



ARIZONA ASSISTED LIVING FACILITY CAREGIVER CANDIDATE HANDBOOK

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CONTACT INFORMATION

QUESTIONS REGARDING TEST APPLICATIONS-TEST SCHEDULING-ELIGIBILITY TO TEST:

HEADMASTER, LLP

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QUESTIONS ABOUT ASSISTED LIVING FACILITY CAREGIVER COMPLETION OF COURSE:

ARIZONA BOARD OF EXAMINERS OF NURSING CARE INSTITUTION ADMINISTRATORS AND ASSISTED LIVING FACILITY MANAGERS (NCIA/ALFM)

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INTRODUCTION

The purpose of the Arizona Assisted Living Facility Caregiver competency evaluation program is to ensure that candidates who are seeking to be Assisted Living Facility Caregivers in Arizona understand the State standards and demonstrate entry level knowledge sufficient to perform the job of an Assisted Living Facility Caregiver.

This handbook describes the process of taking the Arizona Assisted Living Facility Caregiver competency test and is designed to help prepare candidates for testing. The Assisted Living Facility Caregiver competency test is a 62 question multiple-choice knowledge test. Candidates must pass the knowledge test and meet all requirements of the Arizona Board of Examiners of Nursing Care Institution Administrators and Assisted Living Facility Managers (NCIA/ALFM) for successful completion of the Arizona Assisted Living Facility Caregiver course.

The Arizona NCIA/ALFM Board of Examiners has approved HEADMASTER, LLP to provide knowledge tests and scoring services for the Assisted Living Facility Caregiver knowledge test. For questions not answered in this handbook please contact HEADMASTER at toll free 800-393-8664 or go to www.hdmaster.com. This handbook should be kept for future reference.

SCHEDULING YOUR ASSISTED LIVING FACILITY CAREGIVER EXAM

Your training program will have completed your Assisted Living Facility Caregiver registration online. You may schedule your exam date online at www.hdmaster.com (click on Assisted Living Facility Caregiver under the Assisted Living bar, click on WebETest© Start Page, click on Select Test Event/Reschedule and then log-in with your secure Test ID# and Pin# provided to you by your training program or from Headmaster at 800-393-8664. Securely processed VISA or MASTERCARD credit card or debit card information is required first. You will then be able to schedule your test date online.) If you wish, you may schedule a test date by mailing to Headmaster a Scheduling and Payment Form 1402 indicating your test date choices along with your payment (money order, cashier's check, facility check, Visa or MasterCard – no personal checks or cash.)

The Headmaster application, scheduling and payment forms and three month regional test site schedule are available from the Arizona Assisted Living Facility Caregiver page of the Headmaster website, www.hdmaster.com. Please call Headmaster at 800-393-8664, Monday through Friday 8 am to 6 pm mountain time if you have questions or problems.

Complete your Scheduling and Payment Form 1402 by including first and second date choices for your testing. Please keep in mind we need lead time to prepare and ship tests. Therefore, we cannot schedule you for a test date if we do not receive your form at least eight business days prior to your requested test date. Saturdays, Sundays and Holidays are not counted as business days.

Many training programs host and pre-schedule test dates for their graduating students. Check with your instructor/training program to see if this is the case before you request an exam date. Regional test sites are open to all candidates. Regional test dates are posted on the Arizona Assisted Living Facility Caregiver page of our website, www.hdmaster.com under the "Candidate Forms" column. Click on the button "Three Month Test Schedule". Be sure to read the important notes at the top of the first calendar.

Please note:

1. Forms with missing information, payment or signatures will be returned to the candidate.
2. If you fax your forms, a credit card payment is required and a \$5 Priority Fax Service Fee applies.
3. If we are able to schedule you to test within 8 business days of your requested test date a \$15 Express Service Fee and/or a \$19.50 Overnight Express Shipping Fee per candidate may apply.
4. We do not accept personal checks or cash for testing fees.
5. We accept Money Orders, Cashiers Checks, Facility Checks, MasterCard or Visa cards.
6. If you must reschedule, call us or leave us a message immediately at 800-393-8664!

