



D&S Diversified Technologies LLP

Headmaster LLP

Arizona Nursing Assistant Candidate Handbook

EFFECTIVE: February 1, 2020

Version 19



Arizona Nursing Assistant Candidate Handbook

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Contact Information

Questions regarding testing process, test scheduling and eligibility to test: (800) 393-8664		
Questions about Nursing Assistant certification, renewals or Registry: (602) 771-7800		
Headmaster, LLP PO Box 6609 Helena, MT 59604-6609 Email: hdmaster@hdmaster.com Web Site: www.hdmaster.com	Monday through Friday 8:00 AM – 6:00 PM (MST)	Phone #: (800) 393-8664 Fax #: (406) 442-3357
Arizona State Board of Nursing 1740 W. Adams Street, Suite 2000 Phoenix, AZ 85007-2607 Email: Arizona@azbn.gov Web Site: www.azbn.gov	Monday through Friday 8:00 AM – 5:00 PM	Phone #: (602) 771-7800

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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 nursing assistant competency evaluation program provides specific standards for nursing assistant related knowledge and skills. The purpose of a nursing assistant competency evaluation program is to ensure that candidates who are seeking to be nursing assistants understand these standards and can competently and safely perform the job of an entry-level nursing assistant.

This handbook describes the process of taking the nursing assistant competency examination and is designed to help prepare candidates for testing. There are two parts to the nursing assistant competency examination—a multiple-choice, knowledge test and a skill test. Exam candidates must be registered, complete approved training, pass both parts of the exam and meet all other requirements of the Arizona Board of Nursing (AZBN) for certification in Arizona.

Arizona has approved D&S Diversified Technologies-Headmaster LLP to provide tests and scoring services for nursing assistant testing. For questions not answered in this handbook, please contact Headmaster at toll free 800-393-8664 or go to the Arizona webpage at http://hdmaster.com/testing/cnatesting/arizona/AZ_CNA_Home.htm. The information in this handbook will help you prepare for your examination.

Proof of Legal Presence in the United States

Every Arizona nursing assistant student will need to have proof of legal presence in the United States on file with the Arizona State Board of Nursing. For instructions on submitting your proof of legal presence documents, refer to the Arizona State Board of Nursing website at: www.azbn.gov. A link to AZBN's website with a comprehensive list of documents acceptable for proof of legal presence is available on the Arizona webpage at <https://www.azbn.gov/licenses-and-certifications/citizenship-and-alien-status>.

Certified Nursing Assistant (CNA) | Licensed Nursing Assistant (LNA)

The Arizona State Board of Nursing (Board) has 2 levels of nursing assistant:

Certified Nursing Assistant (CNA)

Upon passing the required knowledge and skill competency exam components, in order to be placed on the CNA Registry as a certified nursing assistant (CNA), candidates will need to go to AZBN's website at www.azbn.gov, click on "Apply for an Arizona License or Certificate" and complete the on-line application, which will include the uploading of your citizenship documents (proof of legal residence) and certificate of completion from your training program.

Licensed Nursing Assistant (LNA)

In addition to the requirements to be on the CNA Registry (see paragraph above), an LNA applicant must complete the on-line application and also submit their fingerprints and pay a \$100 fee to AZBN (\$50 for the application and \$50 for a one-time fingerprint background check). If the applicant meets Board requirements, the Board will license the applicant as an LNA and the applicant can use the initials "LNA". The on-line application process for LNA's is available on the Board's website: www.azbn.gov, click on "Apply for an Arizona License or Certificate".

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Americans with Disabilities Act (ADA)

ADA Compliance

If you have a qualified disability, you may request special accommodations for examination. Accommodations must be approved by the Arizona State Board of Nursing (AZBN) in advance of examination. The request for ADA Accommodation Form 1404AZ is available on the Arizona webpage under the Candidate Forms column at <http://hdmaster.com/testing/cnatesting/arizona/azformpages/azforms/1404AZ.pdf>. This form must be submitted to Headmaster with required documentation listed on the second page of the ADA application in order to be reviewed for a special accommodation.

