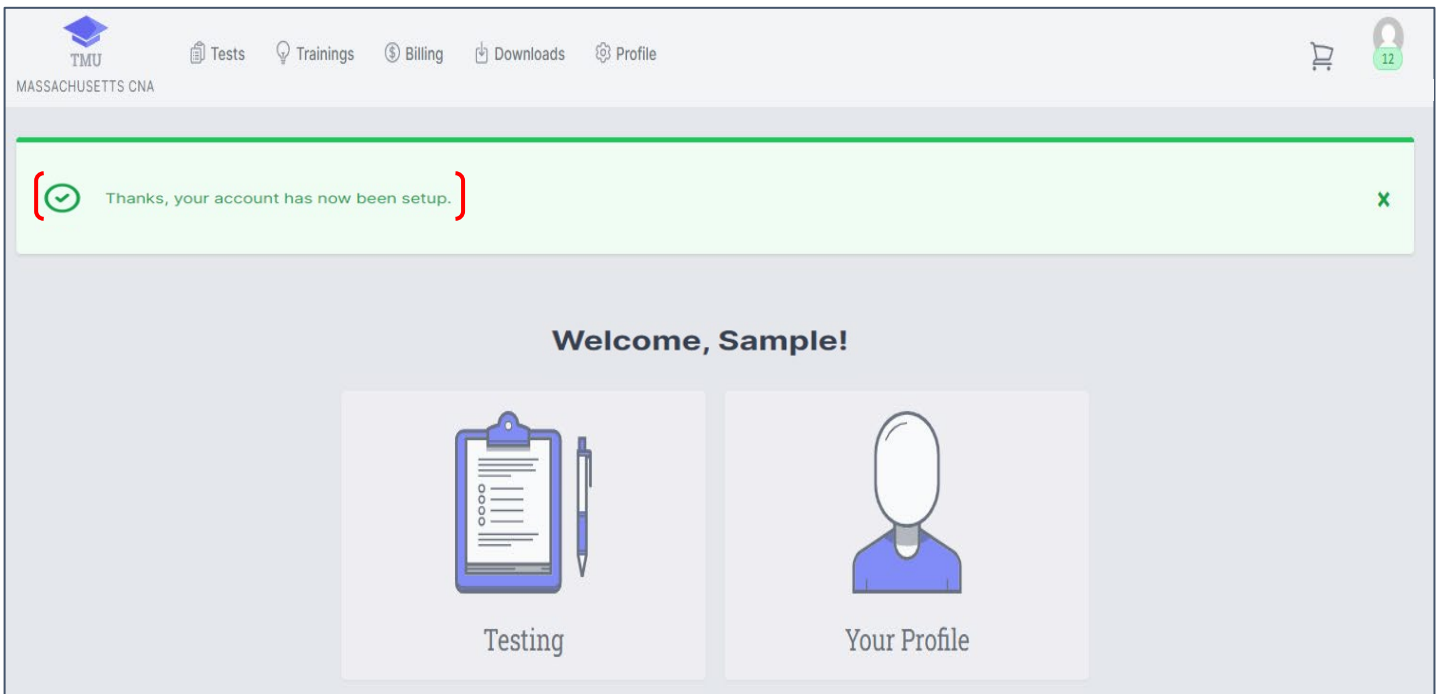
ADDRESS *
[]

CITY * STATE ZIPCODE *
[] Select State []

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

DISCLAIMER
The Department of Public Health's Nurse Aide Registry requires the mandatory collection of social security numbers, pursuant to 42 CFR 483.156(c)(1)(ii) and 105 CMR 155.016(C)(1)(a), for the purposes of identification verification. The social security number collected is only for use in connection with the Nurse Aide Registry.

Finish Account Setup



TMU MASSACHUSETTS CNA Tests Trainings Billing Downloads Profile Joseph 12

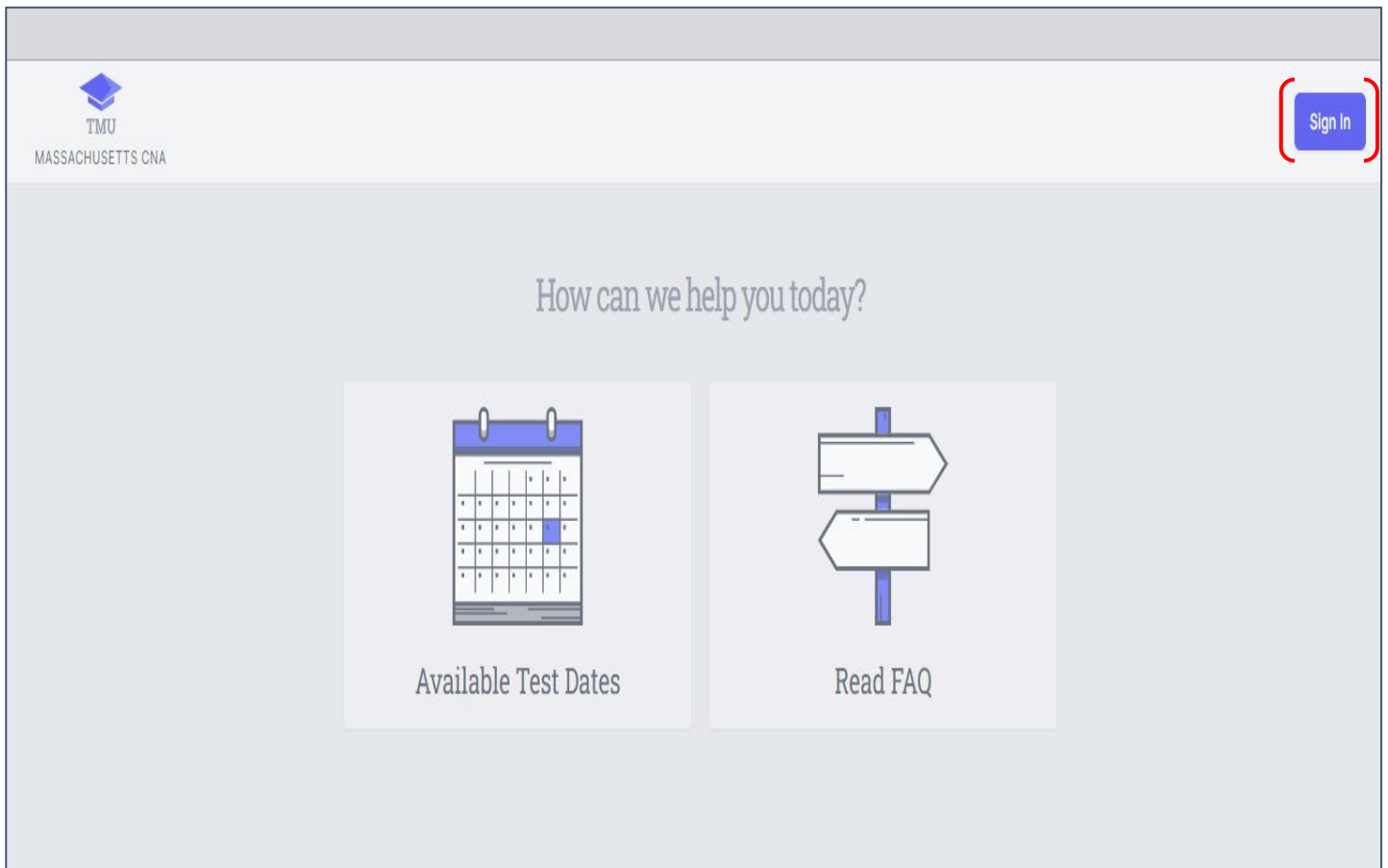
Thanks, your account has now been setup.

Welcome, Sample!

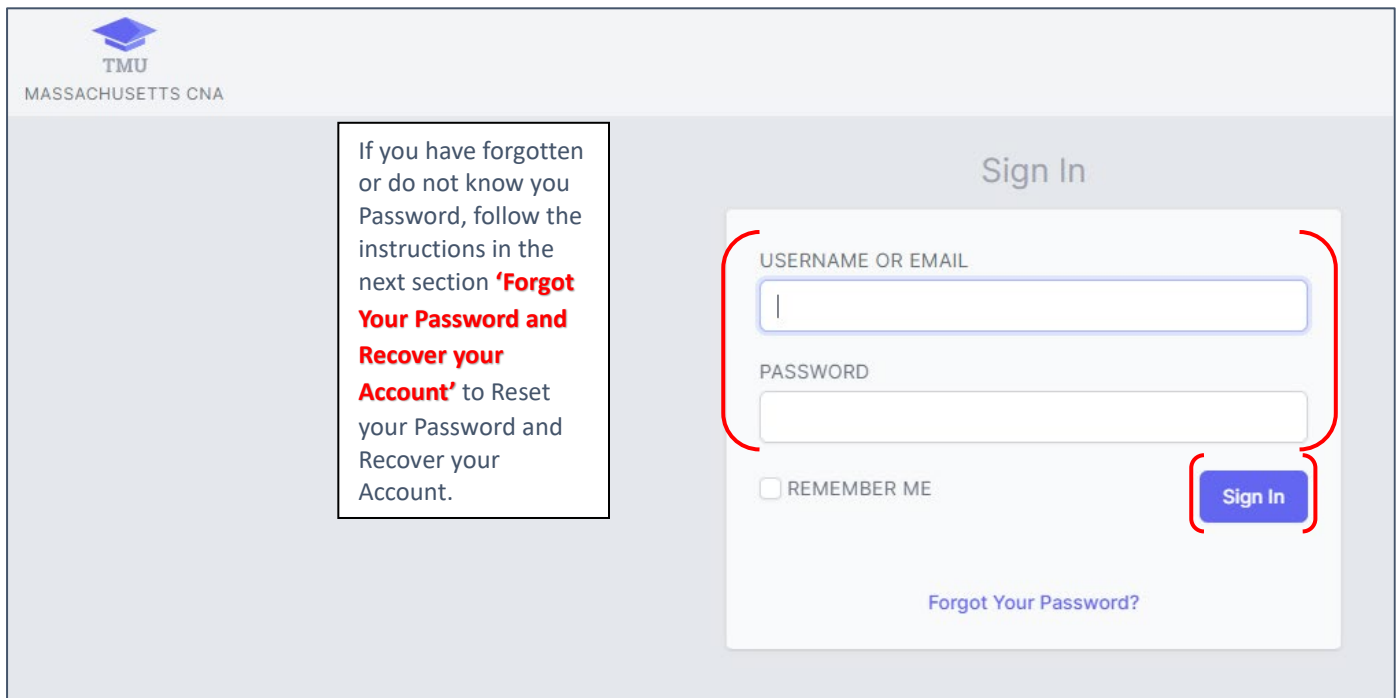
Testing

Your Profile

This is the Massachusetts CNA TMU© main page mc.tmutest.com:



This is the screen you see after you click on Sign In where you will enter your Username/Email and 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 below:

The screenshot shows a 'Sign In' form with the following elements: 'USERNAME OR EMAIL' input field, 'PASSWORD' input field, a 'REMEMBER ME' checkbox, and a 'Sign In' button. A dark blue callout box on the left contains the text 'Click on- Forgot Your Password?'. A red bracket on the right side of the form highlights a link labeled '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 screenshot shows the 'Recover Your Account' page. At the top left is the TMU MASSACHUSETTS CNA logo, and at the top right is a 'Sign In' button. The page is divided into two sections: 'Using your Email Address' and 'Using other Information'. The 'Using your Email Address' section has an 'E-MAIL ADDRESS *' input field and a 'Recover Account' button. The 'Using other Information' section has four input fields: 'LAST 4 OF SSN *', 'DATE OF BIRTH *', 'LAST NAME *', and 'ZIP CODE *', followed by a 'Recover Account' button. Red brackets highlight the 'Recover Account' buttons in both sections. The word 'OR' is placed between the two sections.