Headmaster will notify the candidate via mail or email of their test date and time. If you do not hear from Headmaster within 5 business days of sending us your scheduling request and payment, call us immediately or leave us a message on the answering machine at 1-800-393-8664.

TEST DAY

- You should arrive at your confirmed test site between twenty and thirty (20-30) minutes before your test is scheduled to start. (*For example:* if your test start time is 8:00 a.m. – you need to be at the test site for check-in no later than 7:30 to 7:40 a.m.)
- You must bring a **GOVERNMENT ISSUED, SIGNED, NON-EXPIRED, PHOTO IDENTIFICATION**. Examples of the forms of government issued, signed, non-expired, photo ID's that are acceptable are:
 - ◆ **Driver's License**
 - ◆ **State issued Identification Card** (no expiration date on this card, but it is an acceptable form of ID per NCIA/ALFM Board)
 - ◆ **Passport** (Passport Cards *are not* acceptable)
 - ◆ **Military Identification**
 - ◆ **Alien Registration Card**
 - ◆ **Tribal Identification Card**
 - ◆ **Work Authorization Card**
- Your **FIRST** and **LAST printed names** on your ID that you will present to the RN Test Observer/Knowledge Test Proctor during sign-in at your test event **MUST EXACTLY MATCH** your FIRST and LAST names that were entered in the Arizona Assisted Living Facility Caregiver database by your training program. You may call Headmaster at 1-800-393-8664 to confirm that your name of record is matching your government issued ID.
- ***You will not be admitted for testing if you do not bring proper ID, your ID is invalid or if your FIRST and LAST printed names on your ID do not match your current name of record. You will be considered a NO SHOW. You will have to pay for another test and date.***
- We recommend that you read and bring your test notification letter with you on your test day although it is not required for test admission.

TESTING POLICY

The following policies are observed at each test site—

- If you arrive late for your confirmed test, or if you do not bring appropriate government issued ID, your ID is invalid or your FIRST and LAST printed names on your ID do not match your current name of record, you will not be admitted to the test and any test fees paid *will NOT be refunded*.
- **If you NO SHOW for your testing day you must re-submit Form 1402 (Scheduling and Payment Form) to schedule another test date.**
- Cell phones, electronic devices and personal items are not permitted in the testing room and there is no place for storage of personal belongings. Anyone caught using these devices during testing will be removed, forfeit all testing fees and will not be permitted to test for 6 months. *You may, however, use them during your free time.*
- ***You are encouraged to bring a jacket, snack, drink or study material to have while waiting to test.***
- You are not permitted to bring personal belongings such as briefcases, large bags, study materials, extra books, or papers into the testing room. Any such materials brought into the testing room will be collected and returned to you when you have completed the test. You may not take any notes or other materials from the testing room.
- You are not permitted to eat, drink, or smoke during the test.
- Translation dictionaries are not allowed during testing.
- If you are discovered causing a disturbance of any kind or engaging in any kind of misconduct, you will be dismissed from the test and reported to your training program and the Arizona NCIA/ALFM Board of Examiners.
- **No visitors, guests, pets or children are allowed.**

RESCHEDULE / CANCELLATION / NO SHOW POLICIES

Reschedules - All candidates are entitled to one free reschedule any time up until **1 business day** preceding a scheduled test day, **excluding** Saturdays, Sundays and holidays. Additional reschedules are subject to a \$35 fee that must be paid in full prior to a reschedule taking place. **RESCHEDULES WILL NOT BE GRANTED LESS THAN 1 BUSINESS DAY PRIOR TO A SCHEDULED TEST.**

Cancellations – A request must be made *in writing* to cancel a test any time up until 1 business day preceding a scheduled test day, **excluding** Saturdays, Sundays, and Holidays, and qualify for a full refund of any testing fees paid minus a \$25 cancellation fee. We accept faxed or emailed requests for cancellation.

No Shows- If you are scheduled for your test and do not show up without notifying Headmaster at least 1 business day prior to your scheduled testing event, **excluding** Saturdays, Sunday, and Holidays, you will be considered a **NO SHOW** and must submit a new application (with payment) to be scheduled for a new test date.