The Arizona Nurse Aide Competency Exam

Payment Information

Exam Description	Price
Knowledge Test or Retake	\$30
Oral Knowledge Test or Retake	\$40
Skill Test or Retake	\$88

Schedule an Exam

In order to schedule an examination date, candidates must have successfully completed an Arizona Board of Nursing (AZBN) approved, nursing assistant (NA) training program or have an AZBN-approved NA Education Waiver. In addition, all nursing assistant certification exam candidates must be registered with Headmaster by their training program, unless a waiver is granted by AZBN. Your registration information will be transmitted to the AZBN upon passing both portions of the CNA exam.

Nursing Assistant Training Program Candidates

Your training program will enter your initial training information into the WebETest© database. Your training program instructor/program will verify the name entered into WebETest© against the identification you will present when you sign in at a test event. Your ID must be a US government issued, photo bearing ID. You should receive a verification form during your training to sign, attesting to the fact that there is an exact match. If you discover your ID name doesn't match your name as listed in WebETest©, please call Headmaster at 800-393-8664. Once your instructor or training program enters the date you successfully complete training into WebETest©, you may schedule your exam date online at <https://www.dandsdiversifiedtech.com/cgi-bin/CGIRegMaster/login?StateAbbrv=AZ&logtype=Schedule>. (or click on Schedule/Re-Schedule under "now available") 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 when scheduling online. After paying, you will be able to schedule and/or reschedule up to 1 full 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. You will be scheduled to take your initial knowledge and skill tests on the same day. To change or reschedule your test date, login to the Arizona webpage at:

<https://www.dandsdiversifiedtech.com/cgi-bin/CGIRegMaster/login?StateAbbrv=AZ&logtype=Schedule>.

Or click on Schedule/Re-Schedule under the "Candidate Forms" column at:

http://hdmaster.com/testing/cnatesting/arizona/AZ_CNA_Home.htm

and log in with your secure Test ID# and Pin# to update no less than 1 full business day before your scheduled test date. If you are unable to schedule/reschedule on-line, please call Headmaster at 800-393-8664 for assistance.

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

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You may also schedule a test date by mailing to HEADMASTER a paper Scheduling and Payment Form 1402AZ, <http://hdmaster.com/testing/cnatesting/arizona/azformpages/azforms/1402AZ.pdf>, indicating your test date choices along with your payment (money order, cashier's check, facility check, Visa or MasterCard). No personal checks or cash are accepted.

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. All Headmaster forms can be found on the Arizona webpage at:

http://hdmaster.com/testing/cnatesting/arizona/AZ_CNA_Home.htm

Please note: Forms with missing information, payment or signatures will be returned to the candidate.

If you fax your Headmaster forms, a credit card payment is required and a \$5 Priority Fax Service Fee applies. 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 \$39.50 Overnight Express Shipping Fee per candidate may apply. We do not accept personal checks or cash for testing fees. We accept Money Orders, Cashier's Checks, Facility Checks, MasterCard or Visa cards.

You can also view your confirmation notice any time by logging into your WebETest© account with your secure Test ID# and Pin#, at:

<https://www.dandsdiversifiedtech.com/cgi-bin/CGIRegMaster/login?StateAbbrv=AZ&logtype=Schedule>

You should have received your Test ID and PIN#'s from your training program, or you may call Headmaster at 800-393-8664.

HEADMASTER does not send postal mail test confirmation letters to candidates.

You will be scheduled to take your knowledge and skill tests on the same day. You must schedule a test **within two years of your date of training program completion**. After two years, you must complete another AZBN approved training program in order to be eligible to schedule testing.

Many training programs host and pre-schedule in-facility test dates for their graduating students. Your program/instructor will have informed you if this is the case. Prior to scheduling a test, verify with your instructor if the training program has already scheduled your test. Regional test seats are open to all candidates. Regional test dates are posted on the Arizona webpage of our website at:

<https://www.dandsdiversifiedtech.com/cgi-bin/CGIRegMaster/schedule?StateAbbrv=AZ>

Or click on the "Three Month Test Schedule" or "Printer Friendly Test Schedule" under the Candidate Forms column at: http://hdmaster.com/testing/cnatesting/arizona/AZ_CNA_Home.htm. Be sure to read the important notes at the top of the first calendar.

If you have any questions regarding your test scheduling, call Headmaster at 800-393-8664, Monday through Friday 8:00AM to 6:00PM Mountain Standard time.