TMU
MASSACHUSETTS CNA

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 *

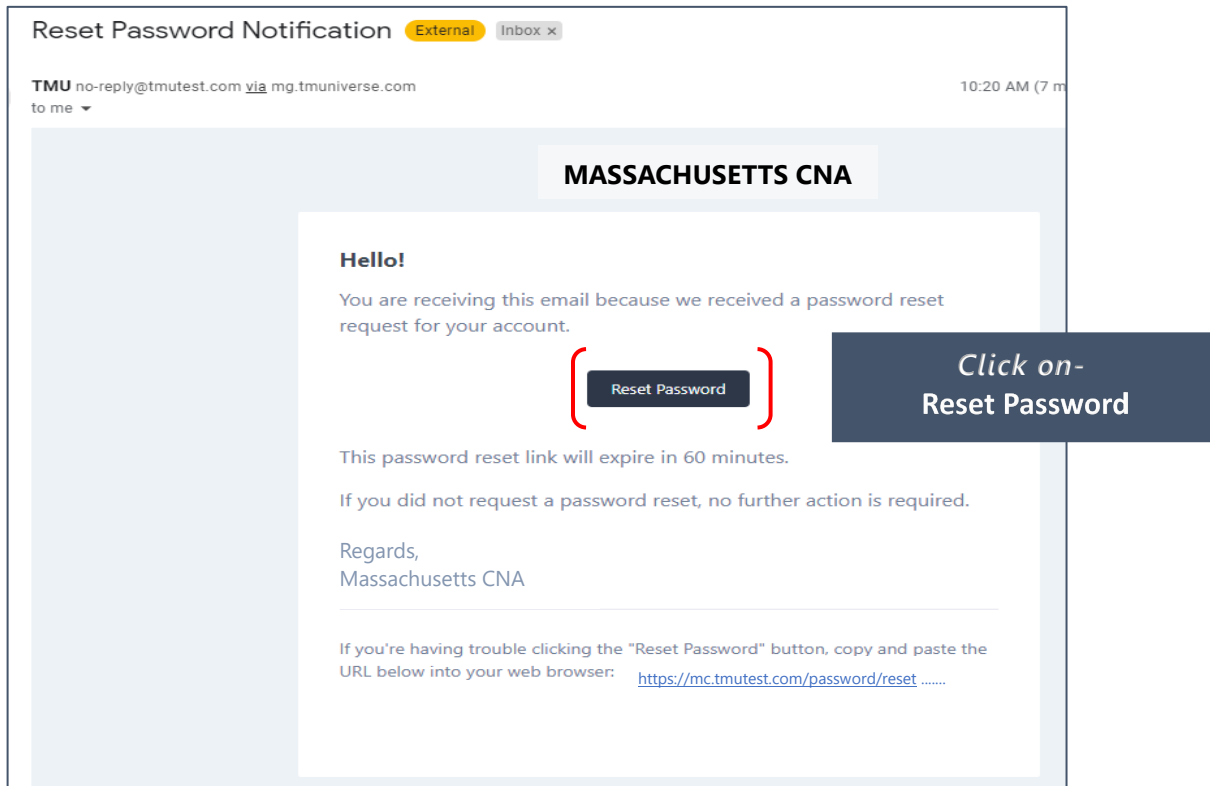
DATE OF BIRTH *

LAST NAME *

ZIP CODE *

Recover Account

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



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

Reset Your Password

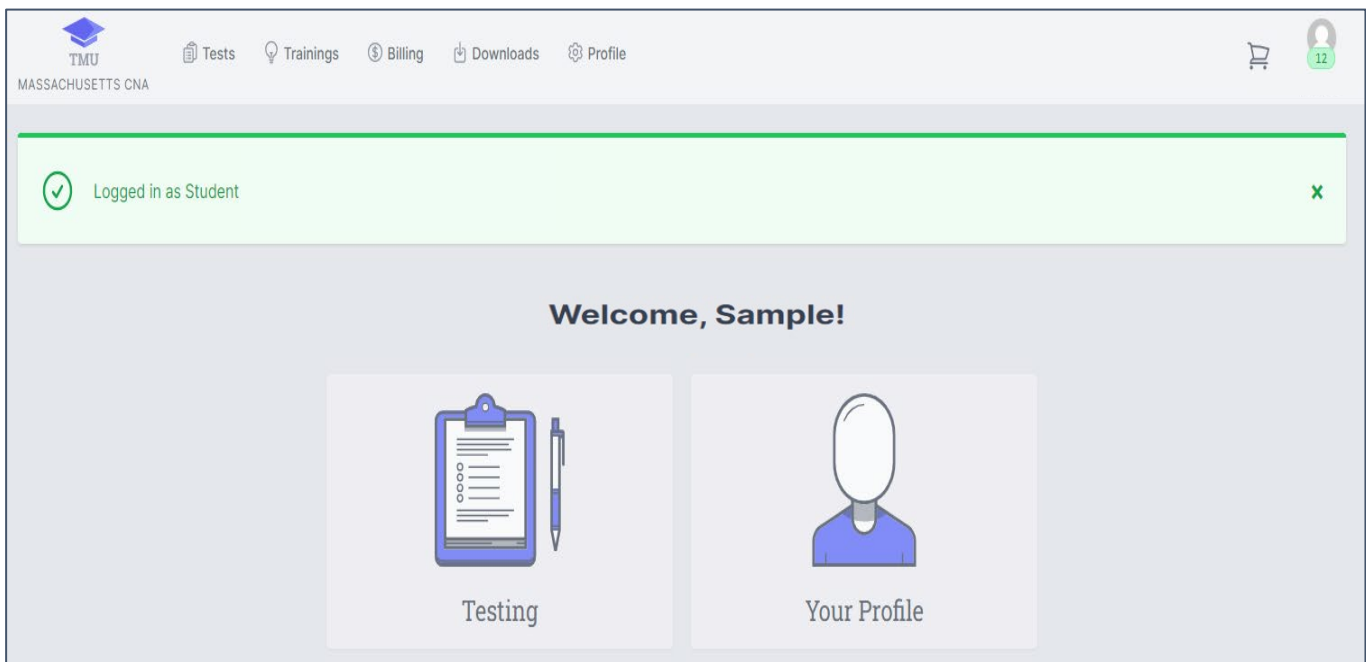
E-MAIL ADDRESS

PASSWORD

CONFIRM 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:



Scheduling a Massachusetts Nurse Aide Exam

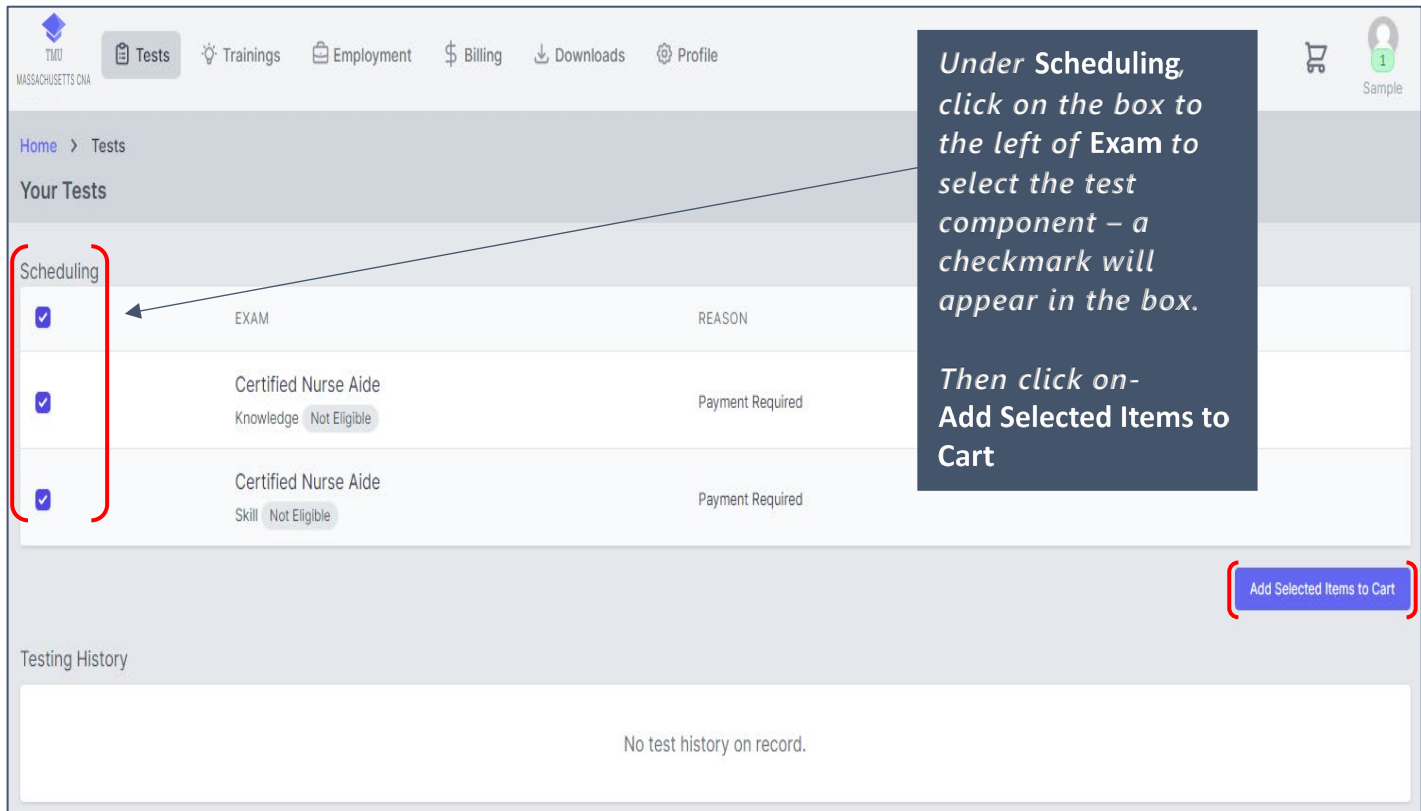
Once your completed account is in the D&SDT-HEADMASTER TestMaster Universe© (TMU©) database and your testing fee has been paid (see instructions under **'Self-Pay of Testing Fees'**), you may schedule your exam date online at the Massachusetts TMU© webpage, mc.tmutest.com, using your Email or Username and Password (see instructions with screen shots under **'Scheduling/Rescheduling a Test Event'**). If you are unable to sign in with your email, please call D&SDT-HEADMASTER for assistance at (888)401-0462 during regular business hours, 8:00AM to 8:00PM EST, Monday through Friday, excluding Saturdays, Sundays, and holidays.

To schedule or reschedule your test date, sign in to the Massachusetts TMU© webpage at mc.tmutest.com with your Email or Username and Password. If you are unable to schedule/reschedule online, please call D&SDT-HEADMASTER at (888)401-0462 for assistance.

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 inform you if this is the case. Before scheduling a test, verify with your instructor if the training program has already prepaid for your test.

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



The screenshot shows the 'Your Tests' page in the TMU© system. At the top, there are navigation tabs: Tests, Trainings, Employment, Billing, Downloads, and Profile. Below the navigation, the page title is 'Home > Tests' and 'Your Tests'. A table lists test components with columns for 'Scheduling', 'EXAM', and 'REASON'. The 'Scheduling' column contains three blue checkmarks, which are highlighted by a red bracket. The 'EXAM' column lists 'Certified Nurse Aide Knowledge' and 'Certified Nurse Aide Skill', with 'Not Eligible' status indicators. The 'REASON' column lists 'Payment Required' for all three items. A dark blue callout box with white text points to the first checkmark, stating: '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'. At the bottom right of the table area, there is a blue button labeled 'Add Selected Items to Cart' with a red border.