These fees partially offset Headmaster cost incurred for services requested and resulting work that is performed. If a reschedule or cancellation request is not received within 1 business day preceding a scheduled test date, excluding Saturdays, Sundays, and Holidays, a NO SHOW status will exist and your Re-test Request Form with payment must be submitted to Headmaster to secure a new test date.

If you No Show for any of the following reasons please provide the following documentation:

Car breakdown: Headmaster must be contacted within one business day via phone call, fax or email and a tow bill or other appropriate documentation must be submitted within **2 business days** of the test date, if we do not receive proof within the 2 business day time frame you will have to pay as though you were a No Show.

Medical emergency: Headmaster must be contacted within one business day via phone call, fax or email and a doctor's note must be submitted within **5 business days** of the missed exam date, if we do not receive proof within the 5 business days time frame you will have to pay as though you were a No Show.

Death in the family: Headmaster must be contacted and an obituary for **immediate family only** submitted within **14 business days** from a missed test date.

SECURITY

Anyone who removes or tries to remove test material, takes notes or information from the test site will be prosecuted to the full extent of the law, will be recorded as a test failure, and will not be allowed to retest for a minimum period of six months. If you give or receive help from anyone during testing, the test will be stopped, your test will not be scored, you will be dismissed from the testing room, you will forfeit any testing fees paid, will have a NO SHOW status in our computer scoring system, and your name will be reported to the appropriate agency.

THE KNOWLEDGE TEST

The Knowledge Test Proctor will hand out materials and give instructions for taking the Knowledge Test. You will have a maximum of ninety (90) minutes to complete the 62 question Knowledge Test. You will be told when fifteen (15) minutes remain. You may not ask questions about the content of the Knowledge Test (such as "What does this question mean?") For paper tests, fill in only one (1) oval on the answer sheet for each question. **DO NOT mark in the testing booklet.** Marks in the test booklet will not be accepted as answers. Your answers must appear on the separate scan form answer sheet. You must have a score of **75%** or better to pass the knowledge exam. The cost of the Assisted Living Facility Caregiver test is \$65.00.

Electronic testing called WebEtest® using Internet connected computers is utilized at several sites in Arizona. For electronic tests, the Knowledge test portion of your exam will be displayed on a computer screen for you to read and key in your answers. Testing online with WebEtest® allows next business day scoring of tests and eliminates examination material shipping time so test results are available days sooner than with traditional paper and pencil testing.

KNOWLEDGE TEST CONTENT

The Knowledge Test consists of 62 multiple-choice questions. Questions are selected from subject areas based on the approved Arizona Assisted Living Facility Caregiver test plan and include questions from all the required categories as defined in the Arizona NCIA/ALFM Board of Examiners regulations. The subject areas are as follows:

Resident Rights – Legal & Ethical (4)
Communication & Interpersonal Skills (3)
Job Management (3)
Service Plans (3)
Infection Control (4)
Nutrition & Food Preparation (4)
Medication Management (11)

Fire – Safety – Emergency Procedures (4)
Environment & Maintenance (4)
Basic Skills (8)
Mental Health & Social Services (5)
Impaired Resident Care (5)
Restorative Services (4)

TEST RESULTS

After you have completed the Knowledge Test, your test results will be sent to the Arizona NCIA/ALFM Board of Examiners. If you fail the knowledge test, you must reapply to retake the knowledge test. Procedures for reapplying and detailed test results are included in a failure notification letter mailed or emailed to your address on record.

Test results will be available the same day that they are graded on our website at www.hdmaster.com (3-5 days after a paper testing event). If you tested at a WebETest© facility your test results will be available 24 to 48 hours after an electronic test event (**Excluding** Saturdays, Sundays and Holidays). A hard copy of your official test results will be sent to you by mail the same day your test is scored.

You are eligible to test two times. If you fail both attempts, you will be required to go through an approved Assisted Living Facility Caregiver training course again before being eligible to test.

You may also check your test results on-line by going to www.hdmaster.com, click on ARIZONA ASSISTED LIVING FACILITY CAREGIVER. Under the CANDIDATES COLUMN, click on On-Line Test Results.