Education Waivers for Military, Foreign Graduate or Nursing Student

If you have an AZBN-approved NA Education Waiver (military, foreign graduate or nursing student), Headmaster will complete your registration and scheduling upon receipt of your application. Complete the Headmaster NA Application Form 1101AZ and the Scheduling and Payment Form 1402AZ:

Form 1101AZ: <http://hdmaster.com/testing/cnatesting/arizona/azformpages/azforms/1101AZ.pdf>

Form 1402AZ: <http://hdmaster.com/testing/cnatesting/arizona/azformpages/azforms/1402AZ.pdf>

Or both forms can be found on the AZ NA page of our website at:

http://hdmaster.com/testing/cnatesting/arizona/AZ_CNA_Home.htm

Mail these forms to Headmaster at P.O. Box 6609, Helena, MT 59604 along with your payment: Money Order, Cashier's Check or Facility Check made out to **HEADMASTER**; Visa or MasterCard – *no personal checks or cash*.

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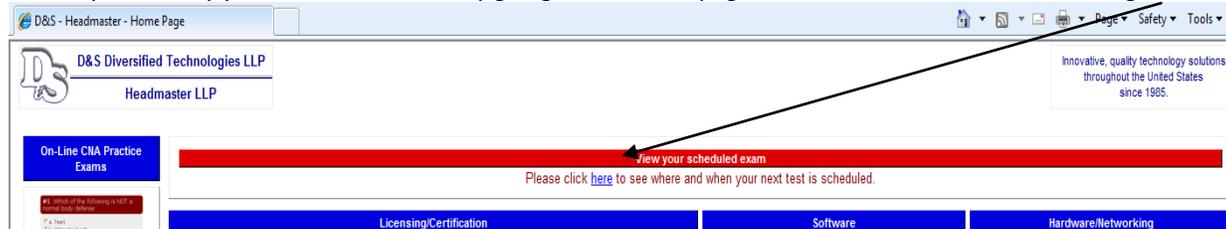
A copy of your AZBN NA Education Waiver or your Certificate of Completion of Training (the name on your Certificate of Completion of Training must exactly match the FIRST AND LAST names on your application or your forms will be returned).

For information on NA Education Waivers visit the AZBN website www.azbn.gov then click on Applications and Forms and scroll down to “Other Form Downloads”.

Please print neatly, double-check your address, phone number, email address and social security number before signing the Headmaster testing application. Unsigned applications will be returned to you, which will delay testing.

When a candidate is scheduled by Headmaster, we will notify the candidate via email of their test date and time. If you do not receive an email 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 800-393-8664.

You may also verify your test date on-line by going to our home page at www.hdmaster.com and clicking here:



- 1) Type in your social security number
- 2) Choose Arizona CNA from the drop down box
- 3) Click on “Click here to submit your request”



Exam Check-In

You need to arrive at your confirmed test site between 20 to 30 minutes before your exam is scheduled to start. (For example: if your test start time is 8:00AM – you need to be at the test site for check-in no later than 7:30 to 7:40AM.) If you arrive late, you will not be allowed to test.

Testing Attire

You must be in full clinical attire, which consists of: a scrubs top and scrub pants, scrub skirt (long, loose-fitting) or scrub dress (long, loose-fitting). No opened toed shoes are allowed. Scrubs and shoes can be any color/design.

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You may bring a standard watch with a second hand. No smart watches or fitness monitors are allowed.

Long hair must be pulled back.

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

Identification

You must bring a **US GOVERNMENT ISSUED, PHOTO-BEARING FORM OF IDENTIFICATION**. Examples of the forms of US government issued, photo ID's that are acceptable are:

- Driver's License (*Arizona Driver's License must be issued after January 1, 1997*)
- State issued Identification Card (*Arizona State ID must be issued after January 1, 1997*)
- US Passport (Foreign Passports *are not* acceptable)
- Military Identification Card (that meets all requirements)
- Alien Registration Card (that meets all requirements)
- Tribal Identification Card (that meets all requirements)
- Work Authorization Card (that meets all requirements)

Please note: *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. You will not be admitted for testing and you will be considered a NO SHOW. You will forfeit your testing fees and have to pay for another exam date.*

The **FIRST** and **LAST** names listed on the ID presented to the RN Test Observer during sign-in at your test event **MUST EXACTLY MATCH** the FIRST and LAST names that were entered in the AZ nurse aide database by your training program. You may call Headmaster at 800-393-8664 to confirm that your name of record matches your US government issued ID, or log in to the AZ NA webpage at:

<https://www.dandsdiversifiedtech.com/cgi-bin/CGIRegMaster/login?StateAbbrev=AZ&logtype=Schedule>

using your secure Test ID# and PIN# to check on or change your demographic information.

