



**D&S Diversified Technologies LLP**

**Headmaster LLP**

# **Arkansas Nurse Aide Candidate Handbook**

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**Version 8**

Spanish version of the Knowledge Exam information (Page 6 and 31).

# Arkansas Nurse Aide Candidate Handbook

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## Introduction

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

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

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

Arkansas Department of Human Services (DHS) has approved D&S Diversified Technologies (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 the [Arkansas webpage](#). The information in this handbook will help you prepare for your examination.

## Military Member Licensure

### A 'uniformed service member' means:

- An active or reserve component member of the United States Air Force, United States Army, United States Coast Guard, United States Marine Corps, United States Navy, United States Space Force or National Guard
- An active component member of the National Oceanic and Atmospheric Commissioned Office Corps
- An active or reserve component member of the United States Commissioned Corps of the Public Health Service

### A 'uniformed service veteran' means:

- A former member of the United States uniformed services discharged under conditions other than dishonorable.

## Military Members: Initial Nurse Aide Licensure Routes

### UNIFORMED SERVICE MEMBER/VETERAN CRITERIA TO WAIVE NURSE AIDE CERTIFICATION EDUCATION

To qualify to waive nursing assistant certification education and be eligible to apply to take the Arkansas nurse aide competency exam for certification as a nurse aide in Arkansas, you must be:

- A uniformed service member; or
- A uniformed service veteran who makes an application within one (1) year of your discharge from uniformed service.

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You will need to provide proof of service documentation. Proof of service documentation includes:

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

You will need to show proof of military occupational training or a service-issued credential toward nurse aide licensure qualifications or requirements and experience in health care in a nursing-related capacity (i.e.: Medical Specialist, Healthcare Specialist, Hospital Corpsman).

You are required to provide relevant and applicable documentation that you have completed at least 90 hours of military health care education, training or service-issued credential toward nurse aide qualifications or requirements, as evidenced by military records. The documentation can include official training documents.

Documentation of military health care training includes:

- *Official military health care education, training or service-issued credential toward nurse aide qualifications or requirements documents.*

You will need to fill out the [AR Military Waiver Form](#) found on the D&SDT-HEADMASTER Arkansas webpage at [www.hdmaster.com](http://www.hdmaster.com), and submit the required proof of service and military health care education, training or service-issued credential toward nurse aide qualifications or requirements documents. Once received by D&SDT-HEADMASTER, your request will be expedited and you will receive priority of service on test day (see below). You will be required to take both the knowledge and the skills exams.

### MILITARY SPOUSE APPLYING TO TAKE THE ARKANSAS NURSE AIDE COMPETENCY EXAM

If you are a spouse of a uniformed service member (see qualifications below) applying to take the Arkansas nurse aide competency exam, you will need to have:

- Completed an Arkansas approved training program, or
- Completed a training program of at least 90 hours in another state but have not successfully completed a nurse aide competency exam that is the same or substantially similar to the Arkansas examination (please see information under ‘Out-of-State Reciprocity Process’), or
- Qualified for training as a currently enrolled student nurse (SN) or graduate nurse (GN), please see information under ‘Student Nurse/Graduate Nurse Training’.

You will be required to successfully complete the Arkansas competency examination within one (1) year of your successfully completion of an Arkansas approved training program or of your documented completion of comparable training. You will be required to take both the knowledge and skills exams. Your request will be expedited and you will receive priority of service on test day.

Qualifications as a spouse of a uniformed service member:

- *The spouse of a uniformed service member or veteran who resides in or establishes residency in the State of Arkansas;*
- *The spouse of a uniformed service member who is assigned a tour of duty that excludes the uniformed service member’s spouse from accompanying the uniformed service member and the spouse relocates to the State of Arkansas;*
- *Or the spouse of a uniformed service member who is killed or succumbs to their injuries or illness in the line of duty, if the spouse establishes residency in the State of Arkansas.*

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You will also need to fill out the [AR Military Spouse Expedited Application to Test Form](#) found on the D&SDT-HEADMASTER Arkansas webpage at [www.hdmaster.com](http://www.hdmaster.com), and submit the required military member proof of service.

### Priority of Service on Test Day for Military Members

If you qualify to test under one of the applicable means listed above, you are eligible to receive priority of service on testing day.

You must meet all the required qualifications listed above and you must provide the following additional proof of service documentation to the RN Test Observer at check-in on test day:

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

### Eligibility Requirements for Expedited Nurse Aide Licensure for Military Members

**NOTE:** You will need to follow the steps needed to complete your request for placement on the ARNAR and submit the required completed forms and documentation found under the **'Nurse Aide Registry Requirements'** section:

- Registry Maintenance
- Registry Renewal
- Registry Reciprocity
- Student Nurse/Graduate Nurse Training

Applicability for expedited nurse aide licensure applies to the following members who complete one of the eligibility routes listed under the **'Nurse Aide Registry Requirements'** section, submit the applicable completed forms and provide images/copies of the applicable required documentation:

- A uniformed service member stationed in the State of Arkansas;
- A uniformed service veteran who resides in or establishes residency in the State of Arkansas;
- The spouse of a uniformed service member or veteran who resides in or establishes residency in the State of Arkansas;
- The spouse of a uniformed service member who is assigned a tour of duty that excludes the uniformed service member's spouse from accompanying the uniformed service member and the spouse relocates to the State of Arkansas;
- Or the spouse of a uniformed service member who is killed or succumbs to his or her injuries or illness in the line of duty, if the spouse establishes residency in the State of Arkansas.

If you qualify under one of the applicable means listed above, once D&SDT-HEADMASTER receives your applicable correctly completed forms and documentation, the processing of your request for licensure in the State of Arkansas will be expedited.

You must fill out the [AR Military Expedited Licensure Form](#) available on the D&SDT-HEADMASTER Arkansas webpage at [www.hdmaster.com](http://www.hdmaster.com) and provide an image/copy of your proof of service documentation.

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### Nurse Aide Registry Requirements

The Arkansas Nurse Aide Registry (ARNAR) lists the name of nurse aides who, through training, testing and experience meet federal and/or state requirements to work as a nurse aide in Arkansas. The Registry includes substantiated findings of nurse aide abuse, neglect, misappropriation of resident property, or exploitation involving a nurse aide at a DHS 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 ARNAR. A newly trained nurse aide candidate must successfully pass both the knowledge and skills exams within one (1) year of successfully completing a training program. Review the Nurse Aide Competency Exam section below to help prepare for the exam.

### Registry Maintenance

Once placed on the Arkansas Registry, it is your responsibility to maintain your demographic information so that renewal notifications/alerts can be delivered to you in a timely manner. You must renew electronically by signing in to your TMU© account at [ar.tmutest.com](http://ar.tmutest.com). Use your Email or Username and Password to sign in. If you are new to the system or have forgotten your password, refer to the 'Forget my Password?' section in this handbook to reset your password. If you need assistance signing in to your TMU© account, call D&SDT-HEADMASTER at (888)401-0462. Renewal reminders are emailed to your TMU© account email address of record and/or texted to your SMS capable phone, so it is important to keep your contact information up to date.

**Note:** Renewal notifications/alerts are sent 60 days before your certification expiration date via email and text message. No renewal certifications are sent via USPS mail. It is important to keep your TMU© demographic information updated to receive your renewal notification.

You can check your registry status at any time, update your address and phone number and check your eligibility expiration date from any Internet capable device.

Registry name changes (marriage/divorce, etc.) must be verified with appropriate documentation. Copies of documentation must be emailed ([arkansas@hdmaster.com](mailto:arkansas@hdmaster.com)), faxed (406)442-3357, or mailed to D&SDT-HEADMASTER, P.O. Box 6609, Helena, MT 59604.

### 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.

To renew, sign in to your TMU© account at [ar.tmutest.com](http://ar.tmutest.com) and list your work hours and where you were employed. An email verification link will be sent to the employer contact you choose from the list of employers. When the employer verifies your work experience, your eligibility will be extended an additional 24 months. Under federal regulations, a nurse aide becomes ineligible for employment if they do not perform at least 8 hours of nursing related services for pay in a health care setting during a period of 24 consecutive months. To reestablish employment eligibility on the ARNAR, you must successfully pass both components of the approved

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Arkansas nurse aide competency examination. Contact D&SDT-HEADMASTER for authorization to schedule the competency test to regain employment eligibility status.

### Registry Reciprocity

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

#### Out-of-State Reciprocity Process

There are multiple methods by which you may be eligible for placement on the ARNAR via the out-of-state registry process. In any case, you must be current and in good standing on a nurse aide registry in a state other than Arkansas to be considered.

To apply for reciprocity placement on the ARNAR, you must complete an Out-of-State reciprocity form [9110AR](#). You may fill out an Out-of-State reciprocity form [9110AR](#) by browsing to the D&SDT-HEADMASTER's [Arkansas webpage](#) and clicking on the [Out-of-State Registry Reciprocity Form 9110AR](#).

Once your completed application, processing fee and all required documentation has been received, D&SDT-HEADMASTER staff will determine if you are eligible to be added to the Arkansas Nurse Aide Registry. You must have a valid email address in order to receive your TMU© login user name and temporary password. You may check your listing on the Arkansas Nurse Aide Registry at [ar.tmutest.com](#). Any personal information entered into TMU© will only be used to determine whether you can work as a nurse aide in Arkansas. Failure to provide complete and accurate information during the reciprocity determination process may delay or even prevent you from being listed on the ARNAR.

- If you have successfully passed a nurse aide competency exam that is the same or substantially similar to the Arkansas competency examination within one (1) year of completing your training program, **your name may be placed on the ARNAR**. You must have a valid email address in order to receive a username and temporary password. Once you have received your username and password, you must log into TMU© at [ar.tmutest.com](#) to verify all your Arkansas registry information and this is where you will renew your registry listing every 24 months with good and sufficient Nursing Assistant work in Arkansas.

### Out-of-State Training Waiver Application

#### Requirements

If you are a nurse aide candidate from another state who has completed a training program of at least 90 hours but have not successfully completed a nurse aide competency exam that is the same or substantially similar to the Arkansas examination, you will be required to successfully complete the Arkansas competency examination within one (1) year of your documented completion of comparable training.

To apply for an out-of-state training waiver, you must complete the Out-of-State Training Waiver Application. The [Out-of-State Training Waiver Application](#) (click link) or can be found at [ar.tmutest.com/apply](#) and clicking on the Out-of-State Training Waiver Application. You must have a valid email address in order to receive a user name and temporary password. Once you have received your username and password you must log into TMU© at [ar.tmutest.com](#) and pick a test event and location of your choosing. Upon passing both the knowledge and skill exams within three attempts your name will be placed on the ARNAR.

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### Student Nurse / Graduate Nurse Training

#### Requirements

RN or LPN students who have finished the basic nursing course (Introduction to Nursing, Fundamentals of Nursing, etc.) must provide a copy of their school transcript/document showing successful completion of the basic nursing course in order to qualify to take the state competency test. To apply for a Student Nurse/Graduate Nurse Training waiver, you must complete the [Nursing Student or RN Candidate Examination Application](#) (click link), or go to [ar.tmptest.com/apply](http://ar.tmptest.com/apply) and clicking on the Nursing Student or RN Candidate Examination Application.

### Americans with Disabilities Act (ADA)

#### ADA Compliance

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

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

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

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

### The Arkansas Nurse Aide Competency Exam

#### Payment Information

Exam Description	Price
Knowledge Exam or Retake	\$30
Knowledge Exam- Spanish Version or Retake	\$30
Audio Version of Knowledge Exam or Retake	\$40
Audio Spanish Version of Knowledge Exam- or Retake Spanish Version	\$40
Skill Test or Retake	\$95

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### ARKANSAS DEPARTMENT OF HUMAN SERVICES (DHS) FUNDING OF TESTING FEE

DHS is responsible to pay the test fee for individuals who are employed by a Medicaid certified nursing facility or those individuals that have a commitment (letter of intent) to be employed in a Medicaid certified nursing facility. Letters of intent to hire from Medicaid certified nursing facilities must be dated within 12 months immediately preceding the date of the application to take the test.

Independent test candidates who are taking the competency test without an employment connection to a long-term care facility will be responsible to pay their own test fee.

A DHS funded applicant deemed as a “No Show” is not reimbursable by DHS. You will forfeit all fees paid and must submit a new testing fee (*refer to table above*) to schedule yourself into a new test event. Please see more information under the ‘Reschedule’ and ‘No Show’ sections.

### Completing your TMU© Account

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

**IMPORTANT: Before you can test, you must sign in to the Arkansas TMU©, [ar.tmutest.com](http://ar.tmutest.com), using your secure Email or Username and Password and complete/verify 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, that you sign in to your account, update your password and complete/verify your demographic information.

If you do not know your Username and/or Password, enter your email address and click on “Forgot Your Password?” You will be asked to re-enter your email and then click “Recover Your Account” a ‘reset password link’ will be sent to your email, make sure you check your junk/spam mail for this 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 during regular business hours 7:00AM to 7:00PM Central Standard time (CST) Monday through Friday, excluding holidays.

*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 on the next page:*

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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:**

**We're Sorry, Your Account Still Needs Some Info**  
 Enter the below information to finish setting up your account.

<b>FIRST *</b>	<b>MIDDLE</b>	<b>LAST *</b>	<b>SUFFIX</b>
<input type="text" value="Cynthia"/>	<input type="text"/>	<input type="text" value="Sample"/>	<input type="text"/>
<b>SOCIAL SECURITY # *</b>	<b>BIRTHDATE *</b>	<b>PHONE *</b>	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
<small>Encrypted for your safety</small>			
<b>ADDRESS *</b>			
<input type="text" value="123 Happy Lane"/>			
<b>CITY *</b>	<b>STATE</b>	<b>ZIPCODE *</b>	
<input type="text" value="Gentry"/>	<input type="text" value="AR"/>	<input type="text"/>	

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

**DISCLAIMER**

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

[Finish Account Setup](#)

Tests
Trainings
Employment
Billing
Downloads
Profile

Jessica

Thanks, your account has now been setup. ✕

### Welcome, Jessica!

Testing

Your Profile

Your Certifications

NAME	SOURCE	LICENSE	CERTIFIED	EXPIRES

# Arkansas Nurse Aide Candidate Handbook

This is the Arkansas TMU@([ar.tmutest.com](http://ar.tmutest.com)) home page:

ar.tmuniverse.com

TMU  
ARKANSAS

Sign In

How can we help you today?

See Available Test Dates

Search Arkansas Registry

Read FAQ

Sign In

USERNAME OR EMAIL

PASSWORD

REMEMBER ME

Sign In

[Forgot Your Password?](#)

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### Forgot your Password and Recover your Account

If you do not remember your password, follow these instructions (see screenshots below) to reset your password and recover your account.

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

- Header: Sign In
- Input field: USERNAME OR EMAIL
- Input field: PASSWORD
- Checkbox: REMEMBER ME
- Button: Sign In
- Link: [Forgot Your Password?](#) (circled in red)

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

The screenshot shows the 'Recover Your Account' page with two recovery options:

- Using your Email Address:** Includes an input field for 'E-MAIL ADDRESS \*' and a 'Recover Account' button (both circled in red).
- Using other Information:** Includes input fields for 'LAST 4 OF SSN \*', 'DATE OF BIRTH \*', 'LAST NAME \*', and 'ZIP CODE \*', along with a 'Recover Account' button (circled in red).

The word 'OR' is placed between the two recovery options.