Scheduling	EXAM	REASON
<input checked="" type="checkbox"/>	Certified Nurse Aide Knowledge	Payment Required
<input checked="" type="checkbox"/>	Certified Nurse Aide Skill	Payment Required

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 for Sample Student	Knowledge	\$40.00	Remove
Certified Nurse Aide for Sample Student	Skill	\$70.00	Remove
Total:		\$110.00	

[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 Sample Student	\$40.00
Certified Nurse Aide for Sample Student	\$70.00
Total:	\$110.00

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.

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

Schedule/Reschedule a Test Event

TMU MASSACHUSETTS CNA Tests Trainings Employment Billing Downloads Profile

Home > Tests

Your Tests

Scheduling

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

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.

TMU MASSACHUSETTS CNA Tests Trainings Employment Billing Downloads Profile

Home > Tests > Find Event

Find Event CERTIFIED NURSING ASSISTANT

TEST DATE	TEST SITE	SCHEDULING FOR
03/14/2022 8:00 AM EST	REMOTELY PROCTORED TEST SITE Remotely Proctored City, MA	K Certified Nurse Aide
03/15/2022 9:00 AM EST	FRIENDSHIP VILLAGES SUNSET HILLS (TS) Worcester, MA	K Certified Nurse Aide

To select a Knowledge test site and test date, click on – Schedule

mc.tmutest.com says

Schedule into this Event on 03/15/2022 for Certified Nurse Aide Knowledge . Are you sure?

OK Cancel

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

Home > Tests > Find Event

Find Event CERTIFIED NURSING ASSISTANT

TEST DATE	TEST SITE	SCHEDULING FOR
03/14/2022 11:50 AM EST	ST. FRANCOIS MANOR (TS) Boston, MA	S Certified Nurse Aide Schedule
03/15/2022 10:30 AM EST	ST. FRANCOIS MANOR (TS) Boston, MA	S Certified Nurse Aide Schedule
03/15/2022 9:00 AM EST	FRIENDSHIP VILLAGES SUNSET HILLS (TS) Worcester, MA	S Certified Nurse Aide Schedule

To select a Skills test site and test date, click on – Schedule

mc.tmutest.com says


Schedule into this Event on 03/15/2022 for 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

Home > Tests

Your Tests

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

Scheduling

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

Testing History

TEST DATE	EXAM	TEST SITE	STATUS	
03/15/2022 12:00 PM EST	Certified Nurse Aide Knowledge	Practice Test Site Worcester, MA	Scheduled	Test Confirmation Page Get Map
03/15/2022 12:00 PM EST	Certified Nurse Aide Skill	Practice Test Site Worcester, MA	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.

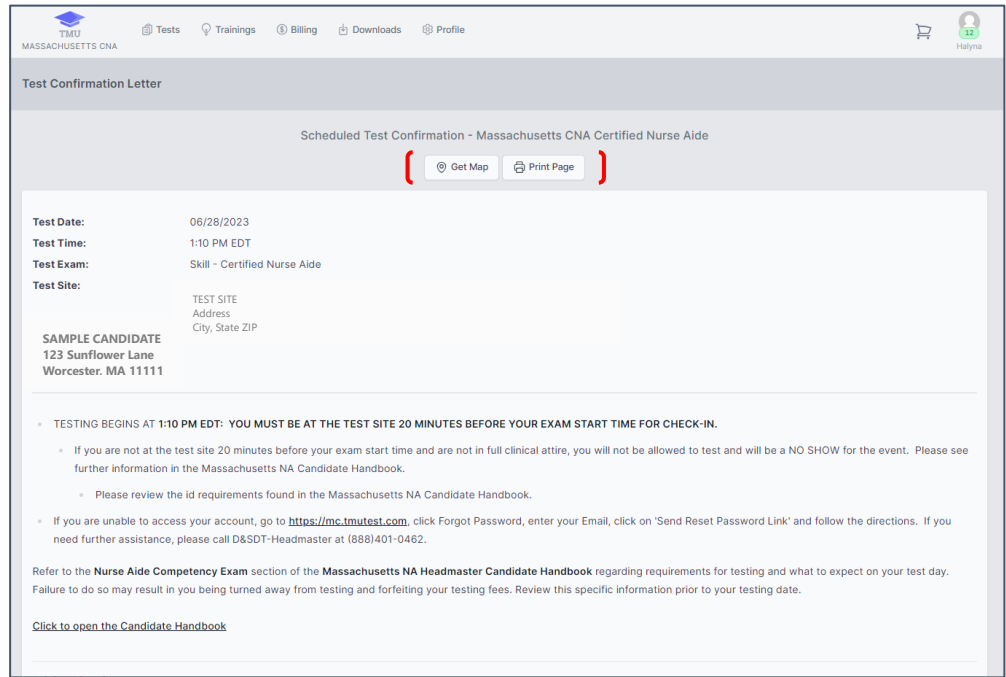
The body of the test confirmation letter will refer you to the candidate handbook that will give you state-specific instructions on what time to arrive, ID requirements, dress code, etc.

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

It is important you read this letter!

Click on-
Print Page
to print your confirmation letter.

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

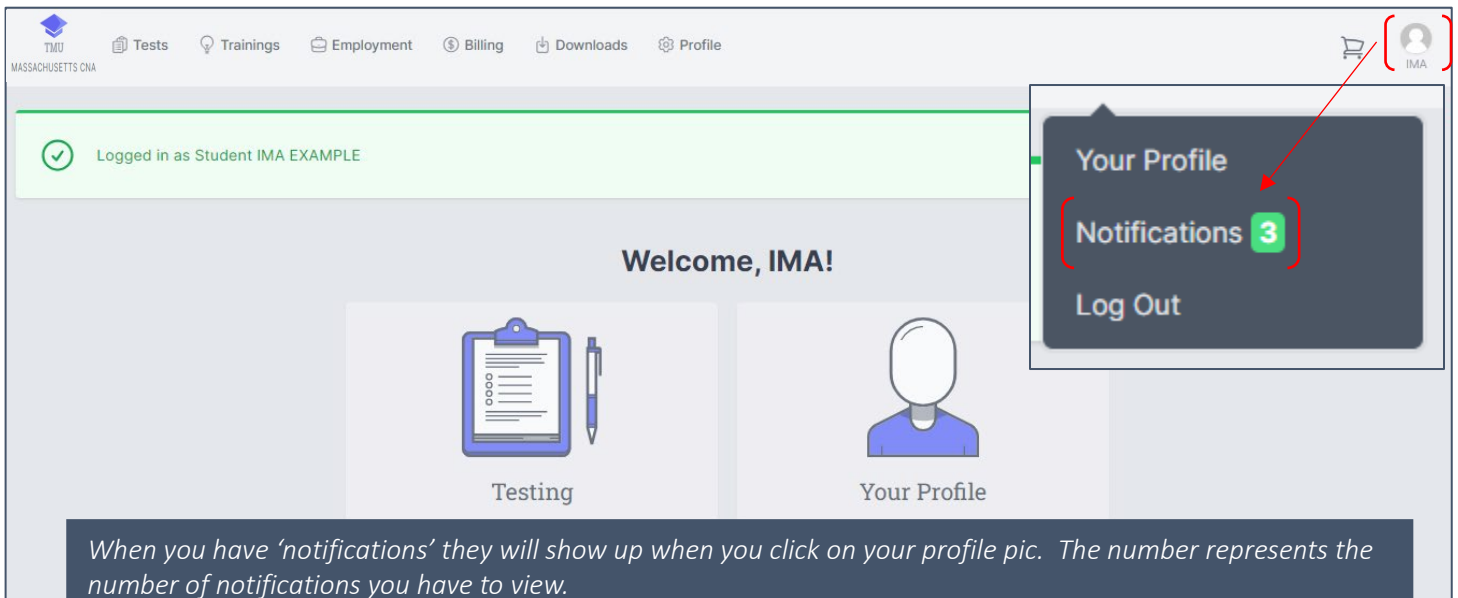


Please see the **‘Remotely Proctored Knowledge Exam Option’** under the Knowledge/Audio Exam section if you are interested in taking your knowledge exam with a remote proctor from your home, etc. If you have any questions regarding your test scheduling, call D&SDT-HEADMASTER at (888)401-0462, Monday through Friday, excluding holidays, 8:00AM to 8:00PM EST.

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@ account for important notices regarding your selected test events and other information. See the screenshots that follow:

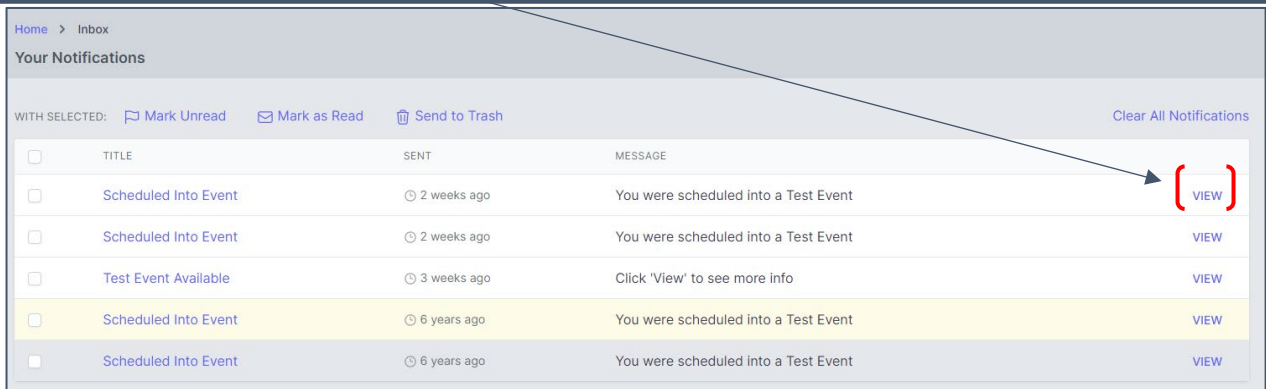


When you have 'notifications' they will show up when you click on your profile pic. The number represents the number of notifications you have to view.

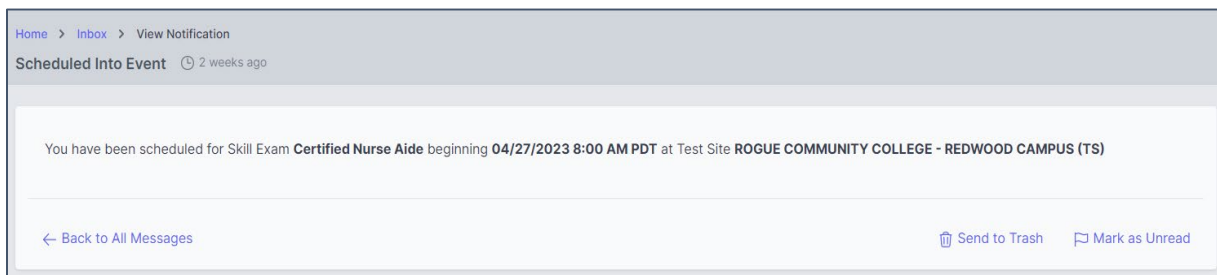
Click on-
Your Profile Pic to open your profile and notifications.

Click on-
Notifications to view all of your notifications.

Click on-
VIEW to open each of your notifications.



Notification example:



Time Frame for Testing from Training Program Completion

Training does not expire. If you fail the knowledge component 4 times or the skills component 3 times, you must complete another Massachusetts Department of Public Health (DPH) 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 inform you if this is the case. Before 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 the Massachusetts TMU© site at mc.tmutest.com.

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

Exam Check-In

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

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

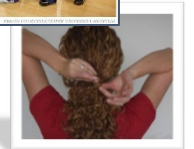
If you are not present at the test site 20 minutes before your test start time, you will not be admitted to the exam, you will be considered a NO SHOW, and any exam fees paid *will NOT be refunded*.

If you are scheduled for a remotely proctored knowledge exam, please see procedures/policies under '**Remotely Proctored Knowledge Exam Option**' in the Knowledge/Audio Exam section.