It is recommended that you print out, read and bring your test confirmation notice with you on your test day, although it is not required for test admission.

Please note: You will not be admitted for testing if you do not bring proper ID, your ID is invalid (*see note above) or if your FIRST and LAST printed names on your US government issued photo ID do not match your current name of record. You will be considered a NO SHOW. You will forfeit your testing fees and have to pay for another exam date.

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

Instructions for the Knowledge and Skill Tests

Test instructions for the knowledge and skill tests will be provided in written and oral format in the waiting area when you sign-in for your test. Oral and PDF versions are also available anytime from your smart phone via the knowledge test (paper version and electronic version) and skill test instruction links on Headmaster's Arizona webpage at:

KNOWLEDGE EXAM:

Paper Version: <http://hdmaster.com/testing/cnatesting/arizona/azformpages/azforms/KnowledgePaper.mp3>

Electronic Version: <http://hdmaster.com/testing/cnatesting/arizona/azformpages/azforms/WebEKnowledgeInstr.mp3>

SKILLS EXAM: <http://hdmaster.com/testing/cnatesting/arizona/azformpages/azforms/SkillInstr.mp3>

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

Testing Policies

The following policies are observed at each test site—

- Plan to be at the test site up to five (5) hours.
- 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 valid and appropriate US government issued, photo ID, 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, you will not be admitted to the exam and any exam fees paid *will NOT be refunded*.
- If you do not wear scrubs and the appropriate shoes and conform to all testing policies, you will not be admitted to the exam and any exam fees paid *will NOT be refunded*.
- If you NO SHOW for your exam day, any test fees paid *will NOT be refunded*. You must re-pay your testing fees on-line in your own record using your ID and PIN# or submit Form 1402AZ (Scheduling and Payment Form) to schedule another exam date. If your exam is paid for by a US government funded facility, that facility will be charged a No Show fee.
- Cell phones, smart watches, fitness monitors, electronic recording devices, Bluetooth-connected devices and personal items (such as briefcases, large bags, study materials, extra books, or papers) are not permitted to be on or near you in either testing room. You will be informed by the testing team of the designated area to place your personal items and electronic devices in the designated area and you are to collect these items when you complete your test(s).
- All electronic devices must be **turned off**. Any smart watches or fitness monitors must be removed from your wrist.
- Anyone caught using any type of electronic recording device during testing will be removed from the testing room(s), forfeit all testing fees and will not be permitted to test for 6 months. 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.
- No translation dictionaries are allowed, either paper format or electronic.
- You may not take any notes or other materials from the testing room.
- You are not permitted to eat, drink, smoke, use e-cigarettes or vape during the exam.
- You are not allowed to leave the testing room (knowledge test room or skills lab) once the exam has begun **for any reason**. If you do leave during your test event, you will not be allowed back into the testing room to finish your exam.
- If you are discovered causing a disturbance of any kind, engaging in any kind of misconduct or try to take any notes or testing materials from the testing room, you will be dismissed from the exam and reported to your training program and the Arizona State Board of Nursing.
- 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.
- You may not test if you have any type of physical limitation (excluding pre-arranged ADA's) that would prevent you from performing your duties as a nursing assistant. (examples: cast, arm/leg braces, crutches, etc.) Call Headmaster immediately if you are on doctor's orders. You must fax a doctor's order **within 3 business days** of your scheduled exam day to qualify for a free reschedule.
- Please review this Arizona Candidate Handbook before your test day for any updates to testing and/or policies.

Incident Weather Policy

If an exam date is cancelled due to weather or other unforeseen circumstances, Headmaster staff will make every effort to contact you using the contact information we have on file to reschedule you, for no charge, to a mutually agreed upon new test date. Therefore, you must keep your contact information up to date in case we need to contact you.

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Candidate Feedback – Exit Survey

You will receive an email of your test results on the day your test is official scored, and in this email, you will be provided a link to SurveyMonkey to complete the exit survey. A link is also available when you log in to your record to get your results. The survey is confidential and will not have any bearing on the outcome of any test. You are encouraged to complete the survey questions with honest feedback regarding the examination process to help improve the testing process.