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

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TMU ARKANSAS 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 \*

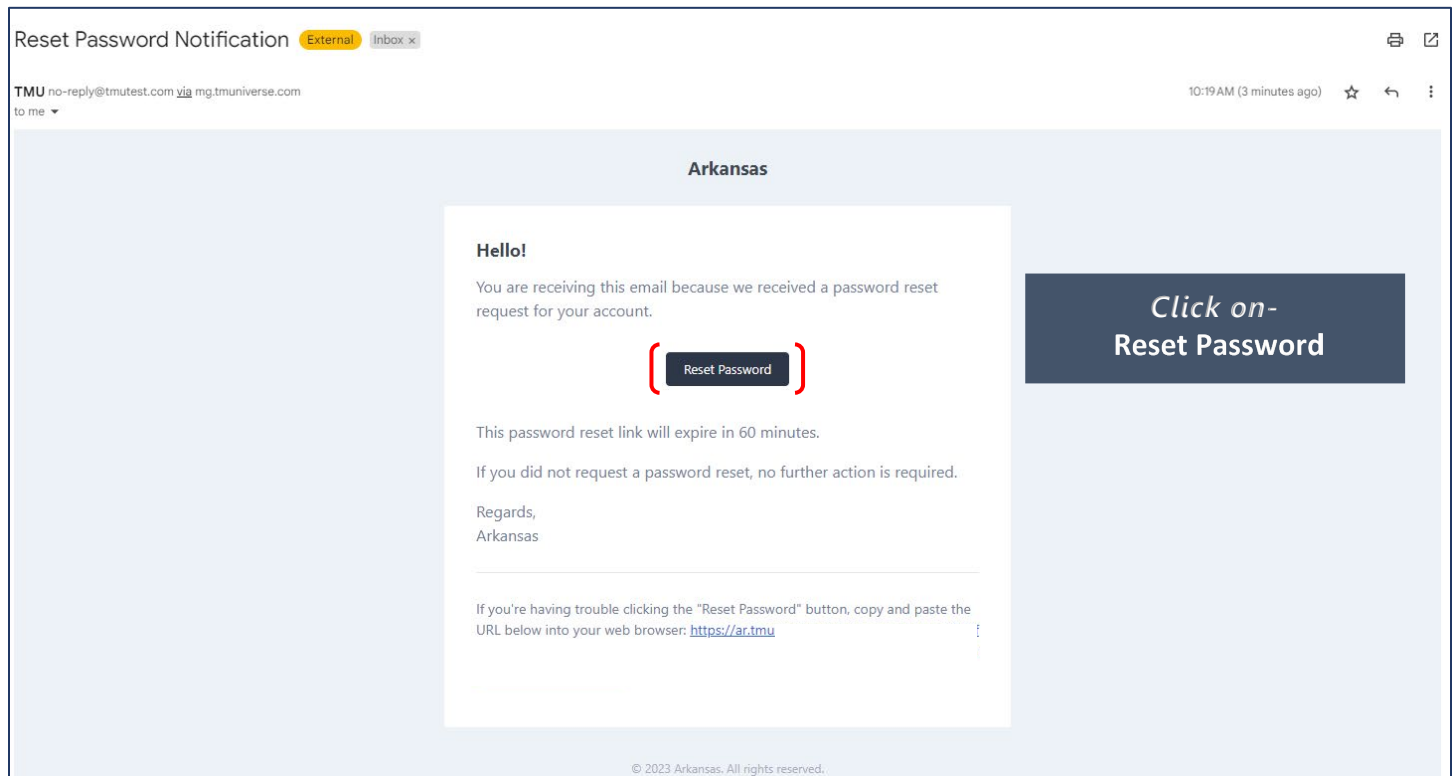
DATE OF BIRTH \*

LAST NAME \*

ZIP CODE \*


**Recover Account**

Email you will receive (check your junk/spam folder):



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

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Sign In

### Reset Your Password

E-MAIL ADDRESS


PASSWORD

CONFIRM PASSWORD



Reset Password

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

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




- Tests
- Trainings
- Employment
- Billing
- Downloads
- Profile




Jessica

✔
Logged in as Student Jessica
✕

### Welcome, Jessica!



Testing



Your Profile

#### Your Certifications

NAME	SOURCE	LICENSE	CERTIFIED	EXPIRES

### Scheduling an Arkansas Nurse Aide Exam

Once you have completed your program and your instructor has entered your training record 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 Arkansas TMU© webpage at [ar.tmutest.com](http://ar.tmutest.com) using your email and password (see instructions under **'Scheduling/Rescheduling into a Test Event'**). If you are unable to sign in with your email, please call D&SDT-HEADMASTER for assistance at (888)401-0462 during regular business hours 7:00AM to 7:00PM, CST, Monday through Friday, excluding holidays.

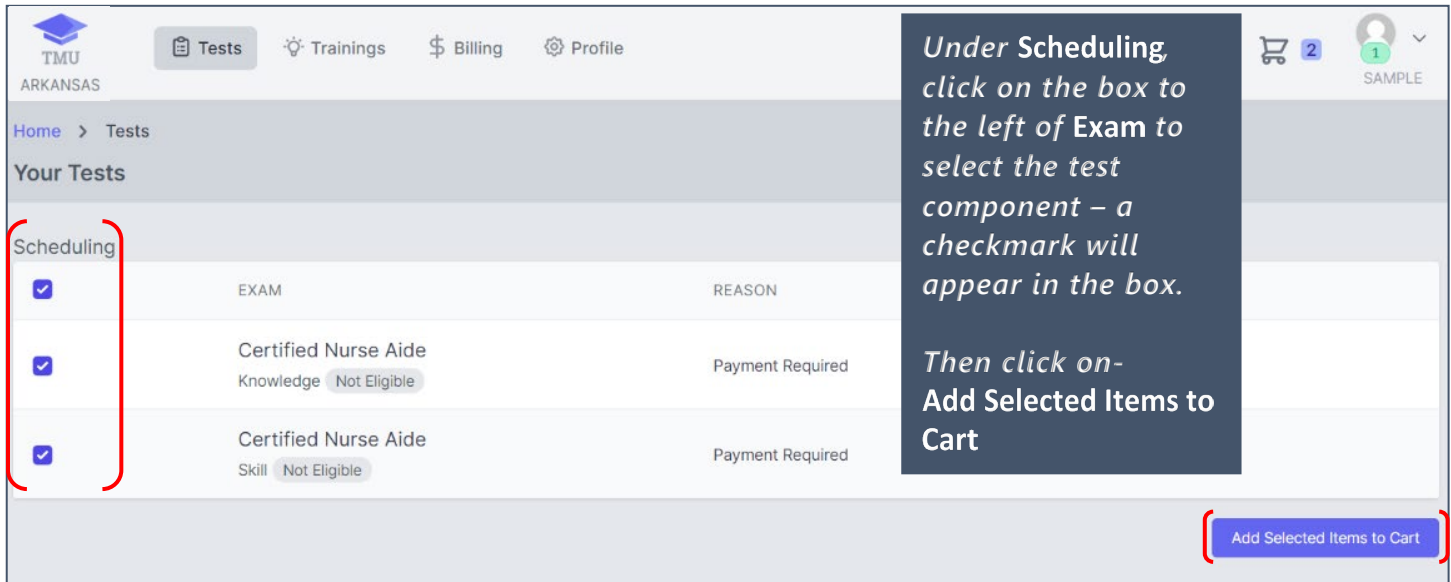
To schedule or reschedule your test date, sign in to the Arkansas TMU© webpage at [ar.tmutest.com](http://ar.tmutest.com) with your email and password. If you are unable to schedule/reschedule on-line, please call D&SDT-HEADMASTER at (888)401-0462 during regular business hours 7:00AM to 7:00PM, CST, Monday through Friday, excluding holidays, for assistance.

## Arkansas Nurse Aide Candidate Handbook

### 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, text message or notification that you are eligible to schedule a test date. Some training programs pre-pay testing fees for their graduating students. Your program/instructor will have informed you if this is the case. Prior to scheduling a test, verify with your instructor if the training program has already prepaid for your test.

Securely processed Visa or MasterCard credit card or debit card information is required when paying testing fees online, *if you are not a DHS paid for candidate.*



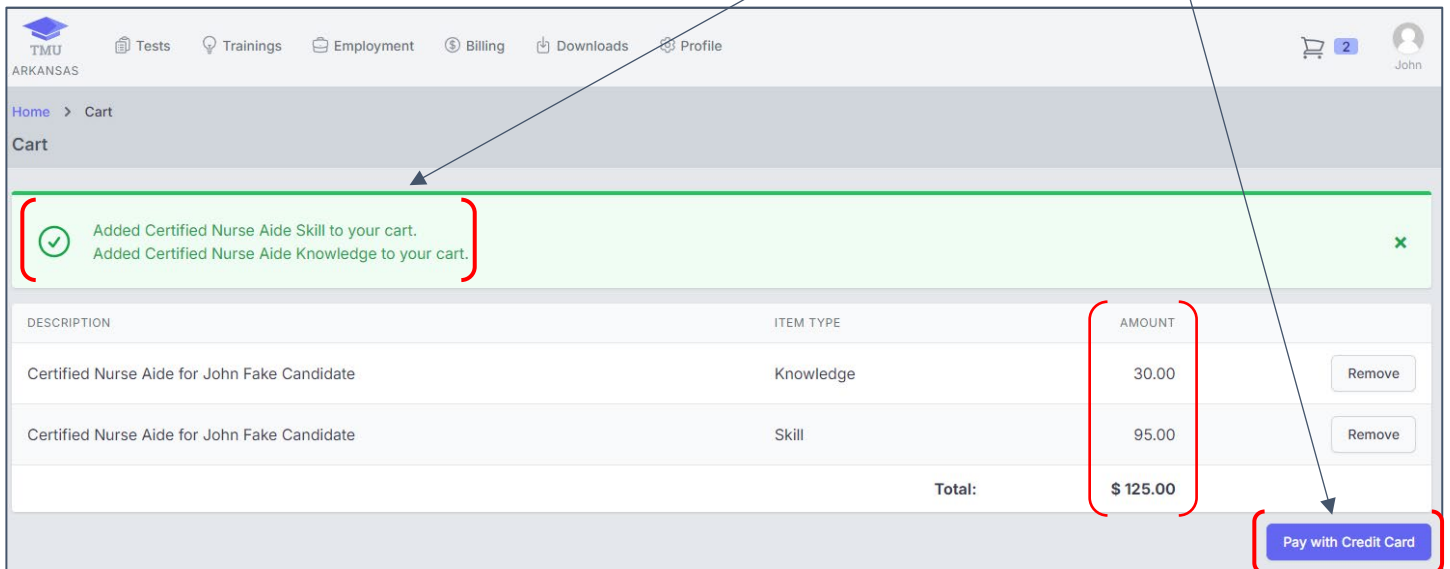
*Under Scheduling click on the box to the left of Exam to select the test component - a checkmark will appear in the box. Then click on- Add Selected Items to Cart*

EXAM	REASON
Certified Nurse Aide Knowledge <span>Not Eligible</span>	Payment Required
Certified Nurse Aide Skill <span>Not Eligible</span>	Payment Required

**Add Selected Items to Cart**

*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**

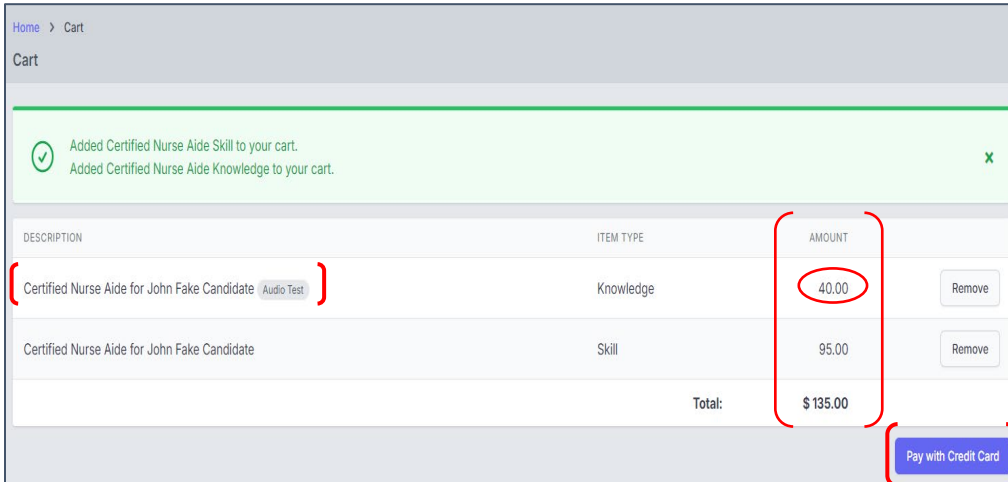


**Added Certified Nurse Aide Skill to your cart.  
Added Certified Nurse Aide Knowledge to your cart.**

DESCRIPTION	ITEM TYPE	AMOUNT
Certified Nurse Aide for John Fake Candidate	Knowledge	30.00
Certified Nurse Aide for John Fake Candidate	Skill	95.00
<b>Total:</b>		<b>\$ 125.00</b>

**Pay with Credit Card**

## Arkansas Nurse Aide Candidate Handbook



Home > Cart

Cart

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

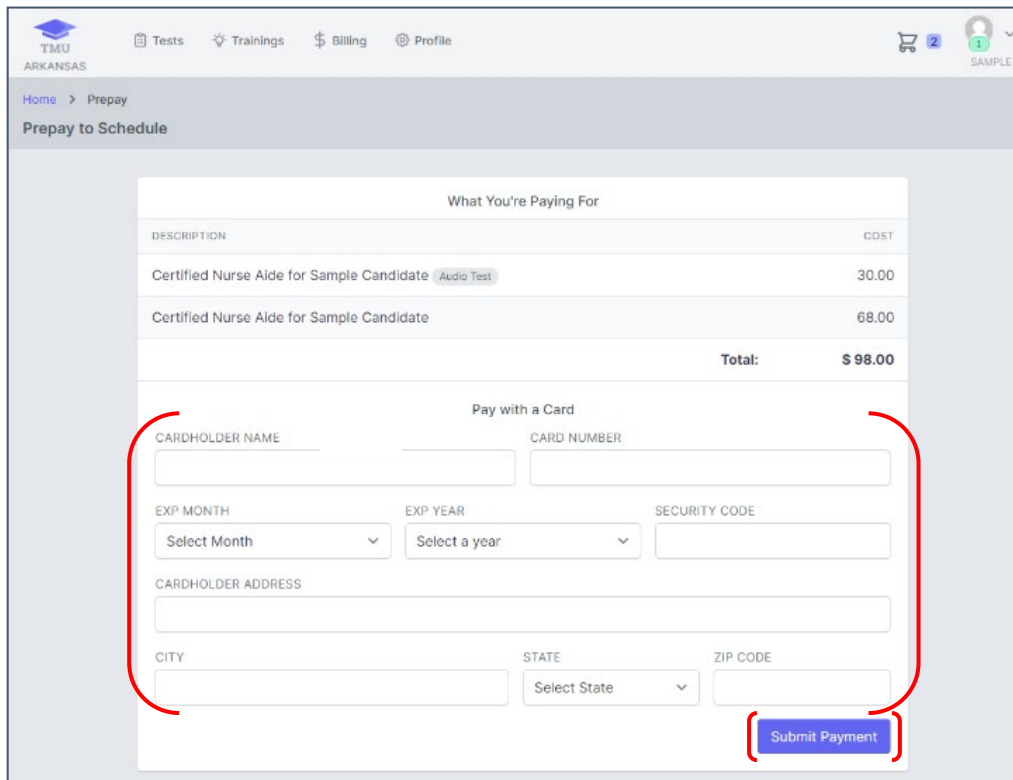
DESCRIPTION	ITEM TYPE	AMOUNT	
Certified Nurse Aide for John Fake Candidate <small>Audio Test</small>	Knowledge	40.00	Remove
Certified Nurse Aide for John Fake Candidate	Skill	95.00	Remove
<b>Total:</b>		<b>\$ 135.00</b>	

[Pay with Credit Card](#)

*If you have 'Enabled Audio' in your Profile, you will pay for the Audio version of the exam.*

*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*



TMU ARKANSAS

Home > Prepay

Prepay to Schedule

What You're Paying For

DESCRIPTION	COST
Certified Nurse Aide for Sample Candidate <small>Audio Test</small>	30.00
Certified Nurse Aide for Sample Candidate	68.00
<b>Total: \$ 98.00</b>	