Testing Attire

You must be in **full clinical attire for all in-person test events** (*not required for remotely proctored knowledge testing*), which consist of:

- Clinical attire (scrubs [top and bottom] - as you would on the job) and closed-toed shoes.
 - *Scrubs and shoes can be any color/design.*
- It is recommended that long hair be pulled back.



Other testing attire requirements:

- You may bring a standard watch with a second hand.
- No smartwatches, fitness monitors, or Bluetooth-connected devices are allowed.

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

Identification

You must bring **your US government-issued signature-bearing** (*may contain a fingerprint in place of a signature) and **non-expired photo ID**. Examples of the forms of accepted identification that are US government-issued, current (not expired), photo-bearing, and include a signature are:

- State or other United States Government Issued Driver's License
- State-issued Identification Card (*non-expired from any state is acceptable*)
- US Passport (Foreign Passports and Passport Cards *are not acceptable*)
 - *Exception: A signed Foreign Passport that contains a US VISA is acceptable*
- Military Identification Card (*that meets all identification criteria*)
- Alien Registration Card (*that meets all identification requirements – *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*)

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

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

The **FIRST** and **LAST** names listed on your ID presented to the RN Test Observer during check-in at your test event **MUST EXACTLY MATCH** the FIRST and LAST names that were entered in the Massachusetts Nurse Aide TMU© database by your training program. You may call D&SDT-HEADMASTER at (888)401-0462 during regular business hours, 8:00AM to 8:00PM EST Monday through Friday, excluding holidays, to confirm that your name of record matches your acceptable ID, or sign in to your TMU© account mc.tmutest.com using your Email or Username and Password, to check or change your demographic information.

Note:

- **You will not be admitted for testing if you do not bring proper/valid identification.**
 - Be sure your US government-issued, signed (*may contain a fingerprint in place of a signature), non-expired photo-bearing form of identification is not expired and is signed.
 - Check to ensure that the FIRST and LAST printed names on your form of identification match your current name of record in your TMU© account.
 - A driver's license or state-issued ID card 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 IDs are not proper/valid or have a hole punched in them, 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 photo ID when you enter the knowledge test room and the skills lab for your skills exam. Please keep your photo ID with you throughout the exam day.

Instructions for the Knowledge Exam, Remotely Proctored Knowledge Exam, and Skill Tests

Test instructions for the knowledge and skills exams will be provided in written format in the waiting area when you check in for your test. If you are taking a remotely proctored knowledge exam, the Remotely Proctored Knowledge Exam Instructions can be found in your TMU© account under the Downloads tab (**see paragraph below*).

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

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

Testing Policies

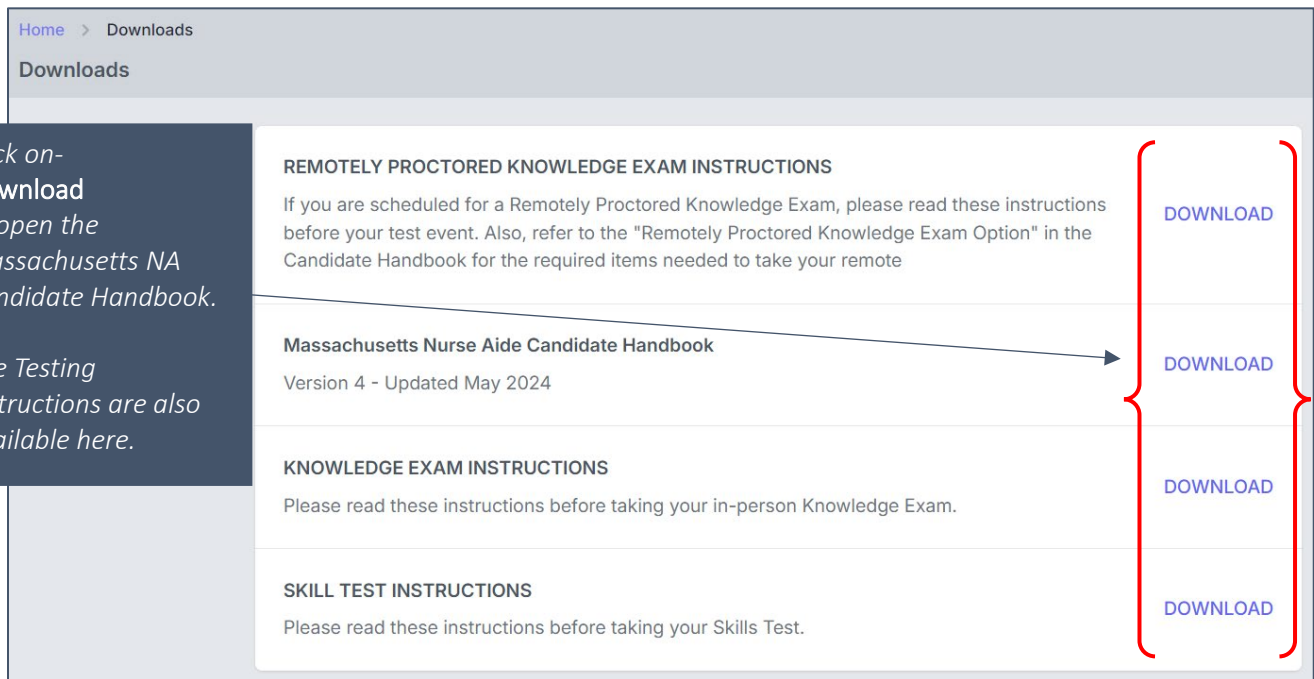
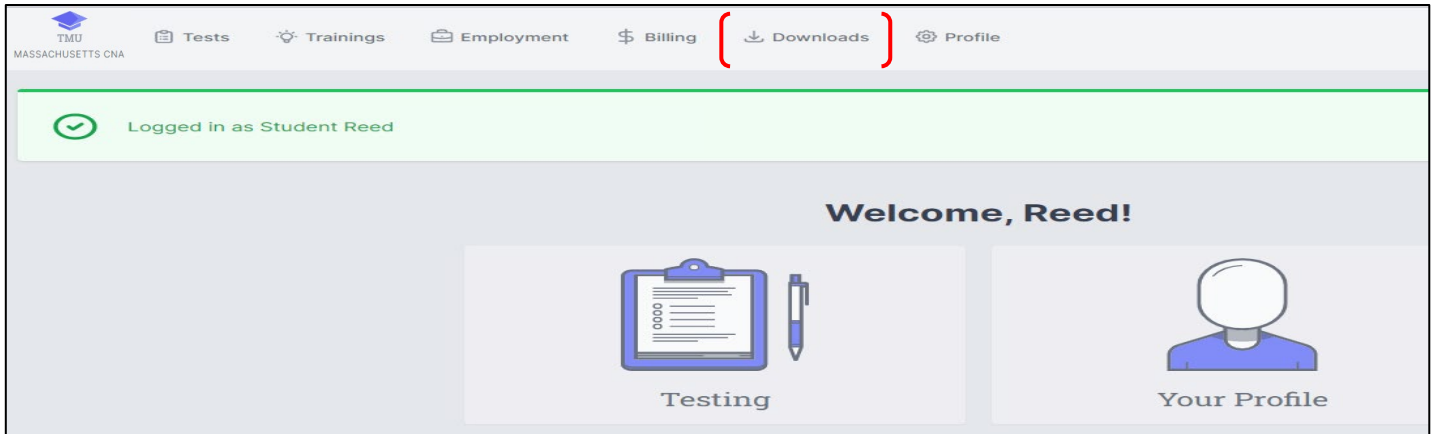
The following policies are observed at each test site:

- Make sure you have signed in to your TMU© account at <http://mc.tmutest.com> before your test date to update your password and complete your demographic information. Refer to the **'Complete Your TMU© Account'** section of this handbook for instructions and information.
 - If you have not signed in and completed/updated your TMU© account when you arrive for your test, you may not be admitted to the exam and any exam fees paid *will NOT be refunded*.
- In the worst-case scenario, plan to be at the test site for up to five (5) hours (if taking both components on-site).
- **You must arrive at your confirmed test site 20 minutes before your exam is scheduled to start.** (*For example: if your test start time is 8:00AM – you must be at the test site at 7:40AM.*) **If you are not present at the test site 20 minutes before your test start time, you will not be admitted to the exam, you will be considered a NO SHOW, and any exam fees paid will NOT be refunded.**
 - If you are scheduled into a remotely proctored knowledge exam, please see procedures/policies under **'Remotely Proctored Knowledge Exam Option'** in the Knowledge/Audio Exam section.
- If you do not bring valid and appropriate ID (US government-issued, non-expired, signed [**may contain a fingerprint in place of a signature*] photo ID), you will not be admitted to the exam, and any exam fees paid *will NOT be refunded*.
 - If the **FIRST** and **LAST** names listed on your ID presented to the RN Test Observer during check-in at your test event **DO NOT MATCH** the FIRST and LAST names that were entered in the Massachusetts Nurse Aide TMU© database, you will not be admitted to the exam and any exam fees paid *will NOT be refunded*.
- If you do not wear scrubs with appropriate shoes to your in-person test event (not required for remotely proctored knowledge test events) 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 are a NO SHOW status for your exam day, any test fees paid *will NOT be refunded*.
- **ELECTRONIC DEVICES AND PERSONAL ITEMS:** Cell phones, smart watches, fitness monitors, electronic recording devices, Bluetooth-connected devices and personal items (such as water bottles, purses, briefcases, large bags, study materials, extra books, or papers) are not permitted to be on or near you in

either testing room. 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**, including smartwatches, fitness monitors, and Bluetooth-connected devices, which must be removed from your wrist or body.
- If you are scheduled into a remotely proctored knowledge exam, please see procedures/policies under **'Remotely Proctored Knowledge Exam Option'** in the Knowledge/Audio Exam section.
- Anyone caught using any type of electronic recording device during either component (knowledge or skills) of the exam will be dismissed from the exam and testing room(s), your test will be scored as a failed attempt, you will forfeit all testing fees and you will be reported to your training program and the Massachusetts Department of Public Health (DPH). 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.
- Foreign language paper word-for-word translation dictionaries are allowed and must be shown to the RN Test Observer at check-in (for both a remotely proctored knowledge test and an on-site test event) and to the Knowledge Test Proctor when you enter the knowledge test room (on-site test event). If there is any writing or definitions, the translation dictionary will not be permitted to be used during testing. **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, or smoke (e-cigarettes or vape) during the exam.
- You are not allowed to leave the testing room (knowledge test room or skills lab) once the exam has begun **for any reason**. If you do leave during your test event, you will not be allowed back into the testing room to finish your exam.
- If you are discovered causing a disturbance of any kind, engaging in any kind of misconduct, are visibly impaired, or trying 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 failed attempt, you will forfeit all testing fees paid and you will be reported to your training program and the Massachusetts Department of Public Health (DPH).
- Test sites, RN Test Observers, Knowledge Test Proctors, and Actors are not responsible for the candidate's personal belongings at the test site.
- No visitors, guests, pets (including companion 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 a nurse aide (examples: cast, arm/leg braces, crutches, etc.) Call D&SDT-HEADMASTER immediately during regular business hours, 8:00AM to 8:00PM EST, Monday through Friday, excluding holidays, if you are on doctor's orders. You must fax (406)442-3357 or email massachusetts@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 Massachusetts 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© account under your 'Downloads' tab (see screenshots on the next page).

Accessing the Candidate Handbook and Testing Instructions in your TMU© Account



Security

If you refuse to follow directions, use abusive language, are visibly impaired, or disrupt the examination environment, your test will be stopped and scored as a failed attempt. 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 the Massachusetts Department of Public Health (DPH). You will not be allowed to retest for a minimum period of six (6) months.