Security

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

Anyone who removes or tries to remove test material or takes notes or information from the test site will be reported to AZBN and is subject to prosecution to the full extent of the law. Your test will be scored as a test failure and you will forfeit any testing fees paid. You will not be allowed to retest for a minimum period of six (6) months. You will need to obtain permission from AZBN in order to be eligible to test again.

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

Reschedules

All candidates are entitled to one free reschedule any time up until **one (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.

If you must reschedule your exam date, please do so as soon as possible. You may reschedule an exam date online at:

<https://www.dandsdiversifiedtech.com/cgi-bin/CGIRegMaster/login?StateAbbrv=AZ&logtype=Schedule>.

- 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. Headmaster is open until 6:00PM Mountain time. The Friday before a scheduled test date on a Saturday, Sunday or Monday is considered the business day before your scheduled exam and a reschedule would not be granted on the Friday.

Scheduled test date is on a:	Reschedule by 6 pm Mountain Standard Time on the previous:
Monday	The previous Thursday
Tuesday	The previous Friday
Wednesday	The previous Monday
Thursday	The previous Tuesday
Friday	The previous Wednesday
Saturday	The previous Thursday
Sunday	The previous Thursday

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

Cancellations

Scheduled in a Test Event

- 1) If you are scheduled in a test event, a request to cancel an exam must be made in writing at least **one (1) full business day** prior to your scheduled test event (excluding Saturdays, Sundays and Holidays). We accept faxed (406-442-3357) or emailed (hdmaster@hdmaster.com) requests for cancellation. 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 submit a written cancellation request by close of business (Headmaster is open until 6:00PM Mountain Standard time Monday-Friday) the Thursday before your scheduled exam. The Friday before a scheduled test date on a Saturday, Sunday or Monday is considered the one full business day before your scheduled exam and a cancellation would not be granted on the Friday prior to your scheduled exam day.
- 2) Requests to cancel an exam made in the required time frame qualify for a full refund of any testing fees paid minus a \$35 cancellation fee.
- 3) Cancellation requests must be made within thirty (30) days of payment of testing fees with Headmaster. Any requests for refunds made beyond the 30 days of payment of testing fees with Headmaster will not be issued.

Not Scheduled in a Test Event

- 1) Cancellation requests must be made within thirty (30) days of payment of testing fees with Headmaster. Any requests for refunds made beyond the 30 days of payment of testing fees with Headmaster will not be issued.
- 2) Cancellation requests must be made in writing. We accept faxed (406-442-3357) or emailed (hdmaster@hdmaster.com) requests for cancellation. No phone calls will be accepted.
- 3) Requests to cancel made in the required time frame qualify for a full refund of any testing fees paid minus a \$35 cancellation fee.

No Shows

If you are scheduled for your exam and do not show up without notifying Headmaster at least one (1) full business day prior to your scheduled testing event, **excluding** Saturdays, Sunday, 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.

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 before the one (1) full business day preceding a scheduled test event, excluding Saturdays, Sundays, and Holidays (see examples under Reschedules and Cancellations), 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:** 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 **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:** 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 days time frame you will have to pay as though you were a No Show.

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- **Death in the family:** 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. (Immediate family is parents, grand and great-grand parents, siblings, children, spouse or significant other.)

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 are available to you, and can be printed, after 6:00PM Mountain Standard time the day tests are scored. See instructions on the next page to access your test results online.

You will be emailed your test results to the email in your record after your test has been officially scored. Your device must have an RTF reader to open emailed test results.

HEADMASTER does not send postal mail test result letters to candidates.

To check your test results online, go to https://www.dandsdiversifiedtech.com/AZ/AZCNA_LoginResults.html:

- 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 'Score Report Login' page. It includes a header with the D&S logo and contact information. The main content area has a 'Directions' section with instructions on how to use the form. Below this is a 'Required Login Fields' section with three input fields: 'Please enter your social security # or test ID' (with value 000000000), 'Please enter the test date' (with value 12/31/2012), and 'Please enter your birthdate' (with value 01/01/1970). At the bottom of this section is a 'Submit Score Report Request' button. Four numbered callouts (1, 2, 3, 4) point to these respective elements.