1. Type in your social security number
2. Type in your test date
3. Type in your birth date
4. Click on Submit Score Report Request

The screenshot shows the 'Headmaster' website interface. On the left is a sidebar with the logo for D&S Diversified Technologies LLP and Headmaster LLP, along with contact information: PO Box 6609, Helena, MT 59604-6609, Phone: (800)393-8664, Fax: (406)442-3357, and 'Arizona Assisted Living Facility Caregiver Score Report Login'. The main content area is titled 'Directions' and contains instructions for using the online score report system. Below the instructions is an 'Important Note' about availability. The 'Required Login Fields' section has three input boxes: 'Please enter your social security # or test ID [00000000]', 'Please enter the test date [12/31/2012] (mm/dd/yyyy)', and 'Please enter your birthdate [01/01/1970] (mm/dd/yyyy)'. At the bottom is a 'Submit Score Report Request' button. Four numbered callouts (1-4) are on the right side of the page, with arrows pointing to the input fields and the submit button.

RETAKE THE ASSISTED LIVING FACILITY CAREGIVER TEST

1. Make address corrections to the top portion of your failure results letter Re-Test Request Form (Form 1301).
2. Choose test dates from the test schedule (Form 1700) and write them on the Re-Test Request Form.
3. Check the Exam type and Method of Payment and sign the bottom of your Re-Test Request Form and mail or fax to Headmaster. If faxed, be sure to include credit card information on your Re-Test Request Form.
4. If you lost your failure letter (Form 1301), complete a new Scheduling and Payment Form (1402):
 - a. Fill out Exam types and Fee payment on a new Scheduling and Payment Form (Form 1402) and choose test dates from the test schedule (Form 1700) and write them on the Scheduling and Payment Form (1402) under Option 1. (Regional Test Site Schedule.)
5. Headmaster is unable to schedule you over the telephone for your retest. You will need to submit your Re-Test Request Form (Form 1301) or Scheduling and Payment Form (1402) to Headmaster either by fax (\$5.00 extra fax fee) or by mail.
6. You can schedule a test or re-test on-line at www.hdmaster.com with a VISA or MASTERCARD (click on Arizona Assisted Living Caregiver, click on WebETest© Start Page, click on Select Test Event/Reschedule and then log-in with your secure Test ID# and Pin# located on your test results letter, you will need to pay with a VISA or MASTERCARD first and then will be able to schedule. Call Headmaster at 800-393-8664 if assistance is needed or to get your ID# and Pin#.)

KNOWLEDGE TEST VOCABULARY LIST

abdominal thrust
abnormal vital signs
abuse
accidents
activities
adaptive equipment
adaptive devices
adequate drop of blood
ADL
administration
admission
admitting resident
aging process
agitation
allergic reactions
Alzheimer's
Alzheimer's care
ambulance
ambulation
anemia
antibiotics
antiemetic
antipsychotic
anxiety
aphasia
apical
aspiration
assistive devices
atherosclerosis
atrophy
attitudes
bacteria
basic needs
bath water temperature
bathing
bed making
bed position
behavior
behavioral care plan
beliefs
biohazard
bleeding
blood glucose
blood in urine
blood pressure
blood pressure reading
blood sample
blood sugar
blood sugar parameters
bodily fluids
body mechanics
body temperature
bone loss
bowel program
breathing
brittle bones
burnout
burns
call light
cancer
carbohydrates
cardiovascular system
care impaired
care plan
cast
cataracts
catastrophic reactions
catheter
catheter care
cc's in an ounce
charge nurse
chemical disinfection
chemotherapy
chest pain
choking
chronic
circulation
circulatory system
cleaning
cleaning spills
clear liquid diet
clergy
cognitively impaired
colostomy
colostomy bag
combative resident
communicable
communication
confidentiality
conflict
confused resident
congestive heart failure
constipation
contamination
contracture
contributing factors
converting measures
COPD
countable medication
cross checking
culture
dangling
death and dying
decubitus ulcer
de-escalation
defamation
dehydration
demanding resident
dementia
denture care
dentures
dependability
depression
developmental disabilities
diabetes
diabetic
diet
diets
digestion
digestive system
discoloration
disease
disease process
disinfection
disoriented
disposal
disrespect
disrupting behavior
dizziness
DNR
documentation
dose
drawing insulin
dressing
droplets
drug loss
dying
dysphagia
edema
effects
elastic stockings
elevate head
elimination
emesis
emesis basin
emotional needs
emotional support
epilepsy
ethics
expiration date
eye glasses
falls
fasting
faxed order
fecal impaction
feces
feeding
fingerstick
fire
first aid
five rights
flatus
Foley catheter
foot care
fraud
FSBS
gait belt
gangrene
gastrostomy tube
geriatrics
germ transmission
gestures
gloves
glucagon
glucometer
glucose levels
glucose management
Glucotrol
group settings
G-tube
hand care
hand washing
HCP order
HCP visit
health-care team
hearing
hearing loss
heart attack
height
Heimlich maneuver
hemiplegia
heredity
high incidence of diabetes
HIPAA
hoarding
hormone
hospice
hospice care
hyperglycemia
hypertension
hyperventilation
hypoglycemia
identifying residents
immobility
impairment
incontinence
indication
indwelling catheter
infection
infection control
inhaler
initial observations
injections
in-service programs
insulin
insulin administration
insulin classification
insulin dosage
insulin injection
insulin manufacture
insulin measurement
insulin potency