If you remove or try to remove test material or take notes or information from the test site, you will be reported to your training program and DPH and are subject to prosecution to the full extent of the law. Your test will be scored as a failed attempt 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 DPH 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 failed attempt. You will forfeit any testing fees paid. You will be reported to your training program and DPH and you may need to obtain permission from DPH in order to be eligible to test again.

Reschedules

All candidates may reschedule for a new test date up until one (1) business day preceding the 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© account at <http://mc.tmutest.com> using your Email or Username and Password. (See instructions with screen shots under ‘Schedule/Reschedule 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 8:00AM to 8:00PM EST, Monday through Friday, excluding holidays.

Scheduled test date is on a:	Reschedule before 8:00PM EST the previous:
Monday	The previous Thursday
Tuesday	The previous Friday
Wednesday	The previous Monday
Thursday	The previous Tuesday
Friday	The previous Wednesday
Saturday	The previous Thursday
Sunday	The previous Thursday

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

Refund of Testing Fees Paid

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

Scheduled in a Test Event

- 1) If you are scheduled for a test event, you must request a refund of the testing fees paid by filling out and submitting the [Refund Request Fillable Form](#) on D&SDT-HEADMASTER’s main webpage at www.hdmaster.com at least one (1) full business day before your scheduled test event (excluding Saturdays, Sundays, and holidays). No phone calls will be accepted.
 - *Example:* If you are scheduled to take your exam on a Saturday, Sunday, or Monday, you would need to request a refund by the close of business the Thursday before your scheduled exam. D&SDT-HEADMASTER is open until 8:00PM Eastern time, Monday through Friday, excluding holidays.
- 2) Refund requests made in the required time frame qualify for a full refund of any testing fees paid minus a \$35 refund processing fee.

- 3) Refund requests must be made within thirty (30) days of payment of original testing fees with D&SDT-HEADMASTER. Any requests for refunds made beyond 30 days of the 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 30 days of the original payment of testing fees with D&SDT-HEADMASTER *will not be issued*.
- 2) To request a refund for testing fees paid, you must fill out and submit the [Refund Request Fillable Form](#) 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 canceled due to an unforeseen circumstance, D&SDT-HEADMASTER staff will make every effort to contact you using the contact information (email, text message, phone call) we have on file in your TMU© account to reschedule you, for no charge, to a mutually agreed upon new test date. Therefore, you must keep your contact information up to date in case we need to contact you. (**See examples below for reasons we may not be able to contact you that you are responsible for.*)

If D&SDT-HEADMASTER is unable to reach you via phone or email with the information in your TMU© account (**see examples below*) due to inclement weather or an unforeseen circumstance for a test event you are scheduled for, you will be removed from 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 TMU© account and:
 - you do not call us back in a timely manner
 - your phone number is disconnected/your voice mailbox is full
 - you do not check your messages in a timely manner
 - you do not check your email or reply to our email in a timely manner
 - your email is invalid or you are unable to access your email for any reason

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

No 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 before your scheduled testing event, **excluding** Saturdays, Sundays, and holidays, OR if you are turned away for lack of proper identification, not arriving at the test site 20 minutes before the test start time, or any other reason to deem you ineligible to test, you will be considered a **NO SHOW**. You will forfeit all fees paid and must sign in to your TMU© account to repay or submit a new testing fee to schedule yourself into a new test event.

These fees partially offset D&SDT-HEADMASTER's costs incurred for services requested and resulting work that is performed. If a reschedule or refund request is not done or received before the one (1) full business day preceding

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, 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 be 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-grandparent, sibling, children, spouse, or significant other.)
- **Remotely proctored testing issues:** D&SDT-HEADMASTER must be contacted within one business day via phone, 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 the Internet provider showing outage date and times.
 - **Computer or cell phone issue:** If the computer or cell phone fails to work for any reason, documentation from a computer repair technician/shop or other appropriate documentation.

Candidate Feedback – Exit Survey

Candidates are provided the opportunity to complete an exit survey via a link when checking their test results in their TMU© account. The survey is confidential and will not affect the outcome of any test. You are encouraged to complete the survey questions with honest feedback regarding the examination process to help improve the testing process.

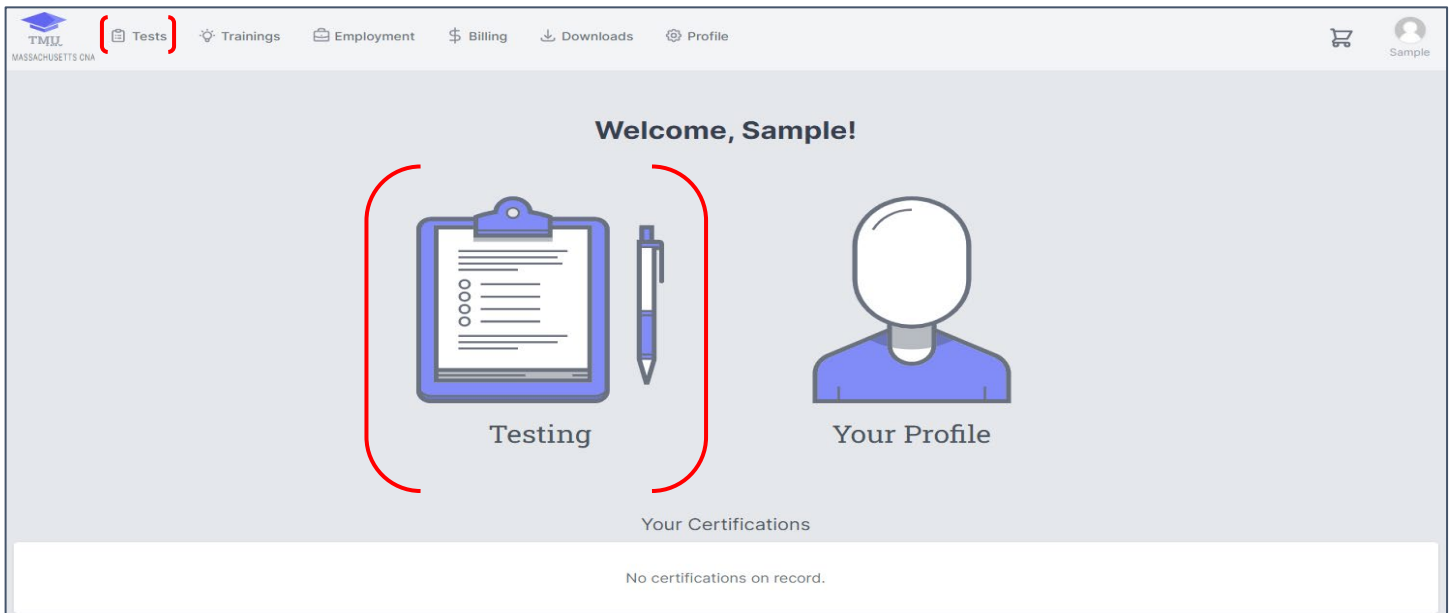
Test Results

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© account after 7:00PM (EST) the business day after your test event. D&SDT-HEADMASTER cannot release test results over the phone.

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

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

To view your test results, sign in to your TMU© account at <http://mc.tmutest.com>. (Refer to the screenshots that follow.)



-Continued on the next page-

Home > Tests

Your Tests

Scheduling

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

Testing History Please take our satisfaction survey

TEST DATE	EXAM	TEST SITE	STATUS	
10/13/2021 6:00 PM EST	Certified Nurse Aide Skill	MEDS - MEDICAL EDUCATION DEVELOPMENT & SUPPORT, LLC (TS) Boston, MA	Passed	Details Print Test Results
09/30/2021 10:30 AM CST	Certified Nurse Aide Skill	MEDS - MEDICAL EDUCATION DEVELOPMENT & SUPPORT, LLC (TS) Independence, MO	Failed	Details Print Test Results
09/20/2021 6:00 PM EST	Certified Nurse Aide Knowledge	REMOTELY PROCTORED TEST SITE Remotely Proctored City, MA	Passed	Details Print Test Results

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.

Skill 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
Massachusetts 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

Knowledge Exam Results Example:

← Back
Print

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

Massachusetts 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%

Skill Exam Incomplete Steps

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

Test Attempts

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

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

Retaking the Nurse Aide Exam

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© account with your Email or Username and Password at <http://mc.tmutest.com>. (See instructions with screen shots under ‘**Schedule/Reschedule a Test Event**’.) You will need to pay with a Visa or Master Card before you are able to schedule.

If you need assistance scheduling your re-test, please call D&SDT-HEADMASTER at (888)401-0462 during regular business hours, 8:00AM to 8:00PM EST, 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 test review deposit fee** (**please read the paragraph below*). 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 Massachusetts webpage). Submit the 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 (888)401-0462 and discuss the test outcome you are questioning before committing to sending the \$25 test review request deposit fee. 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 Massachusetts nurse aide is demonstrated 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. 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 for any additional recollection of your test(s). D&SDT-HEADMASTER will not review test results or disputes with instructors/programs. After a candidate reaches the age of 18, D&SDT-HEADMASTER will only discuss test results or test disputes with the candidate. D&SDT-HEADMASTER will not review test results or disputes with family members or anyone else on behalf of the candidate once the candidate is 18 years of age. 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 Massachusetts Department of Public Health (DPH).

The Knowledge/Audio Exam

You will be required to re-present your ID when you enter the knowledge test room and the skills lab for your skills exam. Please keep your ID with you throughout the 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 **60-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 76% or better to pass the knowledge portion of the exam.

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

NOTE: You will need your TMU© Username or Email and Password to sign in to your knowledge exam. The Knowledge Test Proctor will provide you with a code at the test event to start your test.

- (Please see the information under **'Complete Your TMU© Account'** to sign in to your TMU© account.)

An audio (oral) version of the knowledge exam is available. However, you must request an Audio version of the Knowledge Exam before you submit your testing fee payment. There is an additional fee of \$10 (total for Knowledge AUDIO is \$50) for an Audio version of the knowledge exam. *(See instructions to request an Audio version of the knowledge exam on the next page.)*

Foreign language paper word-for-word translation dictionaries **are allowed** and must be shown to the RN Test Observer at check-in (for both a remotely proctored knowledge test and an on-site test event) and to the Knowledge Test Proctor when you enter the knowledge test room (on-site test event). If there is any writing or definitions, the translation dictionary will not be permitted to be used during the test.

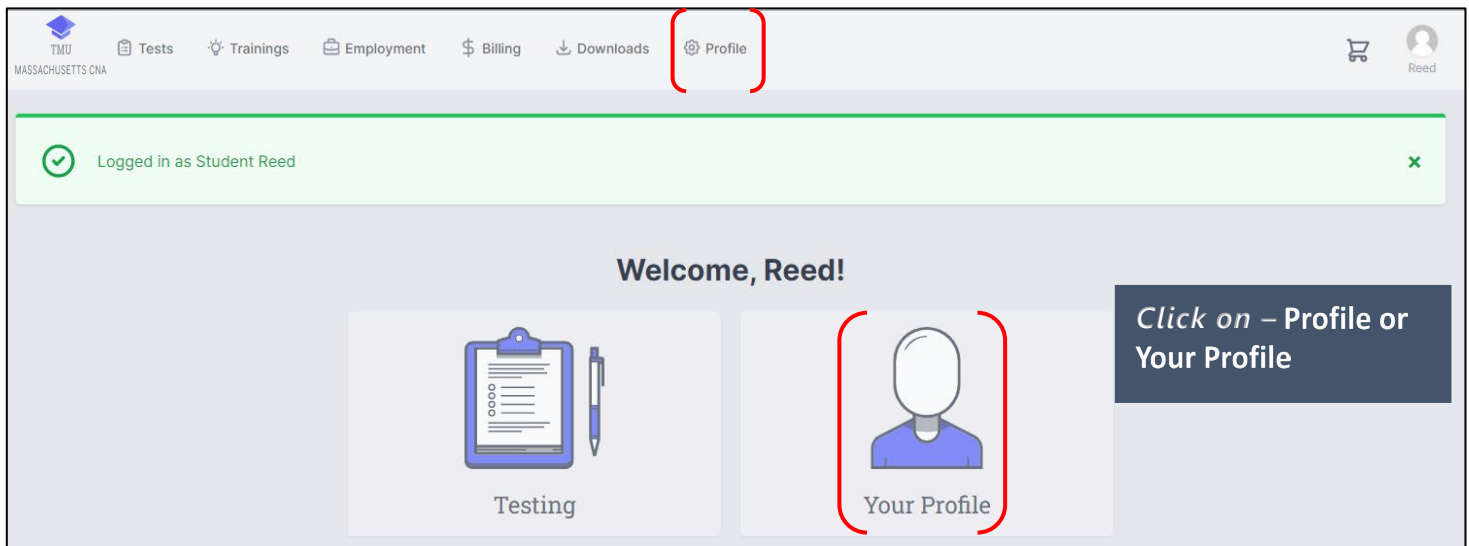
If needed, you may do math calculations on scratch paper provided to you by the KTP. If you need a calculator, please quietly alert the Knowledge Test Proctor; one will be provided.