Or, you may access your results at the Arizona webpage at:

http://hdmaster.com/testing/cnatesting/arizona/AZ_CNA_Home.htm

Click on ARIZONA and click on On-Line Test Results, which will link you to the same page as shown above.

The screenshot shows the 'Arizona CNA Testing and Certification' website. At the top, there is a navigation bar with 'D&S - Arizona' and 'Headmaster LLP'. Below this is a main banner with a yellow background containing a notice about the migration of contracts to Montana. Underneath the banner is a grid of navigation links categorized into 'Candidate Forms', 'Test Site Forms', 'Observer Forms', and 'Contacts'. In the 'Candidate Forms' column, the 'On-line Test RESULTS' link is highlighted with a yellow background and a blue arrow pointing to it. The 'Contacts' column contains contact information for Headmaster Teresa Whitney.

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Test Attempts

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

- An attempt means checking in for the competency evaluation and receiving the knowledge test booklet or the skill test instructions including the skills that are to be performed. If a candidate decides to not complete the test after receiving the knowledge test booklet or the skill test instructions, the attempt will be scored as a failure.
- Per the Arizona Board of Nursing, any candidate who fails their knowledge exam for the third time, or any subsequent knowledge exam, **will be required to wait 45 days before scheduling a retest**. This does not apply to failed attempts on the manual skill test.

Applying for an Arizona License or Certificate

After you have successfully passed both the Knowledge Test and Skill Test components of the nursing assistant exam, your test results will be sent electronically to the Arizona Board of Nursing by Headmaster. You will be certified by the Board only after you complete the AZBN (CNA or LNA) application process on-line, which includes uploading your citizenship documents (proof of legal residence) and completion of training certificate from your training program, and meet all Board requirements (see the additional requirements needed to apply for LNA licensure at the AZBN website). For information on completing your on-line application for certification with the Arizona State Board of Nursing, go to AZBN's website at: www.azbn.gov and click on "Apply for an Arizona License or Certificate".

Retaking the Nursing Assistant Test

In the event that your test results inform you that you failed the knowledge and/or skill portion of the examination and 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 on-line with your secure Test ID# and Pin# at:

<https://www.dandsdiversifiedtech.com/cgi-bin/CGIRegMaster/login?StateAbbrv=AZ&logtype=Schedule>

You will need to pay with a VISA or MASTERCARD before you are able to schedule. Call Headmaster at 800-393-8664 if assistance is needed or to get your ID# and Pin#.

You may schedule a re-test by completing the Scheduling and Payment Form 1402AZ available by direct link at:

<http://hdmaster.com/testing/cnatesting/arizona/azformpages/azforms/1402AZ.pdf>

Or on the Arizona webpage at http://hdmaster.com/testing/cnatesting/arizona/AZ_CNA_Home.htm, click on the Arizona NA Scheduling and Payment Form 1402 under the "Candidate Forms" column.

- Fill out Exam types and Fee payment on a new Scheduling and Payment Form 1402AZ and choose test dates from the Three Month Test Schedule (Form 1700) and write them on the Scheduling and Payment Form 1402AZ under Option 1 (Regional Test Site Schedule).
- You will need to submit your Scheduling and Payment Form 1402AZ to Headmaster either by fax at 406-442-3357 (\$5.00 extra fax fee applies), email at hdmaster@hdmaster.com (scan or image and attach) or mail to P.O. Box 6609, Helena, MT 59604.

If you need assistance scheduling your re-test, please call Headmaster at 800-393-8664. We are able to assist you in scheduling a test or re-test date as long as your fees have been paid first.

- Per the Arizona Board of Nursing, a failing candidate may only take the skill test twice with the same observer to reduce any perception of bias and lessen the chance of over-familiarity between candidate and observer. If an alternate observer is not available at your facility of choice you have the option of testing with the same test observer for a third attempt by contacting Headmaster so that they can get you scheduled into the exam, or you may choose another facility to test at.

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 Scheduling and Payment Form 1402AZ, check the Test Review Fee of \$25 (cashier's check, money order, credit [Visa or MasterCard only] or debit card with expiration date) and a detailed explanation of why you feel your dispute is valid via email, fax or mail **within three (3) business days** from official scoring of your test (excluding Saturdays, Sundays and Holidays). Late requests will be returned and will not be considered.

Please call Headmaster at 800-393-8664 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 Headmaster staff, you still have a concern with your testing process that affected the outcome of your exam, you may submit a Test Review Request.