Pay with a Card

CARDHOLDER NAME  CARD NUMBER

EXP. MONTH  EXP. YEAR  SECURITY CODE

CARDHOLDER ADDRESS

CITY  STATE  ZIP CODE

[Submit Payment](#)

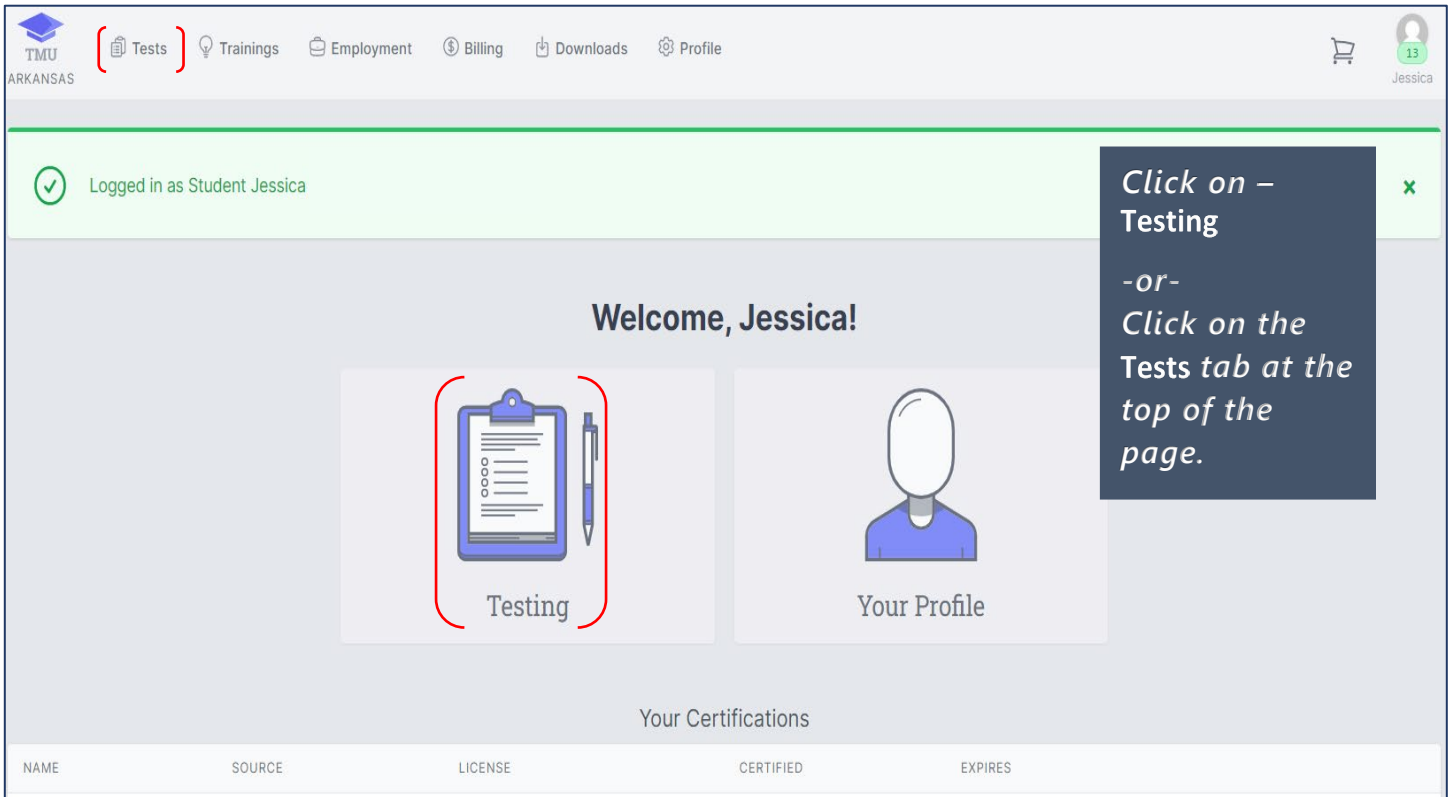
*Enter the Credit Card information and then click on- Submit Payment*

*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. Follow the instructions in the next section to schedule/reschedule into a test event.

## Arkansas Nurse Aide Candidate Handbook

This is the Arkansas TMU© home page after you have signed in:

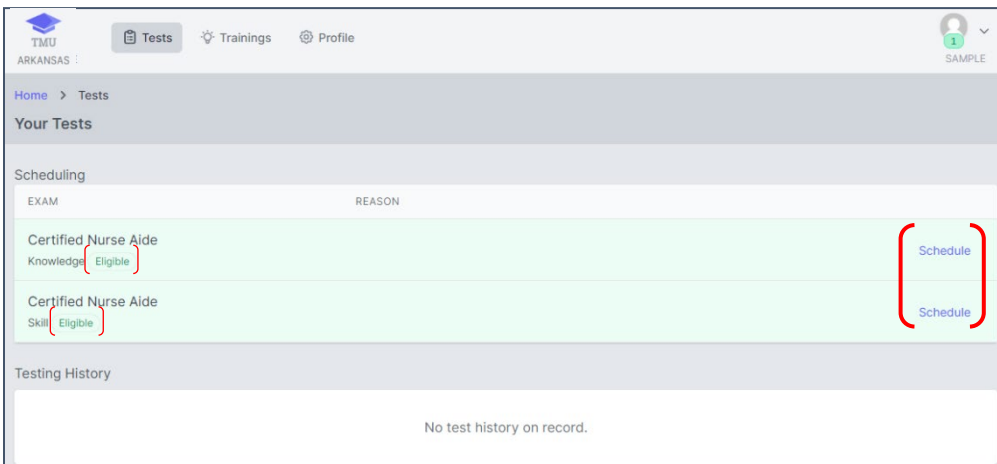


*Click on – Testing  
-or-  
Click on the Tests tab at the top of the page.*

### Scheduling/Rescheduling into a Test Event

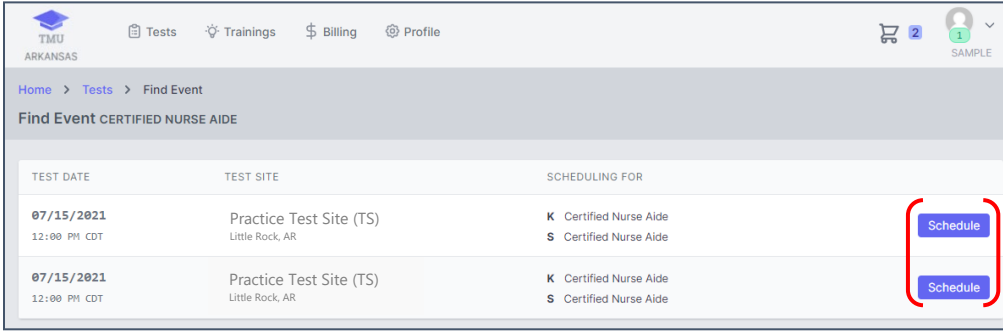
After testing fees are paid (see instructions under **'Self-Pay of Testing Fees'**, if you are not DHS funded), you will be able to schedule and/or reschedule your test event up to the business day prior to a scheduled test date of your choice and receive your test confirmation notification online or on the screen while you are logged in. You may login with any Internet connected device.

To schedule or reschedule your test date, sign in to the Arkansas TMU© webpage at [ar.tmutest.com](http://ar.tmutest.com) with your email and password. If you are unable to schedule/reschedule on-line, please call D&SDT-HEADMASTER at (888)401-0462 during regular business hours 7:00AM to 7:00PM CST Monday through Friday, excluding holidays, for assistance.

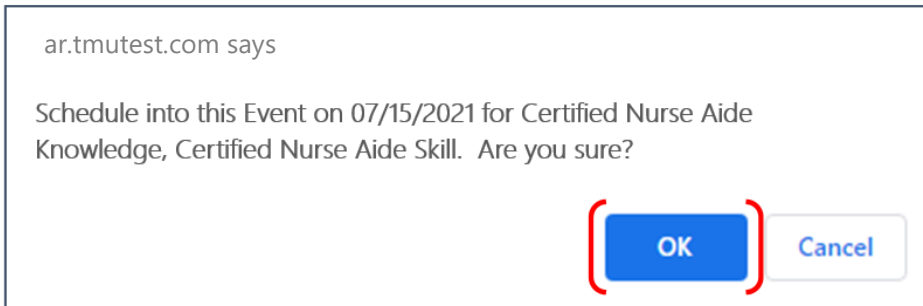


*All eligible test events will appear in this format.  
To select a test site and test date,  
click on – Schedule to the right of the test date you want to schedule into*

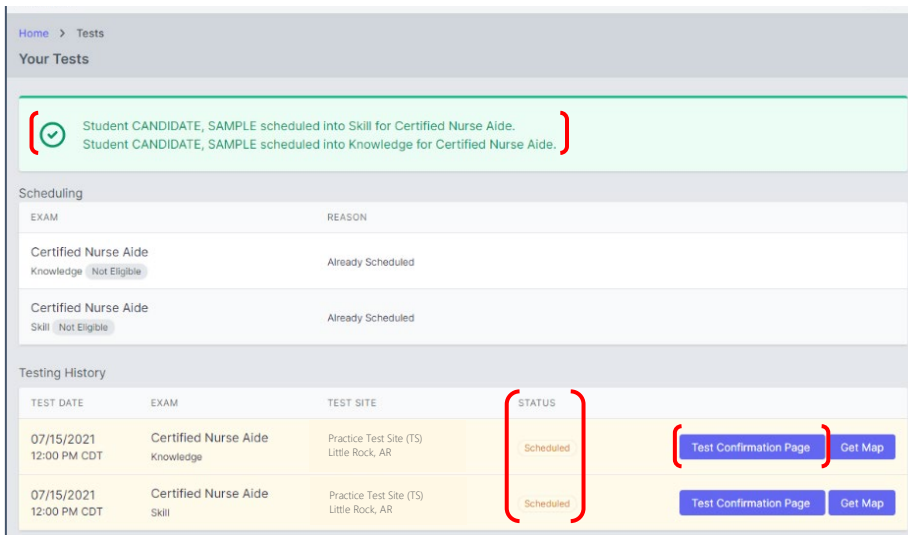
## Arkansas Nurse Aide Candidate Handbook



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



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



*This screen confirms you are scheduled into a test date to take your knowledge 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 direct you to read the Arkansas Nurse Aide Candidate Handbook for important information regarding test day.

***It is important that you read this letter!***

Failure to do so could result in you not being allowed to test, be a No Show and forfeit all testing fees paid.

## Arkansas Nurse Aide Candidate Handbook

### Sample Test Confirmation Letter

Scheduled Test Confirmation - Arkansas Certified Nurse Aide

Get Map
Print Page

<b>Test Date:</b>	01/27/2024
<b>Test Time:</b>	8:00 AM CST
<b>Test Exam:</b>	Skill - Certified Nurse Aide
<b>Test Site:</b>	Extended Grace CNA Training Academy LLC (TS)

**SAMPLE CANDIDATE**  
 123 Sunflower Lane  
 Little Rock, AR 11111

- TESTING BEGINS AT 8:00 AM CST ON 01/27/2024: ARRIVE AT LEAST 20 MINUTES EARLY TO CHECK IN
- If you are unable to access your account, go to <https://ar.tmutest.com>, click on 'Forgot Password', enter your Email then click on 'Send Reset Password Link' and following the directions. If you need further assistance, please call D&SDT-Headmaster at 1.888.401.0465.

Refer to the **Nurse Aide (or the Medication Assistant-Certified if you are a MA-C candidate) Competency Exam** section of the **Arkansas Candidate Handbook (or Arkansas Medication Assistant-Certified MA-C Candidate Handbook if you are a MA-C candidate)** regarding requirements for testing and what to expect on your test day. Failure to do so may result in your being turned away from testing and forfeiting your testing fees. Review this specific information prior to your testing date.

[Click to open the Nurse Aide Candidate Handbook](#)  
[Click to open the Medication Assistant-Certified \(MA-C\) Candidate Handbook](#)

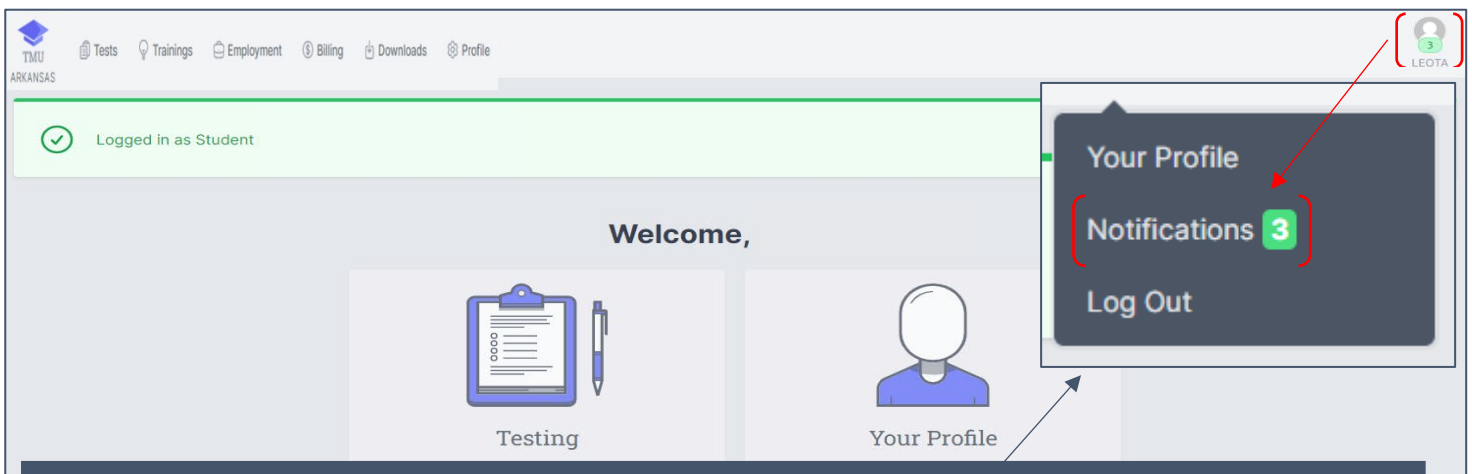
*Click on- Print Page to print your confirmation letter.*

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

*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 screenshots that follow:



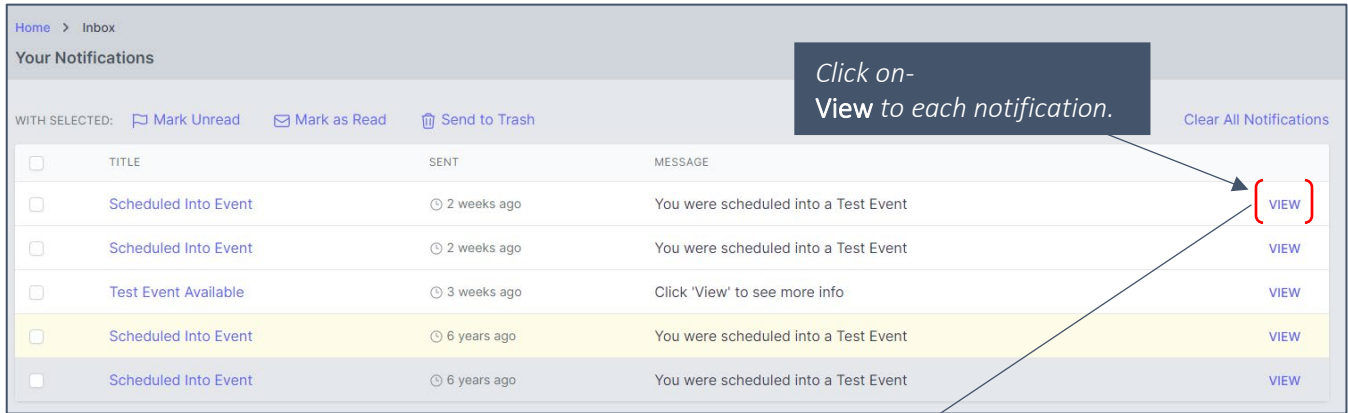
The screenshot shows the TMU Arkansas user interface. At the top, there is a navigation bar with icons for Tests, Trainings, Employment, Billing, Downloads, and Profile. Below this, a green banner indicates 'Logged in as Student'. The main content area says 'Welcome,' and features two large buttons: 'Testing' (with a clipboard icon) and 'Your Profile' (with a person icon). A dropdown menu is open over the 'Your Profile' button, showing 'Your Profile', 'Notifications 3' (highlighted with a red box and a red arrow), and 'Log Out'. A red arrow also points from the profile picture icon in the top right corner to the dropdown menu.