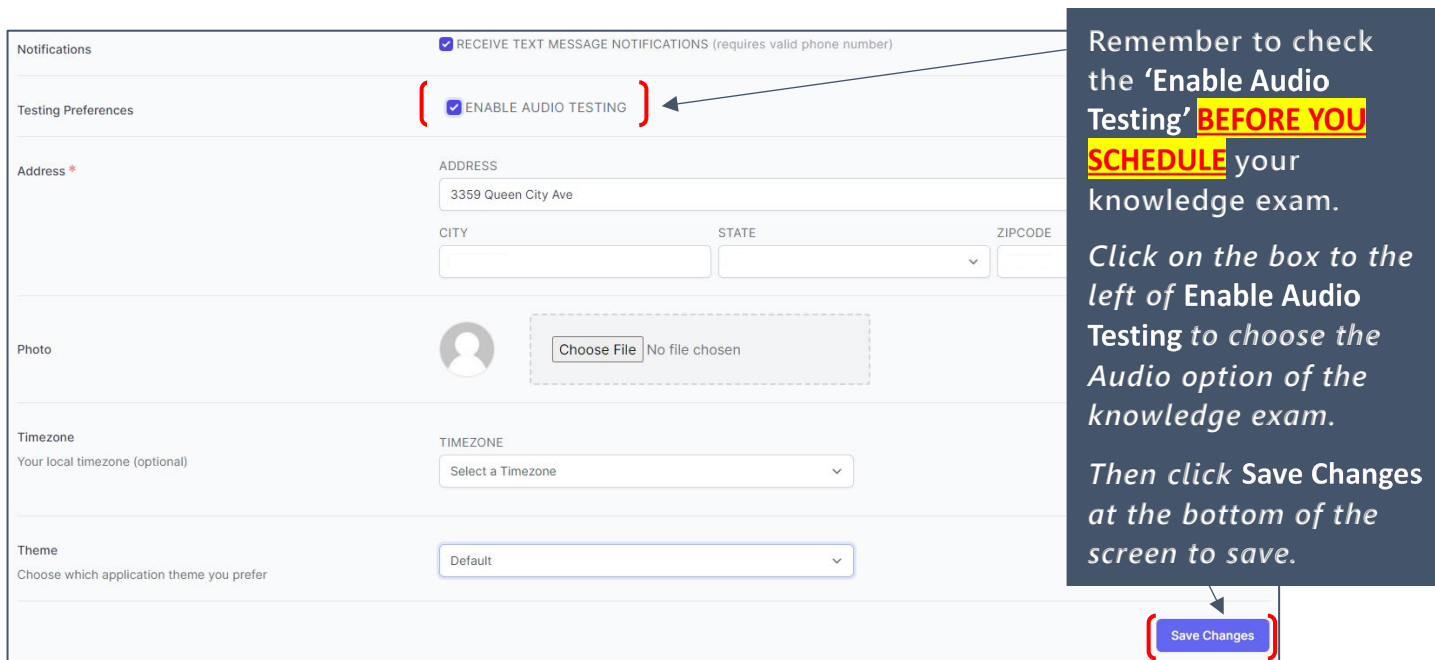
- *Any scratch paper and/or provided calculator must be left with the KTP when done testing.*

Selecting an Audio Version of the Knowledge Exam

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

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






Notifications RECEIVE TEXT MESSAGE NOTIFICATIONS (requires valid phone number)

Testing Preferences **(ENABLE AUDIO TESTING)**

Address * ADDRESS
3359 Queen City Ave
CITY STATE ZIPCODE

Photo  Choose File No file chosen

Timezone Your local timezone (optional) TIMEZONE
Select a Timezone

Theme Choose which application theme you prefer Default

Save Changes

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.

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

Remotely Proctored Knowledge Exam Candidate Requirements

Candidates must have:

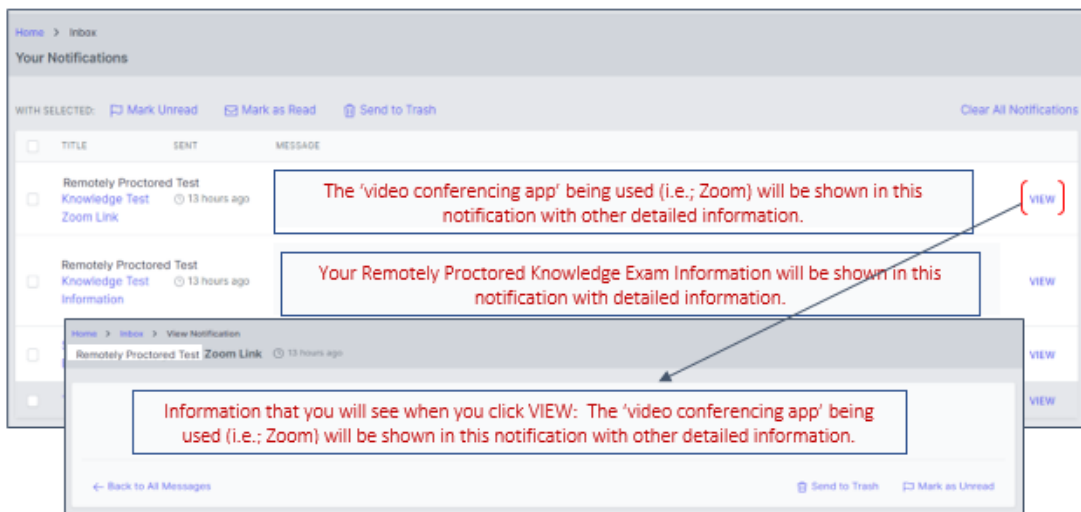
- An updated version of Google Chrome as your Internet browser.
 - **Internet Explorer is not supported by TMU@.**
- A reliable Internet (Wi-Fi) connection.
- A personal computer/tablet/laptop to log into TMU@ to access the knowledge exam.
- **NOTE: You will need your TMU@ Username or Email and Password to sign in to your knowledge exam. The Knowledge Test Proctor will provide you with a code at the test event to start your test.**
- A smartphone to access the 'video conferencing app' (for example, Zoom, etc.) that you will need to have downloaded.
 - An email will be emailed to you and in your notifications (in your TMU@ account) with information about the 'video conferencing app' (for example, Zoom, etc.) you will need before test day.
 - The night before your scheduled remotely proctored knowledge exam, you will be emailed, along with a notification (in your TMU@ account), a reminder with the password-protected link to join the test event.
- A distraction and interruption-free area of your home, etc., where you will be testing.
- If you have selected and paid for the Audio version of the knowledge exam, you will provide your own wired headphones/earbuds (Bluetooth-connected devices are not allowed) to plug into the computer.
 - The questions are read to you in a neutral manner and will be heard through wired headphones or earbuds plugged into the computer.
 - When taking an Audio exam, the audio control buttons will be displayed on the computer screen, enabling you to play, rewind, or pause questions as needed.

Scheduling a Remotely Proctored Knowledge Exam

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

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

See screenshots showing an example of what a notification regarding your remotely proctored knowledge exam will entail:



Remotely Proctored Knowledge Exam Check-In

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

- You will need to show your mandatory forms of identification to the remote Proctor at check-in before starting your remotely proctored knowledge exam. Please see the ‘Identification’ section for specifics.
- You will be required to show your surroundings to the remote Proctor during check-in before starting your remotely proctored knowledge exam.

Remotely Proctored Knowledge Exam Policies

During the remotely proctored knowledge exam, all ‘Testing Policies’ and ‘Security’ measures are adhered to. Please refer to those sections for information.

- The ‘video conferencing app’ (for example, Zoom, etc.) link must be maintained during the entire knowledge exam.
- If the ‘video conferencing app’ (for example, Zoom, etc.) connection is lost, you must immediately reconnect, or you will be disconnected from the test event by the remote Proctor, and your test will be scored as a failed attempt.
- Your device must **not be muted** during testing so that the remote Proctor can hear if there are any distractions or other interruptions during your test. **REMEMBER:** *You need to test in a distraction and interruption-free area just like you would if you were sitting in the knowledge test room at a test site.*
- Please see remotely proctored testing issues information under the ‘No Show Exceptions’ section.
- If needed, you may do math calculations on a piece of scratch paper or with a basic calculator. You will be asked to show both sides of the scratch paper and the basic calculator to the remote Proctor **before** starting your exam.
 - At the end of your exam, you will be asked to show both sides of the scratch paper and the calculator to the remote Proctor **again**. You will then be told you must tear up the scratch paper in view of the remote Proctor and to mute your phone before tearing up the scratch paper.
- Published foreign language word-for-word translation dictionaries **are allowed**.
 - You will need to show the remote Proctor the dictionary during check-in.
 - *Electronic, non-approved language translators or dictionaries that contain writing or definitions **are not allowed**.*
- If you have requested (and paid for) an AUDIO version of the Knowledge Exam, you will need to have wired headphones/earbuds (Bluetooth-connected devices are not allowed) that plug into the computer.

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

Knowledge Exam Content

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

Subject Areas

SUBJECT AREA	NUMBER OF QUESTIONS	SUBJECT AREA	NUMBER OF QUESTIONS
Aging Process and Restorative Care	2	Infection Control	4
Basic Nursing Skills	8	Mental Health	4
Care Impaired	3	Personal Care	4
Communication	5	Resident Rights	6
Data Collection	2	Role and Responsibility	9
Disease Process	7	Safety	6

Self-Assessment Reading Comprehension Exam

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

PASSAGE 1

Paul and Ben are twins. They are identical in features but opposite in personality. Paul likes to wear dark colors. Ben likes to wear bright colors. Paul likes to read quietly. 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 identical
 - a. noses
 - b. shoes
 - c. earrings
 - d. tattoos

PASSAGE 2

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

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

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

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

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

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

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

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

10. The type of book that is yellow is a(n)

- a. dictionary
- b. animal interest
- c. tourist
- d. guidebook

11. Amy believes the book that is the most important is the color

- a. red
 - b. black
 - c. yellow
 - d. blue
-

PASSAGE 3

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

12. Katherine is a

- a. last name
- b. middle name
- c. legal name
- d. nickname

13. The purpose of Katherine's mother sharing the story with Katherine is to

- a. entertain
 - b. persuade
 - c. inform
 - d. describe
-

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

Knowledge Practice Exam

D&SDT-HEADMASTER offers a free knowledge test question of the day and a ten-question online static practice test available on our website at www.hdmaster.com. Candidates may 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 move on to the next question. A first-attempt percentage score and vocabulary feedback are supplied upon completion of the practice test. A list of vocabulary words to study is provided at the end of each test. Single or group purchase plans are available.