Since one qualification for certification as a nursing assistant in Arizona is demonstration by examination of minimum nursing assistant 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, Headmaster will pay your re-test fee. 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. 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). After a candidate reaches the age of 18, Headmaster will only discuss test results or test disputes with the candidate or the candidate's training program/instructor. Headmaster will not review test results or disputes with family members or anyone else on behalf of the candidate once the candidate is 18 years of age. 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 Arizona State Board of Nursing.

The Knowledge/Oral Test

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

The Knowledge Test Proctor will hand out materials and give instructions for taking the Knowledge Test. You will have a maximum of ninety (90) minutes to complete the 75 question Knowledge Test. You will be told when fifteen (15) minutes remain. You may not ask questions about the content of the Knowledge Test (such as "What does this question mean?") For paper tests, fill in only one 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 portion of the exam.**

- For paper Knowledge tests, you must bring several sharpened Number 2 pencils with erasers. Do not bring or use ink pens.

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.

An audio (Oral) version of the knowledge test is available. However, you must request an Oral test before you submit your testing fee payment. There is an additional \$10 charge for an Oral Test. The questions are read to you, in a neutral manner, from an MP3 player, with control buttons for play, rewind, pause, etc., in addition to having the knowledge test and scan form for the paper test. For WebEtest© you will hear the questions on the computer headphones and have control buttons on the computer screen (play, rewind, pause etc.).

Please note: On the Oral Knowledge Test, only the first 63 questions will be read orally, the remaining questions will have to be answered without oral assistance to assess English reading comprehension.

Per the Arizona State Board of Nursing, translation dictionaries are not allowed during testing.

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All test materials 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 Arizona Board of Nursing.

Knowledge Test Content

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

SUBJECT AREA	NUMBER OF QUESTIONS
Basic Nursing Skills	9
Care Impaired	4
Communication	7
Data Collection	6
Disease Process	4
Infection Control	8
Mental Health	4
Older Adult Growth & Development	4
Personal Care	9
Resident Rights	6
Role and Responsibility	7
Safety	7

Knowledge Practice Test

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

The following are a sample of the kinds of questions that you will find on the Knowledge/Oral test.

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. A soft, synthetic fleece pad placed beneath the resident:
 - (A) Takes pressure off the back
 - (B) Provides warmth for the resident
 - (C) Gives the resident a sense of security
 - (D) Should only be used with bedridden residents

 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

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The Manual Skill Test

- The purpose of the Skill Test is to evaluate your performance when demonstrating Arizona approved nursing assistant skill tasks. You will find a complete list of skill tasks in this handbook.
- You will be asked to re-present your ID that you showed the RN Test Observer at sign-in.
- Be sure you understand all instructions you read while in the waiting area before you begin your skill task demonstrations. You may not ask questions once the Skill Test begins and the timer starts. Once the Skill Test begins, the RN Test Observer may not answer questions.
- Each of your randomly selected three (3) or four (4) tasks will have scenarios associated with them. The scenarios will be read to you by the RN Test Observer immediately before you are asked to do each task.
- You will be allowed a maximum of **forty (40) minutes** to complete your three (3) or four (4) tasks. After 25 minutes have elapsed, you will be alerted that 15 minutes remain.
- Listen carefully to all instructions given by the RN Test Observer. You may request to have any of the scenarios repeated **at any time** during your Skill Test up until you run out of time or tell the RN Test Observer that you are finished with your skill task demonstrations.
- You must correctly perform all of the **key** steps (in bold font) and 80% of all non-key steps on each task assigned in order to pass the Skill Test. Steps marked with an * are weighted more than steps without an * when your percentage score is calculated.
- If you believe you made a mistake while performing a task, say so. You will need to demonstrate the step or steps on the task you believe you performed incorrectly for the correction to be noted for the step.
- You may repeat or correct **any step** or **steps** on any task you believe you have performed incorrectly **at any time** during your allotted forty (40) minutes or until you tell the RN Test Observer you are finished with the Skill Test.
- At any time during any task, you may direct the RN Test Observer to move anywhere needed to assist in providing safety for the resident.
- The skill task steps are generally 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