*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.*

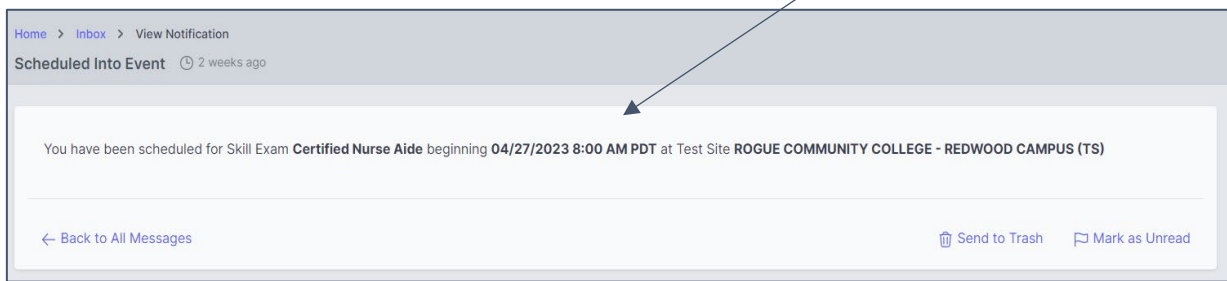
*Click on- Your Profile Pic to open your profile and notifications.*

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

## Arkansas Nurse Aide Candidate Handbook



*Notification Example:*



### Time Frame for Testing from Training Program Completion

You must schedule a test **within one year of your date of training program completion**. After one year, you must complete another Arkansas DHS approved training program in order to be eligible to schedule testing.

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

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

### Exam Check-In

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

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

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

## Arkansas Nurse Aide Candidate Handbook

### Testing Attire

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

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

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

### Identification

You must bring a **United States (US) government issued, signed, non-expired photo bearing form of identification**. Examples of the forms of US government issued, signed, non-expired photo ID's that are acceptable are:

- State or Other United States Government Issued Driver's License
  - *You may use your letter issued from the Department of Motor Vehicles (DMV) that you receive when you apply for or renew your driver's license while waiting to receive your new license.*
- State issued Identification Card *(that meets all identification criteria)*
- Signed US Passport (Foreign Passports and Passport Cards **are not acceptable**)
  - *Exception: A Foreign Passport with a signature containing a US VISA [US VISAs do not have signatures] is acceptable.*
- Alien Registration Card *(that meets all identification criteria – may contain a fingerprint in place of a signature)*
- Tribal Identification Card *(that meets all identification criteria)*
- Military Identification Card *(that meets all identification criteria)*
- Work Authorization Card *(that meets all identification criteria)*
- Concealed Hand Gun Carry Permit *(that meets all identification criteria)*

*Identification Criteria = United States (US) government issued, signed (Alien Registration Card may contain a fingerprint in place of a signature), unexpired photo bearing form of identification.*

The **FIRST** and **LAST** names listed on the mandatory United States (US) government issued, signed, non-expired photo bearing form of identification presented to the RN Test Observer during sign-in at your test event **MUST EXACTLY MATCH** the FIRST and LAST names that were entered in the TMU© database. You may call D&SDT-HEADMASTER at (888)401-0462, during regular business hours 7:00AM to 7:00PM CST Monday through Friday, excluding holidays, to confirm that your TMU© account name of record matches your United States (US) government issued, signed, non-expired photo bearing form of identification, or sign in to your TMU© account 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 identification is not expired.
  - Check to be positive that both your FIRST and LAST printed names on your identification card match your current name of record in 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.
- A school ID **is not** an acceptable form of ID.
- In the cases where names do not match or your ID is not proper/valid or has a hole punched in it, this is considered a NO SHOW and you will have to reschedule and pay for another test and date.

## Arkansas Nurse Aide Candidate Handbook

You will be required to show your ID again when you enter the knowledge test room and when you enter the skills lab for your skills exam. Please keep your ID with you during the entire exam event.

### Instructions for the Knowledge, Remotely Proctored Knowledge and Skill Exams

Test instructions for the knowledge and skills exams will be provided in written format in the waiting area when you sign-in for your test. If you are taking your knowledge exam remotely from your home, etc., 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 [ar.tmutest.com](http://ar.tmutest.com) before your test date to update your password and complete your demographic information. Refer to the **'Completing 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*.
- Plan to be at the test site up to 5 hours, in the worst-case scenario.
- Testing begins promptly at the start time noted on your confirmation. If you arrive late for your confirmed exam (you need to be at the test site to **check in at least 20 to 30 minutes before your scheduled start time** – if your test start time is 8:00AM, you need to be at the test site **by 7:40AM at the latest**), you will not be admitted to the exam and any exam fees paid *will NOT be refunded*.
- If you do not bring a valid and appropriate United States (US) government issued, signed, non-expired photo bearing form of identification, you will not be admitted to the exam and any exam fees paid *will NOT be refunded*.
  - If the FIRST and LAST printed names on your ID do not match your current name of record in your TMU© account, 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 and have long hair pulled back, and conform to all testing policies, you will not be admitted to the exam and any exam fees paid *will NOT be refunded*.
- If you NO SHOW for your exam day, any test fees paid *will NOT be refunded*.
- **PERSONAL ITEMS:** Such as water bottles, briefcases, large bags, study materials, extra books, or papers) are not permitted to be on or near you in either testing room. You will be informed by the testing team of the designated area to place your personal items and you are to collect these items when you complete your exam(s).

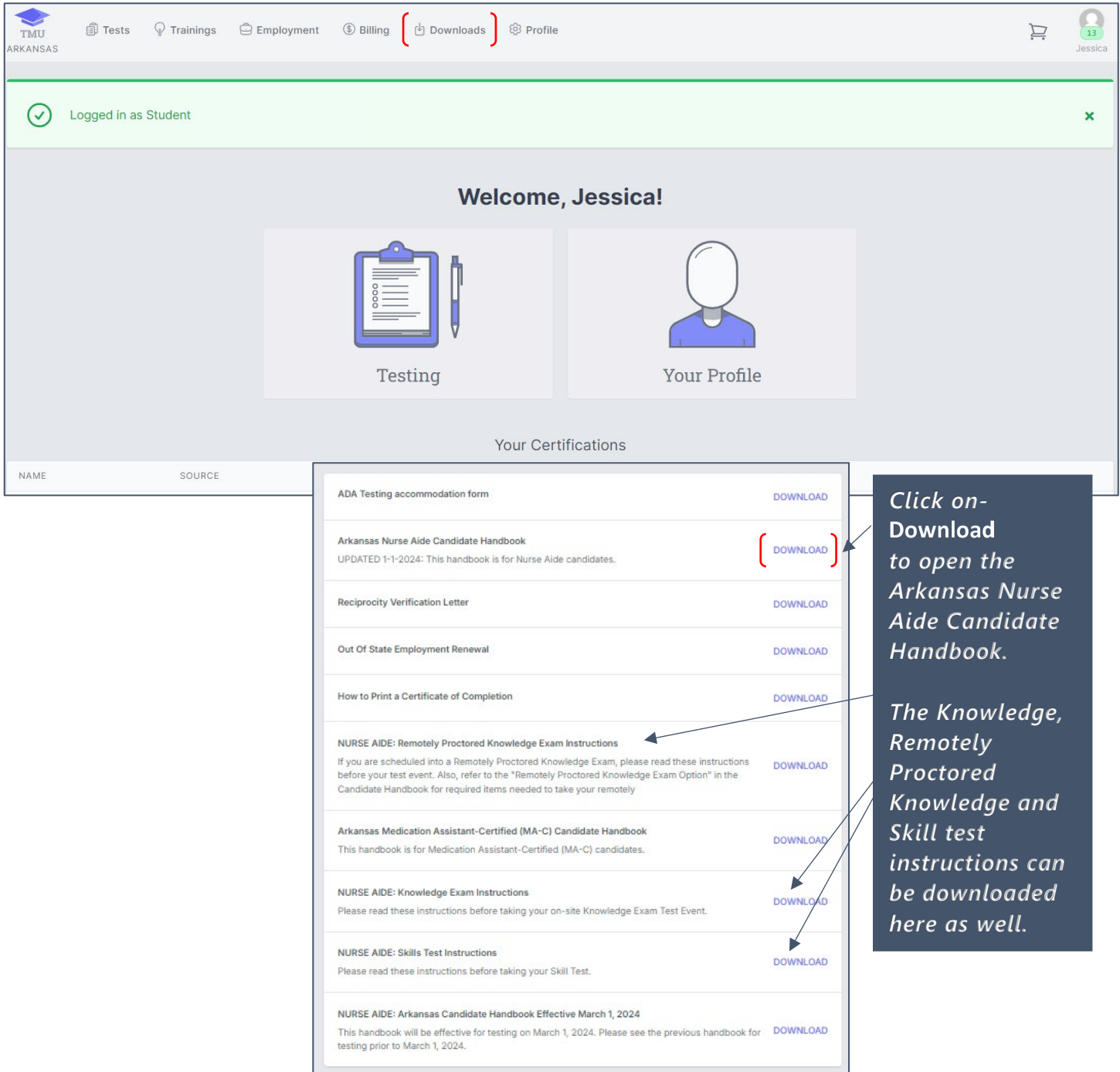
## Arkansas Nurse Aide Candidate Handbook

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- **ELECTRONIC DEVICES:** Cell phones, smart watches, fitness monitors, electronic recording devices, Bluetooth-connected devices 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 electronic devices and you are to collect these items when you complete your test(s).
  - All electronic devices must be **turned off**. Smart watches, fitness monitors and Bluetooth-connected devices must be removed from your wrist/body.
- If you are taking the remotely proctored knowledge exam, please refer to the 'Remotely Proctored Knowledge Exam Option' section of this handbook.
- Anyone caught using any type of electronic recording device during testing will be removed from the testing room(s) have their test scored as a failed attempt, forfeit all testing fees and will be reported to their training program and the Arkansas DHS. 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.
- Published foreign word-for-word translation dictionaries **are allowed** during testing.
  - Dictionaries that have definitions or hand-writing/notes in them, electronic dictionaries, or non-approved language translators ***are not allowed***. You must show your published word-for-word translation dictionary to the test observer/proctor during sign-in at your on-site or remote test event.
- You may not remove any notes or other materials from the testing room.
- You are not permitted to eat, drink, smoke (e-cigarettes or vape) during the exam.
- You are not allowed to leave the testing room (knowledge exam 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, visibly impaired or try to take any notes or testing materials from the testing room, you will be dismissed from the exam, your test will be scored as a failed attempt and you will be reported to your training program and the Arkansas Department of Human Services.
- Test sites, RN Test Observers, Knowledge Test Proctors and Actors are not responsible for candidate personal belongings at the test site.
- No visitors, guests, pets (including companion animals) or children are allowed.
  - Service animals with an approved ADA accommodation in place are allowed.
- You may not test if you have any type of physical limitation (excluding pre-arranged ADA's) that would prevent you from performing your duties as an NA (examples: cast, arm/leg braces, crutches, etc.) Call D&SDT-HEADMASTER immediately if you are on doctor's orders. You must fax a signed doctor's order **within 3 business days** of your scheduled exam day to qualify for a free reschedule.
- ***Please review this Arkansas 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.

# Arkansas Nurse Aide Candidate Handbook

## ACCESSING THE CANDIDATE HANDBOOK AND TESTING INSTRUCTIONS IN YOUR TMU© ACCOUNT



The screenshot shows a user interface for a TMU© account. At the top, there are navigation links for Tests, Trainings, Employment, Billing, Downloads, and Profile. A notification bar indicates the user is logged in as a student. The main content area is titled 'Welcome, Jessica!' and features two primary action buttons: 'Testing' (with a clipboard icon) and 'Your Profile' (with a person icon). Below this is a section for 'Your Certifications', which contains a table of documents available for download.

NAME	SOURCE	DOWNLOAD
ADA Testing accommodation form		DOWNLOAD
Arkansas Nurse Aide Candidate Handbook UPDATED 1-1-2024: This handbook is for Nurse Aide candidates.		DOWNLOAD
Reciprocity Verification Letter		DOWNLOAD
Out Of State Employment Renewal		DOWNLOAD
How to Print a Certificate of Completion		DOWNLOAD
NURSE AIDE: Remotely Proctored Knowledge Exam Instructions If you are scheduled into a Remotely Proctored Knowledge Exam, please read these instructions before your test event. Also, refer to the "Remotely Proctored Knowledge Exam Option" in the Candidate Handbook for required items needed to take your remotely		DOWNLOAD
Arkansas Medication Assistant-Certified (MA-C) Candidate Handbook This handbook is for Medication Assistant-Certified (MA-C) candidates.		DOWNLOAD
NURSE AIDE: Knowledge Exam Instructions Please read these instructions before taking your on-site Knowledge Exam Test Event.		DOWNLOAD
NURSE AIDE: Skills Test Instructions Please read these instructions before taking your Skill Test.		DOWNLOAD
NURSE AIDE: Arkansas Candidate Handbook Effective March 1, 2024 This handbook will be effective for testing on March 1, 2024. Please see the previous handbook for testing prior to March 1, 2024.		DOWNLOAD

**Callout Box:** Click on-Download to open the Arkansas Nurse Aide Candidate Handbook. The Knowledge, Remotely Proctored Knowledge and Skill test instructions can be downloaded here as well.

### Security

If you refuse to follow directions, use abusive language, disrupt the examination environment, or are visibly impaired, 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 Arkansas DHS. You will not be allowed to retest for a minimum period of six (6) months.

## Arkansas Nurse Aide Candidate Handbook

Anyone who removes or tries to remove test material or takes notes or information from the test site will be reported to their training program and the Arkansas DHS and is 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 have to obtain permission from the Arkansas DHS 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, Bluetooth-connected devices 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 the Arkansas Department of Human Services and you may have to obtain permission from DHS in order to be eligible to test again.

### Reschedules

All candidates may reschedule for free online at [ar.tmutest.com](http://ar.tmutest.com) any time up until one (1) business day before a scheduled test day, excluding Saturdays, Sundays and holidays.

If you must reschedule your exam date, please do so as soon as possible. You may reschedule an exam date online by signing in to your TMU© account at [ar.tmutest.com](http://ar.tmutest.com). (See instructions under ‘**Scheduling/Rescheduling into a Test Event**’.)

- **Example:** If you are scheduled to take your exam on a Saturday, Sunday or Monday, you would need to reschedule by close of business the Thursday before your scheduled exam. D&SDT-HEADMASTER is open 7:00AM to 7:00PM, CST, Monday through Friday, excluding holidays.

Scheduled test date is on a:	Reschedule before 7:00PM CST 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 prior to a scheduled test date.

### Refund of Testing Fees Paid

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

### SCHEDULED IN A TEST EVENT

- 1) If you are scheduled in a test event, a refund request of testing fees paid must be made by filling out and submitting the [Refund Request Fillable Form 1405](#) on D&SDT-HEADMASTER’S main webpage at

## Arkansas Nurse Aide Candidate Handbook

[www.hdmaster.com](http://www.hdmaster.com) at least **one (1) full business day** prior to your scheduled test event (excluding Saturdays, Sundays and Holidays). No phone calls will be accepted.