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

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

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

The Manual Demonstration Skill Test

- The purpose of the Skill Test is to evaluate your performance when demonstrating DPH-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 check-in.
- Be sure you understand all instructions you read while in the waiting area before you begin your skill task demonstrations. You may not ask questions once the Skill Test begins and the timer starts. Once the Skill Test begins, the RN Test Observer may not answer questions.
- Each of your randomly selected three (3) or four (4) tasks will have scenarios associated with them. The 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 when 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

If your skill test includes a skill task that requires recording a count or measurement, the RN test observer will provide a recording form similar to the one displayed below.

RECORDING FORM →

Candidate's Name: _____	
PLEASE PRINT	
PULSE: _____ <i>beats</i>	RESPIRATIONS: _____ <i>breaths</i>
URINE OUTPUT: _____ ml	
GLASS 1: _____	
GLASS 2: _____	
TOTAL FLUID INTAKE: _____ ml	FOOD INTAKE: _____ %
Candidate's Signature: _____	

Skill Test Tasks

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

- Assist 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]
- Donn Gown and Gloves, Empty a Urinary Drainage Bag, Measure and Record Urine Output, and Remove Gown and Gloves with Hand Washing
- Perineal Care for a Female with Hand Washing [DEMONSTRATED ON A MANIKIN]

Note: Hand washing with soap and water is embedded in each of the mandatory tasks and must be demonstrated at the end of each mandatory task.

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 in the skill task for the RN Test Observer. **The steps will be performed on a live resident actor for all but two of the tasks; the catheter care for a female and the perineal care for a female will be done 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, there will always be one of the first mandatory tasks to start each Skill Test. You will receive one of the tasks you failed (if you failed more than one task, the computer will randomly draw which task you failed to retest on) and one or two other tasks 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.

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

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

1. Perform hand hygiene.
 - a. Cover all surfaces of 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 the stocking down inside out to at least the heel.
7. Place the foot of the stocking over the resident's toes, foot, and heel.
8. Roll -or- pull the top of the stocking over the resident's foot, heel, and up the leg.
9. Check toes for possible pressure from stocking.
10. Adjust stocking as needed.
- 11. Leave the resident with a stocking that is smooth/wrinkle-free.**
12. Lower bed.

13. Place the call light or signaling device within easy reach of the resident.
14. Maintain respectful, courteous interpersonal interactions at all times.
15. Perform hand hygiene.

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

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

(One of the possible first mandatory tasks.)

-EMBEDDED HAND WASHING ADDED-

1. Perform hand hygiene.
 - a. Cover all surfaces of 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/fracture pan safely and correctly. (Pan not upside down, is centered, etc.)
6. Raise the head of the bed to a comfortable level.

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

CATHETER CARE FOR A FEMALE RESIDENT WITH HAND WASHING

(One of the possible first mandatory tasks.)

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

1. Perform hand hygiene.

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

DENTURE CARE – CLEANING UPPER OR LOWER DENTURE

-WITHOUT MOUTH CARE-

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

DONN GOWN AND GLOVES, EMPTY A URINARY DRAINAGE BAG, MEASURE AND RECORD URINE OUTPUT, AND REMOVE GOWN AND GLOVES WITH HAND WASHING

(One of the possible first mandatory tasks.)

~~EMBEDDED HAND WASHING ADDED~~

1. Perform hand hygiene.
 - a. Cover all surfaces of 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 the gown at the waist, making sure that the back flaps cover the clothing as completely as possible.
7. Put on gloves.
8. Ensure the cuffs of the gloves overlap the cuffs of the gown.
9. Explain the procedure to the resident.
10. Provide for resident's privacy.
11. Place a barrier on the floor under the drainage bag.
12. Place the graduate on the previously placed barrier.
13. Open the drain to allow the urine to flow into the graduate until the bag is completely empty.
14. Avoid touching the graduate with the tip of the tubing.

15. Close the drain.
16. Wipe the drain with an alcohol wipe AFTER emptying the drainage bag.
17. Place the graduate on a level, flat surface.
18. With the graduate at eye level, measure output.
19. Empty the graduate into the designated toilet/commode.
20. Rinse equipment, emptying rinse water into the designated toilet/commode.
21. Return equipment to storage.
22. Record the output in mls on the previously signed recording form.
- 23. The candidate's recorded measurement is within 25mls of the RN Test Observer's measurement.**
24. Place the call light or signaling device within easy reach of the resident.
25. Maintain respectful, courteous interpersonal interactions at all times.
26. Remove gloves before removing the gown OR, with gloves on, pull/pop the gown off by pulling on the front of the gown.
27. Remove gloves by turning them inside out and folding one glove inside the other, or pull/pop the gown from the neck, always keeping gloved hands on the outside (contaminated) portion of the gown.
28. Do not touch the outside of the gloves with your bare hand at any time OR work gown down the arms from the neck and roll the gown inside out as it is removed.
29. Dispose of the gloves in the appropriate container without contaminating yourself, OR peel the gloves off, keeping them inside out and rolled up inside the gown.
30. Unfasten the gown at the waist with bare hands if not using an alternate method of removal.
31. Unfasten the gown at the neck with bare hands if not using an alternate method of removal.
32. Remove the gown by folding/rolling the soiled area to the soiled area **with either method of removal**.
33. The candidate's bare hands never touch the soiled surface of the gown.
34. With either method of removal, dispose of the gown in an appropriate container without contaminating yourself.
35. Turn on water.
36. Wet hands and wrists thoroughly.
37. Apply soap to hands.
38. Rub hands together using friction with soap.
- 39. Scrub/wash hands together for at least twenty (20) seconds with soap.**
40. Scrub/wash with interlaced fingers pointing downward with soap.
41. Wash all surfaces of hands with soap.
42. Wash wrists with soap.
43. Clean fingernails by rubbing fingertips against the palm of the opposite hand.
44. Rinse fingers, hands, and wrists thoroughly under running water with fingers pointed downward.
45. Starting at the fingertips, dry fingers, hands, and wrists with a clean paper towel(s).
46. Discard paper towel(s) to trash container as used.
47. Turn off the faucet with a clean, dry paper towel and discard it in the trash container as used, or use the elbow or knee/foot control to turn off the faucet.
- 48. Do not re-contaminate hands at any time during the hand washing procedure.** *(For example, do not touch the sides of the sink during the procedure or crumple up the paper towel used to turn off the faucet with both hands before discarding it.)*

DRESS A RESIDENT WITH AN AFFECTED (WEAK) SIDE

-SHIRT, PANTS AND SOCKS-

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 the resident covered while removing the gown.
6. Remove the gown from the unaffected side first.
7. Place the soiled gown in the designated laundry hamper.
8. Dress the resident in a button-up shirt. Insert 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 their buttocks or turn the resident from side to side and draw the pants over the buttocks and up to the resident's waist.
11. Put on the resident's socks. Draw the socks up the resident's foot until they are smooth.
12. Leave the resident comfortably/properly dressed (pants pulled up to the waist front and back and shirt completely buttoned).
13. Lower bed.
14. Place the call light or signaling device within easy reach of the resident.
15. Maintain respectful, courteous interpersonal interactions at all times.
16. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.

FEED A DEPENDENT RESIDENT

-WITH THE RESIDENT IN THE BED-

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 the resident to state the name and verify that the name matches the name on the diet card.
- 4. Position the resident in an upright, sitting position BEFORE feeding, at least 75-90 degrees.**
5. Protect clothing from soiling by using a napkin, clothing protector, or towel.
6. Provide hand hygiene for the resident BEFORE feeding. (*Candidate may use a disposable wipe and dispose of it in a trash can –or– wash resident's hands with soap and a wet washcloth –or– they may rub hand sanitizer over all surfaces of the resident's hands until dry.*)
7. Ensure the resident's hands are dry BEFORE feeding. (If a wet washcloth with soap was used, the candidate will need to dry the resident's hands. If a disposable wipe or hand sanitizer was used, the hands must be dry.)
8. Place soiled linen in the designated laundry hamper or dispose of disposable wipes in the trash container if used.
9. Sit in a chair, facing the resident, while feeding the resident.
10. Describe the food and fluid being offered to the resident.
11. Offer each fluid frequently.
12. Offer small amounts of food at a reasonable rate.
13. Allow resident time to chew and swallow.
14. Wipe the resident's hands and mouth AFTER feeding the resident.

15. Remove the clothing protector and place it in the designated laundry hamper. If a napkin is used, dispose of it in a trash container.
16. Leave the resident sitting upright in bed with the head of the bed set up to at least 45 degrees.
- 17. Record intake as a percentage of total solid food eaten on the previously signed recording form.**
18. The candidate's calculation must be within 25 percentage points of the RN Test Observer's.
- 19. Record estimated intake as the sum total fluid consumed in ml's on the previously signed recording form.**
20. The candidate's calculation must be within 60mls of the RN Test Observer's.
21. Place the call light or signaling device within easy reach of the resident.
22. Maintain respectful, courteous interpersonal interactions at all times.
23. Perform hand hygiene.
 - a. Cover all surfaces of 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 a basin with comfortably warm water.
4. Remove a sock from the resident's (right/left) foot. *(The scenario read to you will specify right or left.)*
5. Immerse the resident's foot in warm water.
 - a. *Verbalize the 5 to 20 minutes of soaking time after you begin soaking the foot.*
 - b. *Once the 5 to 20-minute soaking time is verbalized, the RN Test Observer acknowledges the stated time and says, "You may continue with your demonstration now."*
6. Use water and a soapy washcloth.
7. Wash entire foot.
8. Wash between toes.
9. Rinse entire foot.
10. Rinse between toes.
11. Dry foot thoroughly.
- 12. Dry thoroughly between toes.**
13. Apply lotion to the top and bottom of the foot.
14. Avoid getting lotion between the resident's toes.
15. If any excess lotion is on the foot, wipe with a towel/washcloth.
16. Replace the sock on the resident's foot.
17. Empty, rinse, dry, and return equipment to storage.
18. Place soiled linens in the designated laundry hamper.
19. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry
20. Place the call light or signaling device within easy reach of the resident.
21. Maintain respectful, courteous interpersonal interactions at all times.

MAKE AN OCCUPIED BED

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

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

MOUTH CARE—BRUSH 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 the resident's chest with a towel to prevent soiling.
5. **Put on gloves BEFORE cleaning the resident's mouth.**
6. Wet the toothbrush and apply a small amount of toothpaste.
7. Gently brush the inner surfaces of the resident's upper and lower teeth.
8. Gently brush the outer surfaces of the resident's upper and lower teeth.
9. Gently brush the chewing surfaces of the resident's upper and lower teeth.
10. Gently brush the resident's tongue.
11. Assist the resident in rinsing the mouth.
12. Wipe the resident's mouth.

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

NAIL CARE ONE HAND

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
2. Explain the procedure to the resident.
3. Fill a basin with warm water.
4. Immerse right/left hand nails in warm water. (The scenario read to you will specify right or left.)
 - a. *Verbalize the 'at least 5 minutes' soaking time after you begin soaking the nails.*
 - b. *Once the at least 5 minutes of soaking time is verbalized, the RN Test Observer acknowledges the stated time and says, "You may continue with your demonstration now."*
5. Dry hand thoroughly.
6. Specifically dry between the fingers.
7. Gently clean under the resident's nails with an orange stick.
8. Gently push the resident's cuticles back with a towel or washcloth.
9. File each fingernail.
10. Empty, rinse, dry, and return equipment to storage.
11. Place soiled linen in the designated laundry hamper.
12. Place the call light or signaling device within easy reach of the resident.
13. Maintain respectful, courteous interpersonal interactions at all times.
14. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.

PASSIVE RANGE OF MOTION EXERCISES 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 the resident's leg toward the body.
 - a. *Adduction*
9. Gently complete abduction and adduction of the hip at least three times.
10. Continue to 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. The candidate must ask at least once during the PROM exercise if there is/was any discomfort/pain.**
16. Lower bed.
17. Place the call light or signaling device within easy reach of the resident.
18. Maintain respectful, courteous interpersonal interactions at all times.
19. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.