insulin syringe
interactions
interpersonal skills
isolation
job application
lancet
liability
lift/draw sheet
limping resident
liquid administration
loose teeth
mealtime
measuring height
measuring temperature
medical asepsis
medication administration
medication administration process
medication categories
medication effect
medication effects
medication information
medication interaction
medication label
medication occurrence
medication sheet
medication storage
memory loss
mental health
microorganism
microorganisms
minerals
missing documentation
mistakes
mixing
mixing insulin
mobility
MSDS
nares
nasal cannula
nausea
needle piercing
needles
neglect
negligence
nonverbal communication
normal blood glucose
NPH reactions
NPO
nursing assistant's role
nutrition
objective
objective information
observation
observation types
obtaining medications
occupied bed
official records
ointment
Ombudsman
open insulin
ophthalmic
oral care
oral hygiene
oral temperature
orientation
osteoporosis
OTC
oxygen
paranoia
Parkinson's
passive
pathogen
pathogens
patience
perineal care
peripheral vascular disease
personal care

personal items
pharmacy label
physician's authority
positioning
post mortem care
postural supports
PPE
precautions
prescription
pressure ulcers
privacy
PRN
professional boundaries
pronation
prosthesis
protection
providing privacy
psychological needs
pulse
QID
quadriplegia
quality control
RACE (acronym)
ramps
range of motion
recalling observations
recreational drugs
rectal
refusal
regulation
regulations
rehabilitation
reminiscence therapy
reminiscing
reporting
reposition
resident identification
resident independence
resident information
resident pain
resident pictures
resident treatment
resident trust
residents
resident's chart
resident's environment
resident's rights
respiration
respirations
respiratory symptoms
responding to resident behavior
responsibilities
restorative care
resuscitation
right dose
rights
risk factors
role
role and responsibility
rotation
safety
scale
seclusion
seizure
self-esteem
self-medication
sexual activity
sexual harassment
sexual needs
sharing information
shaving
side effect
side effects
skin
skin integrity
skin observation
skin rashes

sliding scale
smoking
social needs
soiled linen
specimen
spilled food
spills
spiritual needs
standard precautions
state survey
state tested
stethoscope
stress
stroke
subjective
sundowning
supplemental feedings
survey
swelling
symptoms
syringe units
syringes
systolic
telephone etiquette
temperature
terminal illness
terminology
threatening resident
tips
toenails
trachea
transfers
transporting food
transporting linens
tub bath
tubing
twice daily
Type I diabetes
Type II diabetes
unconscious
unsteady
urinary catheter bag
urinary elimination
urinary problems
urinary system
urinary tract
urine
validation
validation therapy
verification
vision change
vital signs
vitamins
vomitus
wandering resident
water faucets
water intake
water pitcher
water temperature
weakness
wearing gloves
weighing
wheelchair safety
wrong dose