**Example:** If you are scheduled to take your exam on a Saturday, Sunday or Monday, you would need to request a refund by close of business the Thursday before your scheduled exam. D&SDT-HEADMASTER is open until 7:00PM Central Standard time.

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

### Unforeseen Circumstances Policy

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

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

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

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

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

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

## Arkansas Nurse Aide Candidate Handbook

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### No Shows

If you are scheduled for your exam and do not show up without notifying D&SDT-HEADMASTER at least one (1) full business day prior to your scheduled testing event, **excluding** Saturdays, Sundays and holidays, OR if you are turned away for lack of proper identification, proper attire, or any other reason to deem you ineligible to test, you will be considered a **NO SHOW**. You will forfeit all fees paid and must submit a new testing fee to schedule yourself into a new test event.

A DHS funded applicant deemed as a 'NO SHOW' is not reimbursable by DHS. You will forfeit all fees paid and must submit a new testing fee to schedule yourself into a new test event. You will not be able to schedule into a new test event until you have paid your testing fee.

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

### NO SHOW EXCEPTIONS

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

- **Car breakdown or accident:** D&SDT-HEADMASTER must be contacted within one business day via phone call, fax or email and a tow bill, police report or other appropriate documentation must be submitted within **three (3) business days** of the exam date. If we do not receive proof within the 3-business day time frame you will have to pay as though you were a NO SHOW.
- **Weather or road condition related issue:** D&SDT-HEADMASTER must be contacted within one business day via phone call, fax or email and a road report, weather report or other appropriate documentation must be submitted within **three (3) business days** of the exam date. If we do not receive proof within the 3-business day time frame you will have to pay as though you were a NO SHOW.
- **Medical emergency or illness:** D&SDT-HEADMASTER must be contacted within one business day via phone call, fax or email and a doctor's note must be submitted within **three (3) business days** of the missed exam date. If we do not receive proof within the 3-business day time frame you will have to pay as though you were a NO SHOW.
- **Death in the family:** D&SDT-HEADMASTER must be contacted within one business day via phone call, fax or email and an obituary for **immediate family only** submitted within **seven (7) business days** from a missed exam date. If we do not receive proof within the 7-business day time frame you will have to pay as though you were a NO SHOW. (Immediate family include parent, grand and great-grand parent, sibling, children, spouse or significant other.)

## Arkansas Nurse Aide Candidate Handbook

- **Remotely proctored testing issues:** D&SDT-HEADMASTER must be contacted within one business day via phone call, fax or email and appropriate documentation must be submitted within **three (3) business days** of the exam date. If we do not receive proof within the 3-business day time frame you will have to pay as though you were a NO SHOW.
  - **Internet outage or issue:** Documentation from Internet provider showing outage date and times.
  - **Computer or cell phone issue:** If computer or cell phone fail to work for any reason, documentation from a computer repair technician/shop or other appropriate documentation.

### Candidate Feedback – Exit Survey

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 have any bearing on the outcome of any test. You are encouraged to complete the survey questions with honest feedback regarding the examination process to help improve the testing process.

### Test Results

After you have completed both the Knowledge Test and Skill Test components of the competency exam, your test results will be officially scored and double checked. Official test results will be available by signing in to your TMU© account after 7:00PM CST the business day after your test event.

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

To view your test results, sign in to your TMU© account at [ar.tmutest.com](http://ar.tmutest.com). (Refer to the screen shots below.)

The screenshot shows the TMU Arkansas user interface. At the top, there is a navigation bar with the TMU logo and several menu items: Tests (highlighted in red), Trainings, Employment, Billing, Downloads, and Profile. A user profile icon for 'Jessica' is visible in the top right corner. Below the navigation bar, a green banner indicates 'Logged in as Student Jessica'. The main content area features a 'Welcome, Jessica!' message and two primary action buttons: 'Testing' (with a clipboard icon) and 'Your Profile' (with a person icon). The 'Testing' button is circled in red. A dark blue callout box on the right side of the screen contains the text: 'Click on – Testing -or- Click on the Tests tab at the top of the page.' Below these buttons, there is a section for 'Your Certifications' with a table header showing columns for NAME, SOURCE, LICENSE, CERTIFIED, and EXPIRES.

# Arkansas Nurse Aide Candidate Handbook

Testing History Please take our satisfaction survey

TEST DATE	EXAM	TEST SITE	STATUS	
05/03/2023 9:30 AM CDT	Certified Nurse Aide Skill	Nu Leif Logistics LLC (TS) Little Rock, AR	Scheduled	<a href="#">Test Confirmation Page</a> <a href="#">Get Map</a>
04/23/2023 9:00 AM CDT	Certified Nurse Aide Skill	Nu Leif Logistics LLC (TS) Little Rock, AR	Failed	<a href="#">Details</a> <a href="#">Print Test Results</a>
04/18/2023 1:00 PM CDT	Certified Nurse Aide Knowledge	Remotely Proctored Test (TS) Remote, AR	Passed	<a href="#">Details</a> <a href="#">Print Test Results</a>

*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.*

## Knowledge Exam Test Results Example:

← Back Print

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

**ARKANSAS CERTIFIED NURSE AIDE EXAM RESULTS REPORT**

**IMPORTANT TEST RESULTS**  
TEST DATE: Tuesday, April 18, 2023

Dear Andre,

You have **passed** the knowledge portion of the Certified Nurse Aide exam.  
Your overall knowledge test score is 81.33%.

Any weaknesses indicated in your test results are listed below:

Knowledge Exam Results By Subject Area

Safety	75%
Communication	100%
Infection Control	89%
Client Rights	83%
Data Collection	100%
Basic Nursing Skills	82%
Role / Responsibility	71%
Disease Process	60%
Mental Health	75%
Personal Care	88%
Care Impaired	100%
Aging Process and Restorative Care	60%

Skill Exam Incomplete Steps

**Vocabulary words to study:** edema, diabetes, toenails, social needs, emotional needs, basic needs, frayed cord, mechanical lift, side rails, hormones, elderly, hand washing, disoriented, oxygen, medications, cardiac arrest

# Arkansas Nurse Aide Candidate Handbook

Skills Exam Test Results Example:



← Back Print

**HEADMASTER, LLP**  
P.O. BOX 6609, HELENA, MT 59604-6609  
800-393-8664 — FAX: 406-442-3357 WWW.HDMASTER.COM  
**ARKANSAS CERTIFIED NURSE AIDE EXAM RESULTS REPORT**

**IMPORTANT TEST RESULTS**  
TEST DATE: Sunday, April 23, 2023

Dear Andre,

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

- Bedpan and Output w/Hand Washing**  
Returns equipment to storage.  
Washes hands: Turns off faucet with a cl...  
Washes hands: Does not recontaminate ha...
- Foot Care One Foot**  
Immerses foot in warm water for 5 to 20...  
Rinses basin.

Manual Skill Task(s) Failed: Bedpan and Output w/Hand Washing

## Test Attempts

You have **3 attempts** to pass the knowledge and skill test portions of the exam within one year from your date of nurse aide training program completion. If you do not complete testing within one year from completion of training, you must retrain in order to become eligible to further attempt Arkansas nurse aide examinations.

## 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 at [ar.tmutest.com](http://ar.tmutest.com). (See screen shots under **'Scheduling/Rescheduling into a Test Event'** for rescheduling instructions.) You will need to pay with a Visa, Master Card or debit card before you are able to schedule.

If you need assistance scheduling your re-test, please call D&SDT-HEADMASTER at (888)401-0462 during regular business hours 7:00AM to 7:00PM CST 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.** 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](http://www.hdmaster.com) (before you get to the Arkansas CNA 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.

## Arkansas Nurse Aide Candidate Handbook

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**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 an Arkansas nurse aide is demonstration by examination of minimum nurse aide knowledge and skills, the likely outcome of your review will determine who pays for your re-test. If the results of the review are in your favor, D&SDT-HEADMASTER will pay your re-test fee. 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 cannot review test results or reviews with instructors/programs. After a candidate reaches the age of 18, D&SDT-HEADMASTER will only discuss test results or test reviews with the candidate. D&SDT-HEADMASTER will not review test results or reviews 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 Arkansas Department of Human Services (DHS).

### The Knowledge/Audio Exam

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

The Knowledge Test Proctor will hand out materials and give instructions for taking the Knowledge Exam. You will have a maximum of **60 minutes (one hour)** to complete the **75 question** Knowledge Exam. You will be told when fifteen (15) minutes remain. You may not ask questions about the content of the Knowledge Exam (such as “What does this question mean?”).

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

Electronic testing using TMU© internet connected computers is utilized at all sites in Arkansas. The Knowledge test portion of your exam will be displayed on a computer screen for you to read and key/tap or click in 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 a code at the test event to start your test.**

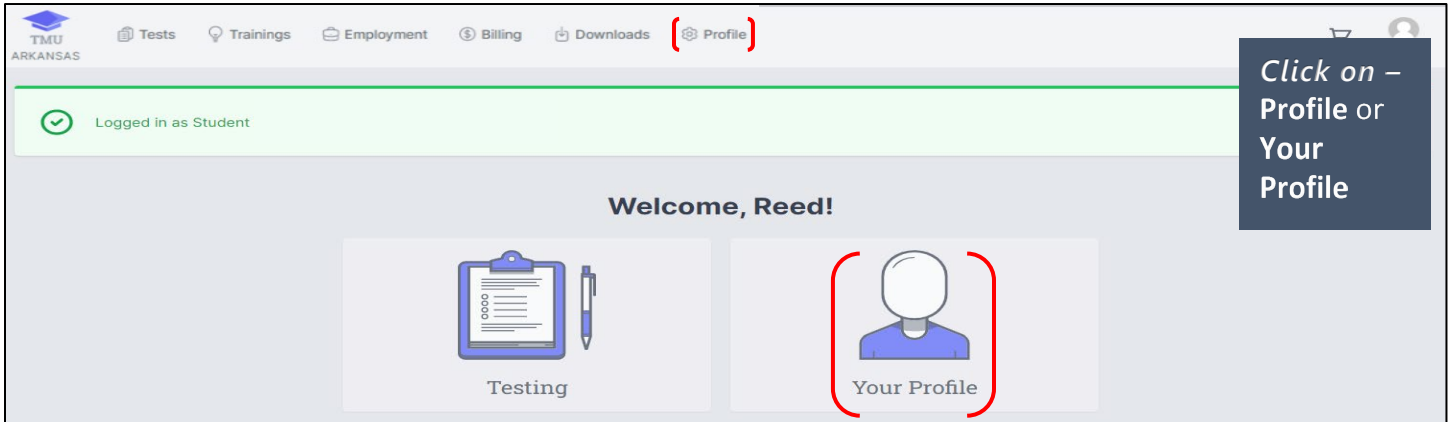
An audio (oral) version of the knowledge test is available. However, you must request an Audio test before you submit your testing fee payment. There is an additional \$10 charge for an Audio Test. The questions are read to you, in a neutral manner, and will be heard through wired earbuds/headphones (Bluetooth devices are not allowed) plugged into the computer. When taking an electronic Audio exam, the audio control buttons will be displayed on the computer screen enabling you to play, rewind or pause questions as needed.

## Arkansas Nurse Aide Candidate Handbook

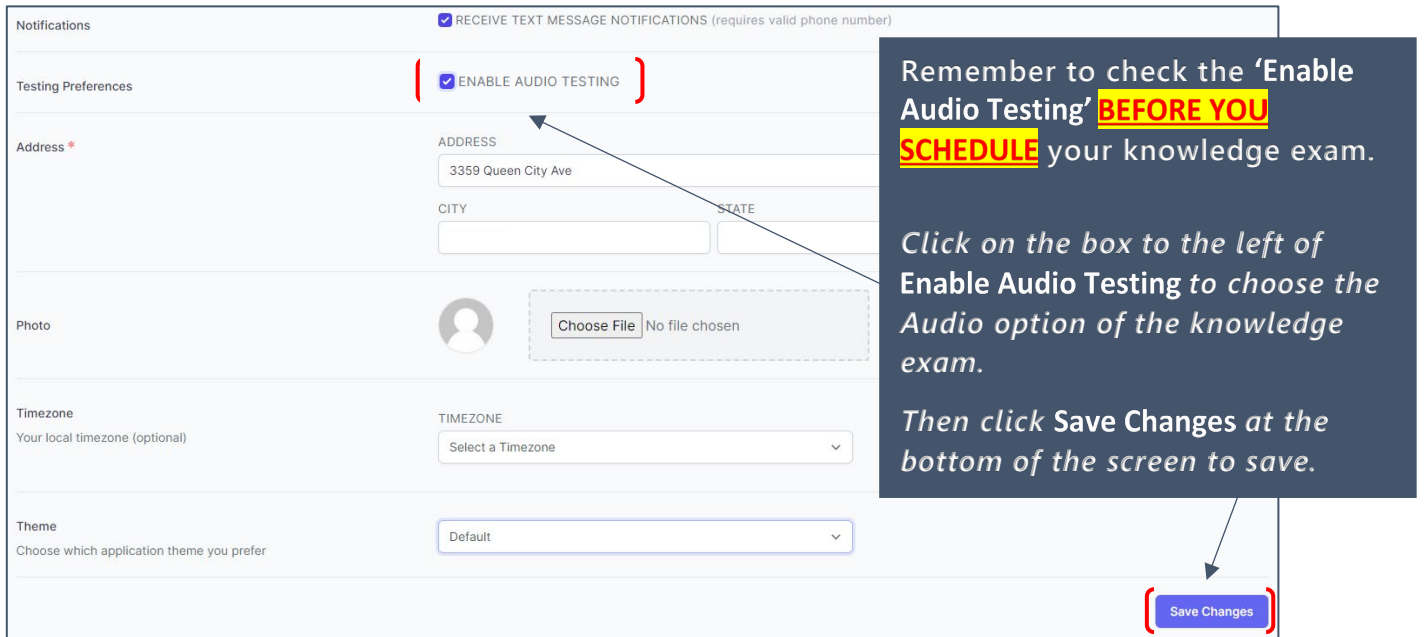
**NOTE:** On the Audio Knowledge Exam, only the first 67 questions will be read orally, the remaining 8 questions will have to be answered without audio assistance to assess English reading comprehension.

### Selecting an Audio Version of the Knowledge Exam

To select the Audio version of the knowledge test, follow the instructions with screen shots that follow.



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



Published foreign word-for-word translation dictionaries **are allowed**.