PASSIVE RANGE OF MOTION EXERCISES FOR ONE 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 or upper arm and the other hand under the resident's wrist.
7. Gently raise the resident's straightened arm up and over the resident's head to ear level.
 - a. *Flexion*
8. Gently bring the resident's arm back down to the side of the resident's body.
 - a. *Extension*
9. Gently complete flexion and extension of the shoulder at least three times.
10. Continue to correctly support shoulder joints by placing one hand under the resident's elbow or upper arm and the other hand under the resident's wrist.
11. Gently move the resident's entire arm away from the side of the resident's body to shoulder level.
 - a. *Abduction*
12. Gently return the resident's arm to the side of the resident's body.
 - a. *Adduction*
13. Gently complete abduction and adduction of the shoulder at least three times.

14. Do not force any joint beyond the point of free movement.
- 15. The candidate *must ask* at least once during the PROM exercise if there is/was any discomfort/pain.**
16. Lower bed.
17. Place the call light or signaling device within easy reach of the resident.
18. Maintain respectful, courteous interpersonal interactions at all times.
19. Perform hand hygiene.
 - a. Cover all surfaces of 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.)

-EMBEDDED HAND WASHING ADDED- [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 a basin with comfortably warm water.
5. Raise bed height.
6. Put on gloves.
7. Turn the resident or raise hips and place a waterproof pad under the resident's buttocks.
8. Expose the perineal area only.
9. Separate labia. *(It is helpful if you verbalize separating labia as you demonstrate separating labia.)*
10. Use water and a soapy washcloth (no peri-wash or no-rinse soap allowed).
11. Clean one side of the labia from front to back.
12. Use a clean portion of the washcloth, and clean the other side of the labia from front to back.
- 13. Use a clean portion of the washcloth, and clean the vaginal area from front to back.**
14. Use a clean washcloth and rinse from one side of the labia from front to back.
15. Use a clean portion of the washcloth, and rinse the other side of the labia from front to back.
16. Use a clean portion of the washcloth, and rinse the vaginal area from front to back.
17. Pat dry.
18. Assist the resident (manikin) in turning sideways away from the candidate toward the center of the bed.
 - a. *RN Test Observer may help hold the manikin on their 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 and rinse the rectal area from front to back.
23. Use a clean portion of the washcloth with any stroke.
24. Pat dry.
25. Safely remove the waterproof pad from under the resident's buttocks.
26. Position resident on their back.
27. Place soiled linen in the designated laundry hamper.
28. Empty, rinse, dry, and return equipment to storage.
29. Remove gloves, turn them inside out as they are removed, and dispose in a trash container.
30. Lower bed.

31. Place the call light or signaling device within easy reach of the resident.
32. Maintain respectful, courteous interpersonal interactions at all times.
33. Turn on water.
34. Wet hands and wrists thoroughly.
35. Apply soap to hands.
36. Rub hands together using friction with soap.
- 37. Scrub/wash hands together for at least twenty (20) seconds with soap.**
38. Scrub/wash with interlaced fingers pointing downward with soap.
39. Wash all surfaces of your hands with soap.
40. Wash wrists with soap.
41. Clean fingernails by rubbing fingertips against the palm of the opposite hand.
42. Rinse fingers, hands, and wrists thoroughly under running water with fingers pointed downward.
43. Starting at the fingertips, dry fingers, hands, and wrists with a clean paper towel(s).
44. Discard paper towel(s) to trash container as used.
45. Turn off the faucet with a clean, dry paper towel and discard the paper towel to the trash container as used, or use elbow or knee/foot control to turn off the faucet.
- 46. Do not re-contaminate hands at any time during the hand washing procedure.** *(For example, do not touch the sides of the sink during the procedure or crumple up the paper towel used to turn off the faucet with both hands before discarding it.)*

POSITION A DEPENDENT RESIDENT IN BED ON THEIR SIDE

1. Perform hand hygiene.
 - a. Cover all surfaces of 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 the bed flat.
5. Raise bed height.
- 6. Direct the RN Test Observer to stand on the side of the bed opposite the working side or raise the side rail opposite the working side of the bed to provide safety.**
7. From the working side of the bed – gently move the resident's upper body toward self.
8. From the working side of the bed – gently move the resident's hips toward self.
9. From the working side of the bed – gently move the resident's legs toward self.
10. Gently assist/turn the resident to slowly roll onto the correct side that the RN Test Observer read to the candidate in the scenario at the start of the task.
11. Place or adjust the pillow under the resident's head for support.
12. Reposition the resident's arm and shoulder so that the resident is not lying on the arm.
13. Place the support device under the resident's upside arm.
14. Place the support device behind the resident's back.
15. Place the support device between the resident's knees.
16. Lower bed.
17. Place the call light or signaling device within easy reach of the resident.
18. Maintain respectful, courteous interpersonal interactions at all times.
19. Perform hand hygiene.
 - a. Cover all surfaces of 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 the resident in putting on non-skid shoes/footwear.
6. Adjust the bed height to ensure that the resident's feet are flat on the floor when the resident is sitting on the edge of the bed.
- 7. Lock bed brakes to ensure resident's safety.**
- 8. Lock wheelchair brakes to ensure resident's safety.**
9. Bring the resident to a sitting position.
10. Place a gait belt around the resident's waist to stabilize the trunk.
11. Tighten gait belt.
12. Check the gait belt for tightness by slipping fingers between the gait belt and the resident.
13. Position the wheelchair arm/wheel touching the side of the bed.
14. Face the resident.
15. Grasp the gait belt on both sides with an upward grasp.
16. Bring the resident to a standing position.
17. Assist the resident to pivot in a controlled manner that ensures safety.
18. Lower the resident into the wheelchair in a controlled manner that ensures safety.
19. Remove gait belt.
20. Place the call light or signaling device within easy reach of the resident.
21. Maintain respectful, courteous interpersonal interactions at all times.
22. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.

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

-PULSE AND RESPIRATIONS COMBINED-

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 the thumb side of the resident's wrist.
4. Count the resident's radial pulse for one full minute.
 - a. *Tell the RN Test Observer when you start counting and tell them when you stop counting.*
- 5. Record the resident's radial pulse rate reading on the previously signed recording form.**
6. The candidate's recorded radial pulse rate is within 8 beats of the RN Test Observer's recorded rate.
7. Count the resident's respirations for one full minute.
 - a. *Tell the RN Test Observer when you start counting and tell them when you stop counting.*
- 8. Record the resident's respiration reading on the previously signed recording form.**
9. The candidate's recorded respiratory rate is within 4 breaths of the RN Test Observer's recorded rate.

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

Knowledge Exam Vocabulary List

abandonment	bed height	choking
abdominal thrust	bed making	chronic
abductor wedge	bedrest	circulation
abnormal vital signs	behavior	circulatory system
absorption	behavioral care plan	cleaning
abuse	beliefs	clear liquid diet
accidents	biohazard	clergy
activities	bleeding	cold pack
acute	blindness	colostomy
adaptive	blood pressure	colostomy care
ADL	body alignment	coma
admission	body fluid	combative resident
admitting resident	body language	communicable
affected side	body mechanics	communication
aging process	body temperature	conduct
agitation	bone loss	confidentiality
Alzheimer's	bowel program	conflict
ambulation	brain stem	confused resident
angina	breathing	congestive heart failure
anterior	burnout	constipation
anti-embolic (compression) stocking	call light	contracture
anxiety	cancer	converting measures
aphasia	cardiac arrest	COPD
arthritis	cardiovascular system	coughing excessively
aspiration	care impaired	CPR
assault	care plan	cultural
assistive device	care planning	culture
atrophy	cataract	CVA
authorized duty	catheter	dangling
basic needs	catheter care	de-escalation
bath water temperature	cc's in an ounce	death and dying
bathing	central nervous system	deeper tissue
bed cradle	chain of command	dehydration
	charge nurse	delegation

demanding resident	fasting	in-service programs
dementia	feces	incontinence
denture care	feeding	indwelling catheter
dentures	fire	infection
dependability	fire safety	infection control
developmental disability	first aid	initial observations
diabetes	flatus	insomnia
diastolic	Foley catheter	intake
diet	foot care	intake and output (I&O)
dietitian	foot drop	interpersonal skills
digestion	fractures (broken bones)	invasion of privacy
dirty linen	fraud	isolation
discharging resident	frayed cord	isolation precautions
disease	gait belt	IV care
disease process	gastric feedings	jaundice
disinfection	gastrostomy tube	job description
disoriented	geriatrics	lactose intolerance
disposing of	gestures	lift/draw sheet
contaminated materials	gifts	linen (sheets, towels, etc.)
disrespect	gloves	log rolling
dizziness	grieving process	loose teeth
DNR	group settings	male perineal care
documentation	hair care	masturbation
domestic abuse	hand care	measuring height
dressing	hand tremors	measuring temperature
dry skin	hand washing	mechanical lift
dying	health-care team	medical record
dyspnea	hearing aid	medications
dysuria	hearing impaired	memory loss
edema	hearing loss	mental health
elastic (compression)	heart muscle	mentally impaired
stockings	Heimlich maneuver	microorganism
elimination	helping residents	military time
emesis	hemiplegia	mistakes
emesis basin	HIPAA	mobility
emotional abuse	HIV	mouth care
emotional needs	hormones	moving
emotional stress	hospice	Multiple Sclerosis
emotional support	hyperglycemia	muscle spasms
empathy	hypertension	musculoskeletal
essential behaviors	hyperventilation	nail care
ethics	immobility	nasal cannula
eyeglasses	impaired	neglect
falls	in-house transfer	non-contagious disease

NPO	prostate gland	rotation
nurse aide's role	prosthesis	safety
nutrition	prosthesis	safety procedures
objective	psychological needs	sanitizer
objective data	psychosocial	scale
occupied bed	pulse	secretions
ombudsman	quadriplegia	seizure
oral care	quality of life	self-esteem
oral hygiene	RACE (acronym)	sexual abuse
oral temperature	radial	sexual harassment
orientation	range of motion	sexual needs
oriented	reality orientation	shampoo tray
orthostatic hypotension	rectal	sharing information
osteoporosis	regulation	sharps container
ostomy bag	rehabilitation	shaving
output	religious service	skin observation
overbed table	reminiscing	smoking
oxygen	renewal	social needs
oxygen use	reporting	social worker
palliative care	reposition	soiled linen
paralysis	resident abuse	specimen
paranoia	resident belongings	spiritual/religious needs
Parkinson's	resident independence	standard precautions
passive	resident pictures	stealing
patience	resident right	stethoscope
perineal care	resident treatment	stress
personal care	resident trust	stroke
personal items	Resident's Bill of Rights	subjective
personal protective equipment (PPE)	resident's chart	subjective data
personal values	resident's families	sundowning
pet therapy	resident's room	supplemental feedings (snacks, Ensure, Boost, etc.)
phone etiquette	residents	suprapubic
physical needs	respectful treatment	survey
physical therapist	respiration	swelling
physician's authority	respiratory symptoms	tachycardia
plaque	respiratory system	telephone etiquette
plate rim	responding to resident's behavior	temperature
positioning	responsibility	tendons
precautions	restorative care	terminal illness
pressure ulcer/injury	restraint	terminology
preventing falls	resuscitation	thickened liquids
privacy	rights	threatening resident
pronation	risk factor	

Massachusetts Nurse Aide Candidate Handbook

tips
toenails
toileting schedule
transfer belt
transfers
transporting food
transporting linens
tub bath
tubing
twice daily
tympanic
tympanic temperature

unaffected
unconscious
unsteady
urethral
urinary catheter bag
urinary system
urinary tract
urination
validation therapy
vision change
vital signs
vocabulary

vomitus
walker
wandering resident
water faucets
weakness
weighing
weight
well-being
wheelchair safety
withdrawn resident

Notes:
