

# OH Guidelines

REVISED 03/2005

## Evaluators: (EV)

RN's with one year experience in providing care for the elderly or the chronically ill of any age **in a long-term care facility** and must be certified yearly by D&S DT using an ODH approved certification process.

Independent Contractors contracting with and paid by D&S DIVERSIFIED TECHNOLOGIES.

Administer Tests at Fixed Test Sites by signing up for dates with D&S DT (Regional Pre-Scheduled type MASTER test schedule)

Administer Tests at Flexible Test Sites by mutually agreeing to a test date with a testing/training facility and then immediately notifying D&S DT of the mutually agreed upon test date.

May use volunteer Actors (**Actors must not be residents of the testing/training facility or staff of the testing/training facility**)

May use paid (Professional) Actors (hired by EV, scheduled by EV, certified and paid by EV)

May be **instructors of training programs but may not test their own students, family members, close personal friends or students trained within their corporate entity or organization that employees me**. EV's must avoid any perception of a conflict of interest.

May use volunteer Written Test Proctors (Written Test Proctors must not be residents of the testing/training facility or staff of the testing/training facility)

May use paid (Professional) Written Test Proctors (hired by EV, scheduled by EV, certified and paid by EV)

May use a second Actor as a Written Test Proctor and exchange the two Actors during the day between Actor and Written Test Proctor roles

## Testing Sites:

Fixed - Regional – Test dates widely published 6 to 12 months in advance (form 1700 OH and [www.hdmaster.com](http://www.hdmaster.com))

Master test schedule distributed on form 1700 OH and automatically downloads with every ETEST® login

Flexible – Training/Testing facility test dates scheduled by Instructor or Facility in concert with EV and candidates. Date is immediately called in or emailed to D&S DT as soon as agreed upon.

Candidates, or facilities on behalf of candidates, may request a 1<sup>st</sup> and 2<sup>nd</sup> choice for Fixed test dates using form 1402 OH

Candidates, or facilities on behalf of candidates, may request/verify pre-scheduled Flexible test dates using form 1402 OH

May be at any approved skills lab. (Use form 1502 OH and 1503 OH to apply to become a test site for Fixed, Flexible or Both)

Need three areas available for four-hour blocks of time. (Skill lab, written test area and a holding area)

May be a TAG (Test Agency) site that pays evaluators. (D&S DT must certify Evaluators using an ODH approved certification process.)

## Actors:

No Resident from a long-term care facility may be used as an Actor.

Actors are hired and paid by EV or TAG are certified by EV's using a D&S DT/ODH approved certification process, and scheduled by the EV

Volunteer actors may be used, but they must still be properly certified and must sign all documents. (Non-disclosure etc.)

Paid Actors May NOT be affiliated with the Test Site where they will act.

Test candidates may not be used as actors.

## Written Test Proctors: (WTP)

WTP's are paid by EV or TAG, hired and certified by EV's using a D&S DT/ODH approved certification process, and scheduled by the EV

May be a volunteer, but still must be properly trained and sign all documents. (Nondisclosure etc)

WTP's may also be Actors. (EV may bring two actors and trade the Actor and Written Test Proctor jobs around during the day.)

In emergency situations, may be a test site staff person not involved with the training program. (i.e. Not a Trainer, Instructor, Coordinator) Nondisclosure agreement signed and emphasized.

## Reschedules/Cancellations/No Shows:

Reschedule:

An individual **candidate may reschedule one time during their three attempt testing cycle to a mutually agreed upon test date and site for no charge** if they reschedule **five or more work days** prior to their scheduled test date. Reschedules must be requested from **D&S DT prior to the five-workday advance notice to qualify for one free reschedule.**

Cancellation:

Once an application is received in the Findlay office a request may be made to **cancel a test any time up to 24 hours prior to a scheduled test time** (48 hours for Monday or holiday impacted tests) **and qualify for a full refund minus \$26.95 withheld as a cancellation fee**, to cover costs incurred including but not limited to postage, phone, paper, staff time and the issuing of the refund. Subsequent desire to test will be accomplished by submitting new application forms 1101 OH and 1402 OH with full test remuneration to D&S Diversified Technologies.

NO Show:

**Candidates attempting to cancel less than 24 hours prior to their scheduled test time (48 hours for Monday or holiday-impacted tests) or those that do not show up on time for their scheduled test(s) or those who show up without a non expired photo id will be considered NO SHOWS with no refund options available. No Show candidates will have to reapply by resubmitting new forms 1101 OH and 1402 OH to D&S Diversified Technologies with full test remuneration.**

## Refund Policies:

Refunds for valid cancellations will automatically be paid to the party that originally paid for the test or credited on account. The refund is based on the actual amount paid minus the cancellation fee of \$26.95. However, if a signed Dr. notice is provided or for acceptable documented emergencies a refund will be issued as though they had been a valid cancellation. D&S DT may authorize free tests, at their discretion, for weather related or other irregular situations where it is deemed to be appropriate to do so.