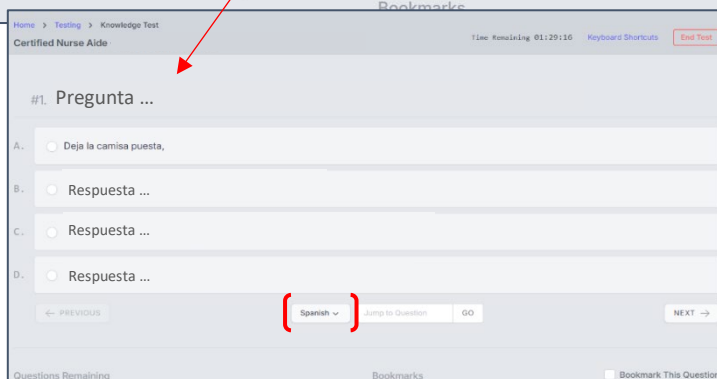
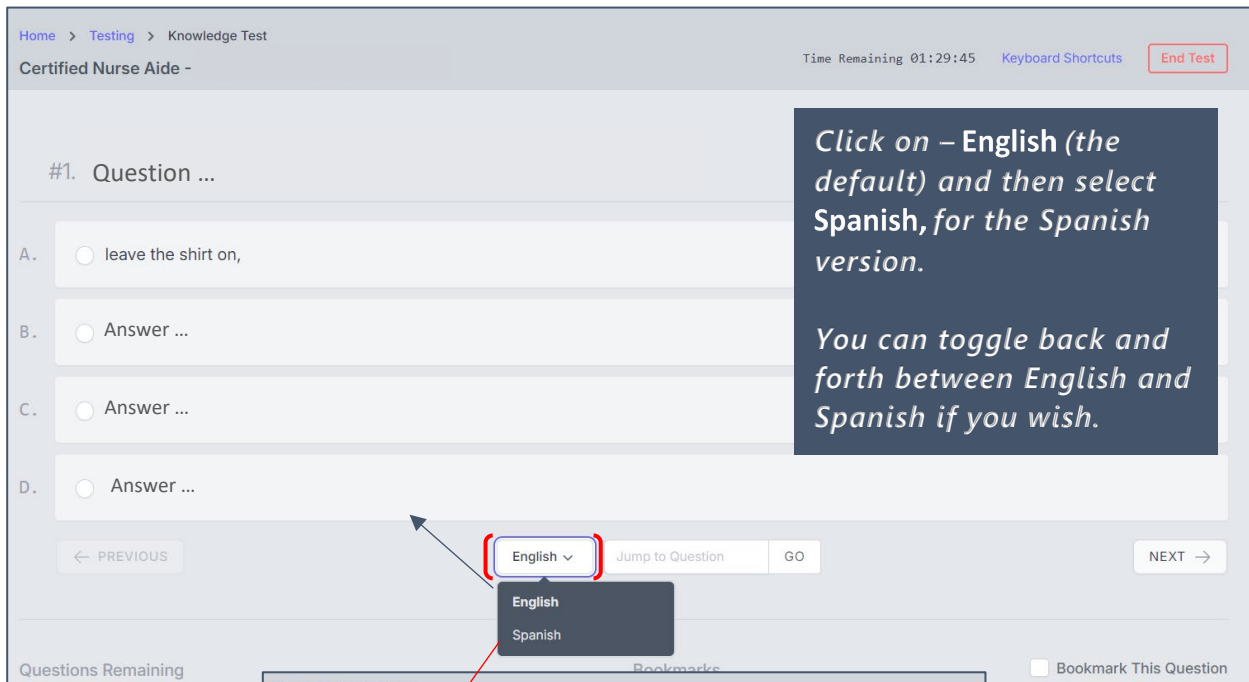
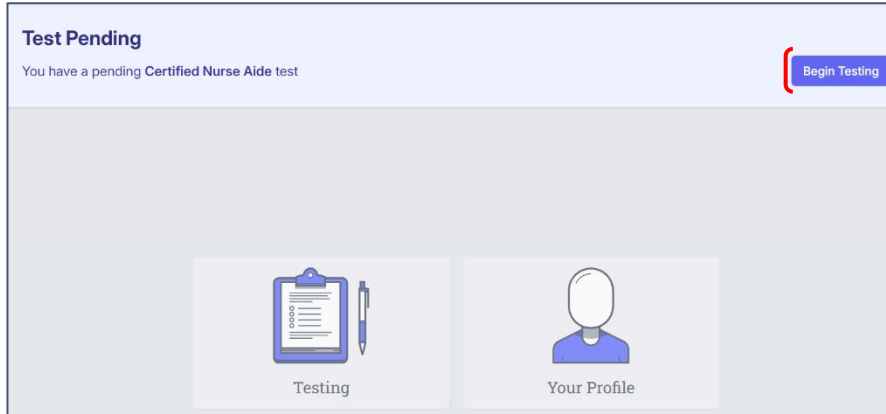
- Electronic dictionaries or non-approved language translators **are not allowed**. Dictionaries that have definitions or hand-writing/notes in them **are not allowed**. You must show your published word-for-word translation dictionary to the test observer/proctor during sign-in at your on-site or remotely proctored test event.

## Arkansas Nurse Aide Candidate Handbook

All test materials (including scratch paper and calculator) must be left in the testing room. Anyone who takes or tries to take materials, notes or information from the testing room is subject to prosecution and will be reported to the Arkansas DHS.

### Knowledge Exam Spanish Version

The Knowledge/Audio Exam is available in a Spanish version. When you are signed in to your Knowledge Exam at a test event, or your remotely proctored Knowledge Exam, you will have the option to toggle your exam from English to Spanish. Please see instructions that follow:



## Arkansas Nurse Aide Candidate Handbook

### Remotely Proctored Knowledge Exam Option

You will have the option to take the knowledge exam remotely with a remote proctor.

#### 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.
- **Your Email or Username and Password to take the remotely proctored TMU® Knowledge exam.**
- A smartphone to access the ‘video conferencing app’ (example; Zoom, etc.) that you will need to have downloaded.
  - You will be provided information for the ‘video conferencing app’ (example; Zoom, etc.) you will need before test day via email.
  - The night before your scheduled remotely proctored knowledge exam, you will be emailed a reminder with the password protected link to join the test event.
- A distraction and interruption free area of your home, etc., where you will be testing.
- If you have selected and paid for the Audio version of the knowledge exam, you will provide your own wired earbuds/headphones (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 earbuds/headphones 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.
    - **Note:** On the Audio Knowledge Exam, only the first 67 questions will be read orally, the remaining 8 questions will have to be answered without audio assistance to assess English reading comprehension.

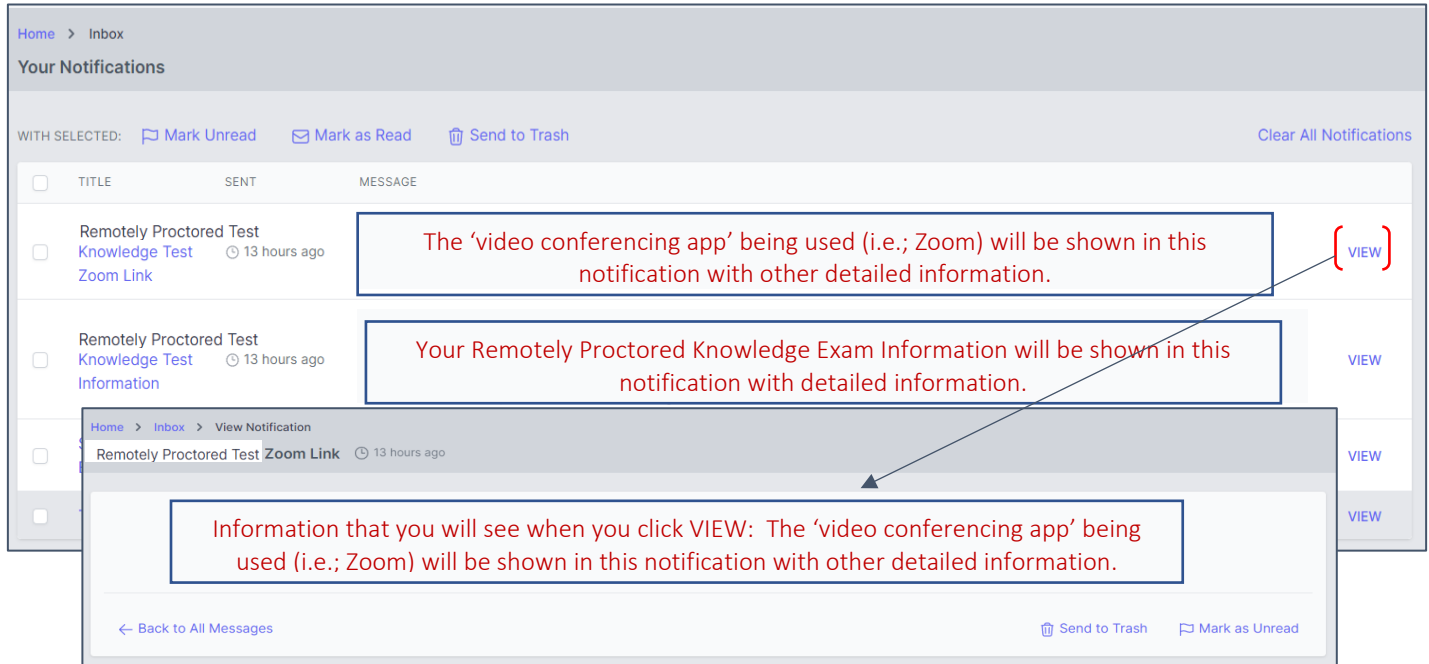
#### SCHEDULING A REMOTELY PROCTORED KNOWLEDGE EXAM

You will need to sign in to your TMU® account using your Username or Email and Password and follow the instructions to ‘Scheduling/Rescheduling into 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 and a notification will be generated in your TMU® account for you to view (see the ‘Scheduling/Rescheduling into a Test Event’, ‘Test Confirmation Letter’ and the ‘Checking/Viewing your Notifications’ section for information to access your test confirmation.)
- Instructions and the link to download the ‘video conferencing app’ (example; Zoom, etc.), including the meeting ID and Password for the 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.

## Arkansas Nurse Aide Candidate Handbook

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



### REMOTELY PROCTORED KNOWLEDGE EXAM SIGN-IN

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

- You will need to show your mandatory form of identification to the remote Proctor at sign 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 sign-in before starting your remotely proctored knowledge exam.

### REMOTELY PROCTORED KNOWLEDGE EXAM POLICIES

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

- The 'video conferencing app' (example; Zoom, etc.) link must be maintained during the entire knowledge exam.
- If the 'video conferencing app' (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.

## Arkansas Nurse Aide Candidate Handbook

- 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.
- Published foreign word-for-word translation dictionaries are allowed. Electronic dictionaries or non-approved language translators **are not allowed**. Dictionaries that have definitions or hand-writing/notes in them **will not be allowed**. You must show your published word-for-word translation dictionary to the remote Proctor during sign-in at your test event.

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

### Knowledge Exam Content

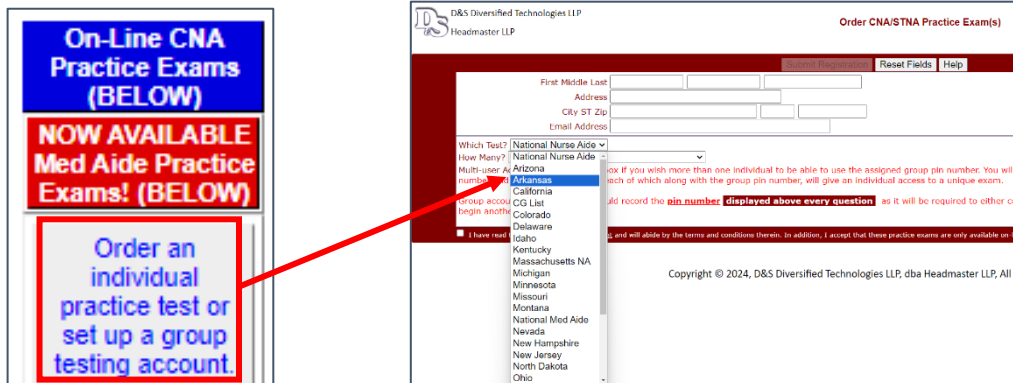
The Knowledge Test consists of 75 multiple-choice questions. Questions are selected from subject areas based on the DHS approved Arkansas test plan and include questions from all the required categories as defined in the federal regulations. The subject areas are as follows:

SUBJECT AREA	NUMBER OF QUESTIONS	SUBJECT AREA	NUMBER OF QUESTIONS
Aging Process and Restorative Care	5	Infection Control	9
Basic Nursing Skills	11	Mental Health	4
Care Impaired	3	Personal Care	8
Communication	5	Resident Rights	6
Data Collection	4	Role and Responsibility	7
Disease Process	5	Safety	8

### Knowledge Practice Test

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

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



## Arkansas Nurse Aide Candidate Handbook

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

**1. Clean linens that touch the floor should be:**

- (A) Picked up quickly and placed back on the clean linen cart
- (B) Used immediately on the next resident bed
- (C) Considered dirty and placed in the soiled linen hamper
- (D) Used only in the room with the floor the linen fell on

**2. When you are communicating with residents, you need to remember to:**

- (A) Face the resident and make eye contact
- (B) Speak rapidly and loudly
- (C) Look away when they make direct eye contact
- (D) Finish all their sentences for them

**3. A resident's psychological needs:**

- (A) Should be given minor consideration
- (B) Make the resident withdrawn and secretive
- (C) Are nurtured by doing everything for the resident
- (D) Are nurtured when residents are treated like individuals

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

## The Manual Skill Test

- The purpose of the Skill Test is to evaluate your performance when demonstrating Arkansas DHS approved nurse aide skill tasks. You will find a complete list of skill tasks in this handbook.
- You will be asked to re-present your ID that you showed the RN Test Observer at sign-in.
- Be sure you understand all instructions you read while in the waiting area before you begin your skill task demonstrations. You may not ask questions once the Skill Test begins and the timer starts. Once the Skill Test begins, the RN Test Observer may not answer questions.
- Each of your randomly selected 3 or 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 **30 minutes** to complete your three or four tasks. After 15 minutes have elapsed, you will be alerted that 15 minutes remain.
- Listen carefully to all instructions given by the RN Test Observer. You may request to have any of the scenarios repeated **at any time** during your Skill Test up until you run out of time or tell the RN Test Observer that you are finished with your skill task demonstrations.
- You must correctly perform all of the **key** steps (in bold font) and 80% of all 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.

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- The skill task steps are not order dependent, unless the words BEFORE or AFTER are used in a step.
- When you finish each task, verbally tell the RN Test Observer you are finished and move to the designated “relaxation area.” When the RN Test Observer and actor have set up and are ready for your next skill task demonstration, the RN Test Observer will read the scenario for your next task.
- **All steps must actually be demonstrated. Steps that are only verbalized WILL NOT COUNT.**

### Skill Test Recording Form

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

RECORDING FORM →

Candidate's Name: _____	
PLEASE PRINT	
PULSE: _____	RESPIRATIONS: _____
URINARY OUTPUT: _____ ml	
GLASS 240ml: _____	
GLASS 120ml: _____	
TOTAL FLUID INTAKE: _____ ml	FOOD INTAKE: _____ %
Candidate's Signature: _____	

### Skill Test Tasks

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

- Bedpan and Output with Hand Washing
- Catheter Care for a Female with Hand Washing [DEMONSTRATED ON A MANIKIN]
- Donning an Isolation Gown and Gloves then Emptying a Urinary Drainage Bag with Hand Washing
- Perineal Care for a Female with Hand Washing [DEMONSTRATED ON A MANIKIN]

**Please 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 or three 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. That is why some skill tests will have a differing number of tasks.

## Arkansas Nurse Aide Candidate Handbook

### Skill Tasks Listing

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

The steps that are listed for each task are the steps required for a nurse aide candidate to successfully demonstrate minimum proficiency of the skill task for the RN Test Observer. The steps will be performed on a live resident actor for all of the tasks with the exception of two tasks: the catheter care and perineal care for a female task will be demonstrated on a manikin.

You will be scored only on the steps listed. **You must have a score of 80% on each task without missing any key steps (the Bolded steps) to pass the skill component of your competency evaluation.**

If you fail the Skill Test, one of the tasks on your retest will be a task you previously failed. There will always be the one of the four mandatory tasks to start each Skill Test. The other tasks included on your Skill Test are randomly chosen so that every Skill Test is comparable in difficulty and average length of time to complete.

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

**Please note:** The skill task steps included in this handbook are offered as guidelines to help prepare candidates for the Arkansas 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.

### Ambulation 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 resident.
- 3) Obtain gait belt for the resident.
- 4) Lock bed brakes to ensure resident's safety.**
- 5) Adjust bed height to ensure resident's feet will be flat on the floor.
- 6) Bring resident to a sitting position with resident's feet flat on the floor.
- 7) Properly place gait belt around resident's waist to stabilize trunk.
- 8) Tighten gait belt. Check gait belt for tightness by slipping fingers between gait belt and resident.
- 9) Assist resident to put on non-skid footwear BEFORE standing.
- 10) Bring resident to a standing position using proper body mechanics at all times.
- 11) Grasp gait belt.
- 12) Stabilize resident.
- 13) Ambulate resident at least 10 steps to the wheelchair.**
- 14) Lock wheelchair brakes to ensure resident's safety.**
- 15) Assist resident to pivot/turn and sit in wheelchair.
- 16) Sit resident in the wheelchair in a controlled manner that ensures safety at all times.
- 17) Remove gait belt.

## Arkansas Nurse Aide Candidate Handbook

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

### Ambulation from Wheelchair to Bed 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 resident.
- 3) Obtain gait belt for the resident.
- 4) Lock bed brakes to ensure resident's safety.**
- 5) Adjust bed height to ensure resident's feet will be flat on the floor.
- 6) Lock wheelchair brakes to ensure resident's safety.**
- 7) Properly place gait belt around resident's waist to stabilize trunk.
- 8) Tighten gait belt. Check gait belt for tightness by slipping fingers between gait belt and resident.
- 9) Ask resident to place hands on wheelchair arm rests.
- 10) Grasp gait belt with both hands.
- 11) Bring resident to a standing position using proper body mechanics at all times.
- 12) Continue grasping gait belt.
- 13) Stabilize resident.
- 14) Ambulate resident at least 10 steps to the bed.**
- 15) Assist resident to pivot/turn and sit on the bed.
- 16) Sit resident on the bed in a controlled manner that ensures safety at all times.
- 17) Remove gait belt.
- 18) Remove resident's non-skid footwear.
- 19) Assist resident to lie down in the center of the bed making sure the resident is comfortable and in good body alignment.
- 20) Lowers bed.
- 21) Place call light or signaling device within easy reach of the resident.
- 22) Maintain respectful, courteous interpersonal interactions at all times.
- 23) Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub hands together until hands are completely dry.

### Bed Bath- Whole 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 procedure to the resident.
- 3) Provide for privacy.
- 4) Fill basin with warm water.
- 5) Raise bed height.
- 6) Cover resident with a bath blanket.

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- 7) Fan fold bed linens at least down to the waist or moves linens to opposite side.
- 8) Remove resident's gown without exposing resident.
- 9) Dispose of gown in designated laundry hamper.
- 10) Wash face WITHOUT SOAP.
- 11) Pat dry face.
- 12) Place towel under arm, only expose one arm.
- 13) Wash arm, hand and underarm using soap and water.
- 14) Rinse arm, hand, and underarm.
- 15) Pat dry arm, hand and underarm.
- 16) Assist resident to put on a clean gown.
- 17) Empty, rinse, dry and return to storage.
- 18) Dispose of soiled linen in designated laundry hamper.
- 19) Lower bed.
- 20) Place call light or signaling device within easy reach of the resident.
- 21) Maintain respectful, courteous interpersonal interactions at all times.
- 22) Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub hands together until hands are completely dry.

### Bedpan and Output with Hand Washing

*(One of the possible mandatory first tasks)*

- 1) Knock on door.
- 2) Introduce yourself to the resident.
- 3) Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub hands together until hands are completely dry.
- 4) Explain the procedure to resident.
- 5) Provide for privacy.
- 6) Candidate puts on gloves.
- 7) Position resident on bedpan correctly (pan not upside down, is centered, etc.) using correct body mechanics.
- 8) Raise head of bed to comfortable level.
- 9) Leave call light or signaling device and tissue within reach of resident.
- 10) Step away to area of room away from resident.
- 11) When the RN Test Observer indicates, the candidate returns.
- 12) Wash/assist resident to wash hands.
- 13) Dry/assist resident to dry hands.
- 14) Discard soiled linen in designated laundry hamper.
- 15) Gently remove bedpan/fracture pan and hold while the RN Test Observer pours an unknown quantity of fluid into bedpan/fracture pan.
- 16) Place graduate on level, flat surface.
- 17) With graduate at eye level, read output.
- 18) Empty equipment used into designated toilet.
- 19) Rinse equipment used (bedpan/fracture pan and graduate) and empty rinse water into designated toilet.
- 20) Return equipment to storage.

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- 21) Remove gloves turning inside out and dispose of gloves in appropriate container.
- 22) Record output on the provided, previously signed recording form.
- 23) Candidate's recorded output is within 25ml's of RN Test Observer's recorded output.**
- 24) Place call light or signaling device within easy reach of the resident.
- 25) Maintain respectful, courteous interpersonal interactions at all times.
- 26) Wash hands: Begin by wetting hands.
- 27) Wash hands: Apply soap to hands.
- 28) Wash hands: Rub hands together using friction for at least 20 seconds with soap.
- 29) Wash hands: Interlace fingers pointing downward with soap.
- 30) Wash hands: Wash all surfaces of hands and wrists with soap.
- 31) Wash hands: Rinse hands thoroughly under running water with fingers pointed downward.
- 32) Wash hands: Dry hands with clean paper towel(s).
- 33) Wash hands: Turn off faucet with a clean, dry paper towel (or use knee/foot control to turn off faucet, or remove hands from under the water sensor.)
- 34) Wash hands: Discard paper towels into trash container as used.
- 35) Wash hands: Do not re-contaminate hands by touching the faucet or sink at any time during/after the hand washing procedure.**

### Catheter Care for a Female with Hand Washing

*(One of the possible mandatory first tasks)* [DEMONSTRATED ON A MANIKIN]

- 1) Knock on door.
- 2) Introduce yourself to the resident.
- 3) Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub hands together until hands are completely dry.
- 4) Explain the procedure to resident.
- 5) Provide for privacy.
- 6) Fill basin with warm water.
- 7) Candidate puts on gloves.
- 8) Avoid over exposure throughout the procedure.
- 9) Check to see that urine can flow, unrestricted, into the drainage bag (*helpful to verbalize checking while looking for kinks in tubing, etc.*).
- 10) Use soap and water to carefully wash around the catheter where it exits the urethra.
- 11) Hold catheter where it exits the urethra with one hand.**
- 12) While holding the catheter where it exits the urethra, clean 3-4 inches down the catheter tube.
- 13) Clean with strokes only away from the urethra. (At least two strokes.)**
- 14) Use a clean portion of the wash cloth for each stroke.
- 15) Rinse using strokes only away from the urethra.
- 16) Rinse using a clean portion of the wash cloth for each stroke.
- 17) Pat dry.
- 18) Do not allow the tube to be pulled at any time during the procedure.
- 19) Replace the resident's gown over the perineal area.
- 20) Replace top cover over the resident.
- 21) Leave resident in a position of safety and comfort.
- 22) Empty, rinse, dry and return basin to storage.
- 23) Remove gloves turning inside out and dispose of gloves in appropriate container.

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- 24) Place call light or signaling device within easy reach of the resident.
- 25) Maintain respectful, courteous interpersonal interactions at all times.
- 26) Wash hands: Begin by wetting hands.
- 27) Wash hands: Apply soap to hands.
- 28) Wash hands: Rub hands together using friction for at least 20 seconds with soap.
- 29) Wash hands: Interlace fingers pointing downward with soap.
- 30) Wash hands: Wash all surfaces of hands and wrists with soap.
- 31) Wash hands: Rinse hands thoroughly under running water with fingers pointed downward.
- 32) Wash hands: Dry hands with clean paper towel(s).
- 33) Wash hands: Turn off faucet with a clean, dry paper towel (or use knee/foot control to turn off faucet, or remove hands from under the water sensor.)
- 34) Wash hands: Discard paper towels into trash container as used.
- 35) Wash hands: Do not re-contaminate hands by touching the faucet or sink at any time during/after the hand washing procedure.**

### Denture 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 procedure to the resident.
- 3) Line bottom of sink with a protective lining that would help prevent damage to the dentures. (*Towel, wash cloth or paper towels are allowed for lining.*)
- 4) Put on gloves.
- 5) Apply denture cleanser.
- 6) Remove denture from cup.
- 7) Handle dentures carefully to avoid damage.
- 8) Handle dentures carefully to avoid contamination.
- 9) Rinse denture cup.
- 10) Thoroughly brush dentures including the inner, outer, and chewing surfaces of upper and lower dentures. (*Only one plate is used during testing.*)
- 11) Rinse dentures using clean cool water.
- 12) Place dentures in rinsed denture cup.
- 13) Add cool clean water to denture cup.
- 14) Rinse equipment.
  - a. *Denture brush or toothbrush.*
- 15) Return equipment to storage.
- 16) Discard protective lining in an appropriate container.
- 17) Remove gloves inside out and dispose of gloves in an appropriate container.
- 18) Place call light or signaling device within easy reach of the resident.
- 19) Maintain respectful, courteous interpersonal interactions at all times.
- 20) Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub hands together until hands are completely dry.

### Donn an Isolation Gown and Gloves, then Emptying a Urinary Drainage Bag with Hand Washing

*(One of the possible mandatory first tasks)*

- 1) Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub hands together until hands are completely dry.
- 2) Face the back opening of the gown.
- 3) Unfold the gown.
- 4) Place arms through each sleeve.
- 5) Secure the neck opening.
- 6) Secure the waist making sure that the back flaps cover clothing as completely as possible.
- 7) Put on gloves.
- 8) Gloves overlap sleeves at the wrist.
- 9) Knock on door.
- 10) Introduce yourself to the resident.
- 11) Explain the procedure to resident.
- 12) Place a barrier on the floor under the drainage bag.
- 13) Place the graduate on the previously placed barrier.
- 14) Open the drain to allow the urine to flow into the graduate.
- 15) Avoid touching the graduate with the tip of the tubing.
- 16) Close the drain.
- 17) Wipe the drain with alcohol wipe AFTER emptying the drainage bag.
- 18) Replace drain in holder.
- 19) Place graduate on level, flat surface.
- 20) With graduate at eye level, read output.
- 21) Empty graduate into designated toilet.
- 22) Rinse graduate and empty rinse water into designated toilet.
- 23) Return graduate to storage.
- 24) Leave resident in a position of comfort and safety.
- 25) Record output on the provided, previously signed recording form.
- 26) Candidate's measured output reading is within 25mls of RN Test Observer's output reading.**
- 27) Place call light or signaling device within easy reach of the resident.
- 28) Maintain respectful, courteous interpersonal interactions at all times.
- 29) Remove gloves, turning inside out.
- 30) Remove gloves BEFORE removing gown.
- 31) Dispose of the gloves in the appropriate container.
- 32) Unfasten gown at the neck.
- 33) Unfasten gown at the waist.
- 34) Remove gown by folding soiled area to soiled area.
- 35) Dispose of the gown in the appropriate container.
- 36) Wash hands: Begin by wetting hands.
- 37) Wash hands: Apply soap to hands.
- 38) Wash hands: Rub hands together using friction for at least 20 seconds with soap.
- 39) Wash hands: Interlace fingers pointing downward with soap.
- 40) Wash hands: Wash all surfaces of hands and wrists with soap.

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- 41) Wash hands: Rinse hands thoroughly under running water with fingers pointed downward.
- 42) Wash hands: Dry hands with clean paper towel(s).
- 43) Wash hands: Turn off faucet with a clean, dry paper towel (or use knee/foot control to turn off faucet, or remove hands from under the water sensor.)
- 44) Wash hands: Discard paper towels into trash container as used.
- 36) Wash hands: Do not re-contaminate hands by touching the faucet or sink at any time during/after the hand washing procedure.**

### Dressing a Bedridden Resident

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

### Feeding a Dependent Resident

- 1) Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub hands together until hands are completely dry.
- 2) Explain procedure to the resident.
- 3) Ask the resident to state name and verify name matches the name on the diet card.
- 4) Protect clothing from soiling by using napkin, clothing protector, or towel.
- 5) Provide hand hygiene for the resident **BEFORE** feeding. *(Candidate may use a disposable wipe to clean hands –or– wash the resident's hands with a wet wash cloth –or– may use hand sanitizer on the resident covering all surfaces of the resident's hands and rubbing the sanitizer in until dry.)*

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- 6) Ensure resident's hands are dry BEFORE feeding. *(If candidate uses a wet wash cloth to wash the resident's hands, they will need to dry the resident's hands. If hand sanitizer or a disposable wipe was used, make sure the hands are dry.)*
- 7) Position yourself at eye level facing the resident while feeding resident.
- 8) Describe the food being offered to the resident.
- 9) Offer each fluid frequently from each glass.
- 10) Offer food in small amounts at a reasonable rate, allowing resident to chew and swallow.
- 11) Wipe resident's face during meal at least one time.
  - a. *Actor will say, "I'm full" before all the solid food and fluids are gone.*
- 12) Leave resident clean.
  - a. *Remove the clothing protector.*
- 13) Record intake in percentage of total solid food eaten on provided, previously signed recording form.
- 14) Candidate's recorded consumed food intake is within 25 percentage points of the RN Test Observer's recorded food intake.**
- 15) Record intake of sum total fluid consumed in ml on provided, previously signed recording form.
- 16) Candidate's recorded total consumed fluid intake is within 60mls of the RN Test Observer's recorded fluid intake.**
- 17) Place 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.

### 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 procedure to the resident.
- 3) Fill foot basin with warm water.
- 4) Remove a sock from the (right/left) foot. *(The scenario read to you will specify right or left.)*
- 5) Immerse foot in warm water.
  - a. *You may verbalize the 5 to 20 minutes soaking time after you begin soaking the foot.*
  - b. *Once the 5 to 20 minutes soaking time is verbalized, the RN Test Observer will acknowledge the stated time and say, "You may continue with your demonstration now."*
- 6) Use water and soapy wash cloth.
- 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) Warm lotion by rubbing it between hands.
- 14) Massage lotion over entire foot.
- 15) Avoid getting lotion between the toes.
- 16) If any excess lotion, wipe with a towel.

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- 17) Replace sock on foot.
- 18) Empty, rinse, dry and return basin to storage.
- 19) Place dirty linen in designated laundry hamper.
- 20) Leave resident in a position of safety in proper body alignment in the chair.
- 21) Place call light or signaling device within easy reach of the resident.
- 22) Maintain respectful, courteous interpersonal interactions at all times.
- 23) Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub hands together until hands are completely dry.

### Making 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 procedure to the resident.
- 3) Gather linen.
- 4) Transport linen away from body.
- 5) Place linen on a clean surface. (*May place linen on the overbed table, chair or bedside stand.*)
- 6) Provide for privacy.
- 7) Raise bed height.
- 8) Resident is to remain covered at all times.
- 9) Assist resident to roll onto side.
- 10) Roll or fan fold soiled linen, soiled side inside, to the center of the bed.
- 11) Place clean bottom sheet on mattress.
- 12) Secure two fitted corners.
- 13) Roll or fan fold clean linen against the resident's back.
- 14) Assist the resident to roll over the bottom linen, preventing trauma and avoidable pain to resident.
- 15) Remove soiled linen without shaking.
- 16) Avoid touching linen to uniform.
- 17) Dispose of soiled linen in designated laundry hamper.
- 18) Pull through and smooth out the clean bottom linen.
- 19) Secure the other two fitted corners.
- 20) Place clean top linen and blanket or bed spread over covered resident.
- 21) Remove used linen keeping resident unexposed at all times.
- 22) Tuck in clean top linen at the foot of bed while providing room for feet to move.
- 23) Tuck in clean blanket or bed spread at the foot of the bed while providing room for feet to move.
- 24) Apply clean pillow case.
- 25) Gently lift resident's head while replacing the pillow.
- 26) Lower bed.
- 27) Return side rails to lowered position, if side rails were used.
- 28) Place the call light or signaling device within easy reach of the resident.
- 29) Maintain respectful, courteous interpersonal interactions at all times.
- 30) Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub hands together until hands are completely dry.

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### Mouth Care—Brushing 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 procedure to the resident.
- 3) Provide for privacy.
- 4) Put on gloves only AFTER supplies have been gathered.
- 5) Drape the resident's chest with towel (cloth or paper) to prevent soiling.
- 6) Wet toothbrush.
- 7) Apply toothpaste to toothbrush.
- 8) Brush resident's teeth, including the inner, outer, and chewing surfaces of all upper and lower teeth.**
- 9) Clean tongue.
- 10) Assist resident in rinsing mouth.
- 11) Wipe resident's mouth.
- 12) Remove soiled chest barrier.
- 13) Place soiled chest barrier (cloth or paper) in the appropriate container.
- 14) Empty, rinse and dry emesis basin.
- 15) Rinse toothbrush.
- 16) Return equipment to storage.
- 17) Remove gloves turning inside out and dispose in appropriate container.
- 18) Leave resident in position of comfort.
- 19) Place call light or signaling device within easy reach of the resident.
- 20) Maintain respectful, courteous interpersonal interactions at all times.
- 21) Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub hands together until hands are completely dry.

### 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 procedure to the resident.
- 3) Fill basin with warm water.
- 4) Immerse right/left hand nails in warm water. *(The scenario read to you will specify right or left.)*
  - a. *You may verbalize the at least 5 minutes soaking time after you begin soaking the nails.*
  - b. *Once the at least 5 minutes soaking time is verbalized, the RN Test Observer will acknowledge the stated time and say, "You may continue with your demonstration now."*
- 5) Dry hand thoroughly.
- 6) Specifically, dry between the fingers.
- 7) Gently cleans under nails with an orange stick.
- 8) Gently pushes cuticles back with a towel or wash cloth.
- 9) Files each fingernail.
- 10) Empty, rinse and dry basin.
- 11) Return equipment to storage.
- 12) Discard soiled linen in designated laundry hamper.

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- 13) Place 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.

### Perineal Care of a Female with Hand Washing

*(One of the possible mandatory first tasks)* [DEMONSTRATED ON A MANIKIN]

- 1) Knock on door.
- 2) Introduce yourself to the resident.
- 3) Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub hands together until hands are completely dry.
- 4) Explain the procedure to resident.
- 5) Provide for privacy.
- 6) Raise the bed height.
- 7) Fill basin with warm water.
- 8) Candidate puts on gloves.
- 9) Direct the RN Test Observer to stand on the opposite side of the bed or raise side rail on opposite side of the bed to provide for safety.
  - a. *RN Test Observer does not move into position unless directed to do so by the candidate.*
- 10) Turn resident or raise hips and place barrier under buttocks. (Candidate will choose barrier such as a towel, water proof pad, chux, etc.)
- 11) Expose perineum only.
- 12) Separate labia. (*Candidate must also verbalize separating.*)
- 13) Use water and soapy wash cloth.
- 14) Clean one side of labia from top to bottom.
- 15) Using a clean portion of a wash cloth, clean other side of labia from top to bottom.
- 16) Using a clean portion of a wash cloth, clean the vaginal area from top to bottom.**
- 17) Use a clean wash cloth, rinse one side of labia from top to bottom.
- 18) Using a clean portion of a wash cloth, rinse the other side of labia from top to bottom.
- 19) Using a clean portion of a wash cloth, rinse the vaginal area from top to bottom.
- 20) Pat dry.
- 21) Covers the exposed area with the bath blanket.
- 22) Assist resident to turn onto side away from the candidate.
  - a. *RN Test Observer may help hold the manikin on her side ONLY after the candidate has turned the manikin.*
- 23) With a clean wash cloth.
- 24) Uses water, wash cloth and soap.
- 25) Clean from vagina to rectal area.**
- 26) Use a clean portion of the wash cloth with any stroke.
- 27) Use a clean wash cloth, rinse from vagina to rectal area.
- 28) Use a clean portion of a wash cloth with any stroke.
- 29) Using a clean portion of a wash cloth, rinse the rectal area from vagina to rectal area.
- 30) Uses a clean portion of a wash cloth with any stroke.

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- 31) Pat dry.
- 32) Safely remove barrier from under buttocks.
- 33) Position resident (manikin) on their back.
- 34) Dispose of soiled linen in designated laundry hamper.
- 35) Empty, rinse, dry and return equipment to storage.
- 36) Remove gloves turning inside out and dispose of gloves in appropriate container.
- 37) Lowers bed.
- 38) Place call light or signaling device and water within easy reach of the resident.
- 39) Maintain respectful, courteous interpersonal interactions at all times.
- 40) Wash hands: Begin by wetting hands.
- 41) Wash hands: Apply soap to hands.
- 42) Wash hands: Rub hands together using friction for at least 20 seconds with soap.
- 43) Wash hands: Interlace fingers pointing downward with soap.
- 44) Wash hands: Wash all surfaces of hands and wrists with soap.
- 45) Wash hands: Rinse hands thoroughly under running water with fingers pointed downward.
- 46) Wash hands: Dry hands with clean paper towel(s).
- 47) Wash hands: Turn off faucet with a clean, dry paper towel (or use knee/foot control to turn off faucet, or remove hands from under the water sensor.)
- 48) Wash hands: Discard paper towels into trash container as used.
- 49) Wash hands: Do not re-contaminate hands by touching the faucet or sink at any time during/after the hand washing procedure.**

### Pivot-Transfer a Weight Bearing, Non-Ambulatory 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 procedure to the resident.
- 3) Obtain a gait belt.
- 4) Lock bed brakes to ensure resident's safety.**
- 5) Assist resident in putting on non-skid footwear.
- 6) Adjust bed height to ensure resident's feet will be flat on the floor.
- 7) Assist resident to a sitting position.
- 8) Position wheelchair at the foot or head of the bed with the wheelchair arm/wheel touching the side of the bed.
- 9) Lock wheelchair brakes to ensure resident's safety.**
- 10) Properly place gait belt around the resident's waist to stabilize trunk.
- 11) Tighten gait belt. Check gait belt for tightness by slipping fingers between gait belt and resident.
- 12) Grasp the gait belt with both hands.
- 13) Bring resident to a standing position using proper body mechanics.
- 14) Assist resident to pivot and sit in the wheelchair in a controlled manner that ensures safety.**
- 15) Remove gait belt.

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

### Pivot-Transfer a Weight Bearing, Non-Ambulatory Resident from Wheelchair to Bed 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 procedure to the resident.
- 3) Obtain a gait belt.
- 4) Lock bed brakes to ensure resident's safety.**
- 5) Adjust bed height to ensure resident's feet will be flat on the floor.
- 6) Position wheelchair at foot or head of bed with wheelchair arm/wheel touching the side of the bed.
- 7) Lock wheelchair brakes to ensure resident's safety.**
- 8) Properly place gait belt around the resident's waist to stabilize trunk.
- 9) Tighten gait belt. Check gait belt for tightness by slipping fingers between gait belt and the resident.
- 10) Ensure the resident's feet are flat on the floor.
- 11) Ask resident to place hands on the wheelchair arm rests.
- 12) Grasp the gait belt with both hands.
- 13) Bring resident to standing position using proper body mechanics.
- 14) Assist resident to pivot and sit on the bed in a controlled manner that ensures safety.**
- 15) Remove gait belt.
- 16) Remove non-skid footwear.
- 17) Assist resident to lie down in the center of the bed.
- 18) Make sure resident is comfortable and in good body alignment.
- 19) Lower bed.
- 20) Place call light or signaling device with 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.

### Position Resident on Side

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

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- 6) **Direct the RN Test Observer to stand on the side of the bed opposite working side of bed –or- raises side rail on side of the bed opposite working side of the bed to provide for safety.**
- 7) From the working side of the bed, move upper body, hips and legs toward self to provide room on the bed that will be used to safely turn the resident on their side.
- 8) Assist/turn resident on their side.
- 9) Ensure that the resident's face never becomes obstructed by the pillow.
- 10) Check to be sure that resident is not lying on their downside arm.
- 11) Ensure resident is in correct body alignment.
- 12) Place support devices such as pillows, wedges, blankets, etc., to maintain correct body alignment and protect bony prominences- under the resident's head, the upside arm, behind the back and between the knees.
- 13) Leave resident in a position of comfort and safety.
- 14) Lower bed.
- 15) Place call light or signaling device within easy reach of the resident.
- 16) Maintain respectful, courteous interpersonal interactions at all times.
- 17) Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub hands together until hands are completely dry.

### Range of Motion for Hip and 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 procedure to the resident.
- 3) Raise bed height.
- 4) Provide for privacy.
- 5) Position resident supine (bed flat).
- 6) Position resident in good body alignment.
- 7) Place one hand under the knee.
- 8) Place the other hand under the ankle.
- 9) **Do not cause discomfort/pain any time during ROM.**
- 10) ROM for hip: Move the entire leg away from the body.
  - a. *abduction*
- 11) Move the entire leg back toward the body.
  - a. *adduction*
- 12) Complete abduction and adduction of the hip at least three times.
- 13) Continue to correctly support joints by placing one hand under the resident's knee and the other hand under the resident's ankle.
- 14) Bend the resident's knee and hip toward the resident's trunk.
  - a. *flexion of hip and knee at the same time*
- 15) Straighten the knee and hip.
  - a. *extension of knee and hip at the same time*
- 16) Complete flexion and extension of knee and hip at least three times.
- 17) Do not force any joint beyond the point of free movement.
- 18) Candidate ***must ask*** at least once during the ROM exercise if there is/was any discomfort/pain.

## Arkansas Nurse Aide Candidate Handbook

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

### Range of Motion for Shoulder

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

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### Vital Signs – Radial Pulse and Respirations

- 1) Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub hands together until hands are completely dry.
- 2) Explain procedure to resident.
- 3) Locate the radial pulse by placing tips of fingers on thumb side of the resident's wrist.
- 4) Count pulse for 60 seconds or 30x2.
  - a. *Tell the RN Test Observer when you start counting and tell them when you stop counting.*
- 5) Record pulse rate on the provided, previously signed recording form.
- 6) Candidate's recorded pulse rate is within 4 beats of RN Test Observer's recorded pulse rate.**
- 7) Count respirations for 60 seconds or 30x2.
  - a. *Tell the RN Test Observer when you start counting and tell tem when you stop counting.*
- 8) Record respirations on the provided, previously signed recording form.
- 9) Candidate's recorded respiratory rate is within 2 breaths of the RN Test Observer's recorded respiratory rate.**
- 10) Place 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	advance directives	aphasia
abdominal thrust	afebrile	apical
abductor wedge	affected side	apnea
abnormal vital signs	aging process	arthritis
absorption	agitation	aspiration
abuse	AIDS	assault
accidents	Alzheimer's	assistive device
accountable	ambulation	atrophy
activities	amputees	audiologist
acute	anatomy	autoclave
adaptive	anemia	axillary temperature
adaptive devices	angina	bacteria
adaptive equipment	anterior	basic needs
adduction	anti-embolitic stocking	bathing
ADL	antibiotics	bed height
admission	antiseptis	bed making
admitting resident	anxiety	bedrails

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bedrest
behavior
behavioral care plan
beliefs
biohazard
bladder training
bleeding
blindness
blood pressure
body alignment
body fluid
body language
body mechanics
body temperature
bone loss
bowel program
brain stem
breathing
brittle bones
burnout
call light
cancer
cardiac arrest
cardiopulmonary resuscitation
cardiovascular system
care impaired
care plan
care planning
cast
cataract
catheter
catheter care
cc's in an ounce
central nervous system
chain of command
charge nurse

chemical disinfection
chemical restraint
chemotherapy
choking
chronic
circulation
circulatory system
cleaning
cleaning spills
clear liquid diet
clergy
cognitively impaired
cold pack
colostomy
colostomy care
coma
combative resident
communicable
communication
competency evaluation
conduct
confidentiality
conflict
conflict resolution
confused resident
congestive heart failure
constipation
contamination
contracture
converting measures
COPD
coughing excessively
cultural
culture
CVA
cyanotic
dangling

de-escalation
death and dying
decubitus ulcer
deeper tissue
dehydration
delegation
demanding resident
dementia
denture care
dentures
dependability
depression
development
developmental disability
diabetes
diaphragm
diastolic
diet
diets
digestion
dilate
dirty linen
discharging resident
disease
disease process
disinfection
disoriented
disposing of contaminated materials
disrespect
dizziness
DNR
documentation
domestic abuse
dorsiflexion
dressing
droplets

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drowsy
dying
dysphagia
dyspnea
dysuria
edema
elastic stockings
elderly
elimination
emesis
emesis basin
emotional abuse
emotional lability
emotional needs
emotional stress
emotional support
empathy
emphysema
enema
epilepsy
essential behaviors
ethics
etiquette
eye glasses
falls
fasting
fecal impaction
feces
feeding
fire
fire safety
first aid
flatus
Foley catheter
foot board
foot care
foot drop

Fowler's
fracture pan
fractures
fraud
frayed cord
gait belt
gastric feedings
gastrostomy tube
geriatrics
gerontology
gestures
gifts
gloves
grieving process
group settings
hand care
hand tremors
hand washing
health-care team
hearing aid
hearing impaired
hearing loss
heart attack
heart muscle
Heimlich maneuver
helping residents
hemiplegia
hereditary
hip prosthesis
HIPAA
HIV
holistic care
hormones
hospice
Huntington's
hyperglycemia
hypertension

hyperventilation
I&O
immobility
impaired
impairment
in-house transfer
in-service programs
incontinence
indwelling catheter
infection
infection control
infection prevention
initial observations
insomnia
intake
intake and output
integumentary system
interpersonal skills
invasion of privacy
ischemia
isolation
isolation precautions
jaundice
job application
job description
lactose intolerance
laxatives
life support
lift/draw sheet
linen
living will
log roll
log rolling
loose teeth
male perineal care
Maslow
masturbation

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material safety data sheets	oral temperature	preventing falls
measuring height	orientation	privacy
measuring temperature	oriented	progressive
mechanical lift	osteoporosis	pronation
medical asepsis	output	prostate gland
medical record	overbed table	prosthesis
medication administration	oxygen	psychiatrist
medications	oxygen use	psychological needs
memory loss	palliative care	psychosocial
mental health	paralysis	pulse
mentally impaired	paranoia	pureed diet
microorganism	Parkinson's	quadriplegia
military time	passive	quality of life
minerals	pathogen	RACE (acronym)
mistakes	patience	radial
mobility	perineal care	range of motion
mouth care	peripheral vascular disease	reality orientation
moving	peristalsis	rectal
MSDS	personal care	rectal temperature
mucous membrane	personal items	refusal
Multiple Sclerosis	personal protective equipment	regulation
musculoskeletal	personal values	rehabilitation
nail care	pet therapy	religious service
nasal cannula	phone etiquette	reminiscence therapy
neglect	physical needs	reminiscing
non-contagious disease	physical therapist	renewal
non-verbal communication	physician's authority	reporting
NPO	plaque	reposition
nursing assistant's role	plate rim	resident abuse
nutrition	podiatrist	resident belongings
objective	positioning	resident independence
objective data	postmortem care	resident pain
OBRA	postural hypotension	resident pictures
occupied bed	PPE	resident right
ombudsman	precautions	resident treatment
oral care	pressure ulcer	resident trust
oral hygiene		Resident's Bill of Rights

## Arkansas Nurse Aide Candidate Handbook

resident's chart
resident's environment
resident's families
residents
respectful treatment
respiration
respiratory symptoms
respiratory system
responding to resident behavior
responsibility
restorative care
restraint
resuscitation
rights
rigor mortis
risk factor
role
rotation
safety
safety procedures
sanitizer
scale
seclusion
secretions
seizure
self-esteem
semi fowlers
sensory system
sexual abuse
sexual harassment
sexual needs
sharing information
Sharp's container
shaving
shearing
side rails

Sitz bath
skin observation
slander
smoking
social needs
social worker
specimen
spills
spiritual needs
sputum specimen
stages of grief
standard precautions
state tested
stealing
stereotypes
stethoscope
stress
stroke
subjective
subjective data
sundowning
supine
supplemental feedings
survey
swelling
tachycardia
TED hose
temperature
tendons
terminal illness
terminology
thick fluid
threatening resident
thrombus
TIA
tips

toenails
trachea
transfer belt
transfers
transporting
transporting food
transporting linens
tub bath
twice daily
tympanic
tympanic temperature
unaffected
unconscious
unsteady
urethral
urinary catheter bag
urinary elimination
urinary system
urinary tract
urination
urine
UTI
varicose veins
vision change
vital signs
vitamins
vocabulary
vomitus
walker
wandering resident
water faucets
water intake
water pitcher
weakness
weighing
weight