EFFECTIVE 2-1-2020

Candidate's Name: _____
PLEASE PRINT

TEMPERATURE: _____ PULSE: _____ RESPIRATIONS: _____

PULSE OX%: _____ BLOOD PRESSURE: _____ / _____

URINARY OUTPUT: _____ ml

GLASS 1: _____	
GLASS 2: _____	
TOTAL FLUID INTAKE: _____ ml	FOOD INTAKE: _____%

Candidate's Signature: _____

AVAILABLE AT:

<http://hdmaster.com/testing/cnatesting/arizona/azformpages/azforms/SampleRecordingSheets.pdf>

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Skill Test Tasks

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

- Bedpan and Output with Hand Washing
- Donning an Isolation Gown and Gloves then Emptying a Urinary Drainage Bag with Hand Washing
- Perineal Care of a Female with Hand Washing
- Perineal Care of a Male and Changing A Soiled Brief with Hand Washing

Please note: Hand washing 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 WebETest© skill test assignment algorithm will be comparable in overall difficulty. That is why some skill tests will have a differing number of tasks.

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 nursing assistant 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 most of the tasks (the perineal care tasks will be done on a manikin). You will be scored only on the steps listed. **You must have a score of 80% on each task without missing any key steps (the Bolded steps) to pass the skill component of your competency evaluation.** Steps marked with an * are weighted more than steps without an * when your percentage score is calculated. If you fail the Skill Test, one of the * tasks on your retest will be a task you previously failed. There will always be only 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 she/he sees you do. 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 Arizona nursing assistant 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.

Bedpan and Output with Hand Washing

(One of the possible mandatory first tasks)

- 1) Greet resident by name and perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 2) Introduce yourself by name.
- 3) Explain the procedure to resident.
- 4) Provide privacy for resident, pull privacy curtain.
- 5) Raise bed to a comfortable working height.
- 6) Put on gloves and position resident on bedpan correctly using correct body mechanics.
- 7) Raise head of bed to comfortable level.
- 8) Leave call light and tissue within reach of resident.
- 9) Lower bed.
- 10) Step away to a private area of room away from resident.
- 11) When signaled by the RN Test Observer, the candidate returns.
- 12) Raise bed to a comfortable working height.
- 13) Wash/assist resident to wash hands using a wet wash cloth with soap.

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- 14) Assist resident to dry hands.
- 15) Lower head of the bed.
- 16) Discard soiled linen in appropriate container.
- 17) Gently remove bedpan and hold while the RN Test Observer adds a known quantity of fluid.
- 18) Measure output.
- 19) Lower bed.
- 20) Empty, rinse and dry bedpan and graduate.
- 21) Remove and dispose of gloves properly.
- 22) Record output on the provided, previously signed recording form.
- 23) Candidate's recorded output is within 30ml of RN Test Observer's recorded output.**
- 24) Wash Hands: Begin by wetting hands.
- 25) Apply soap to hands.
- 26) Rub hands together using friction for at least 20 seconds with soap.
- 27) Interlace fingers pointing downward with soap.
- 28) Lather all surfaces of hands and wrists with soap.
- 29) Rinse hands thoroughly under running water with fingers pointed downward.
- 30) Dry hands on clean paper towel(s).
- 31) Turn off faucet with a clean dry paper towel(s).
- 32) Discard paper towels into trash container.
- 33) Do not re-contaminate hands at any point by touching the faucet or sink during/after the procedure.
- 34) Maintain respectful, courteous interpersonal interactions at all times.
- 35) Leave call light or signaling device and water within easy reach of the resident.

Donning 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) Fasten the neck opening.
- 6) Fasten the waist.
- 7) Make sure that the back flaps cover clothing as completely as possible.
- 8) Put on gloves.
- 9) Gloves overlap sleeves at the wrist.
- 10) Greet resident by name.
- 11) Introduce yourself by name.
- 12) Explain the procedure to resident.
- 13) Provide privacy for resident, pull privacy curtain.
- 14) Place a barrier on the floor under the drainage bag.
- 15) Place the graduate on the previously placed barrier.
- 16) Open the drain to allow the urine to flow into the graduate.
- 17) Completely empty drainage bag.
- 18) Avoid touching the graduate with any part of the tubing.
- 19) Close the drain.
- 20) Wipe the drain with alcohol wipe AFTER emptying the drainage bag.
- 21) Replace drain in holder.
- 22) Place graduate on level, flat surface.
- 23) With graduate at eye level, read output.
- 24) Empty graduate.
- 25) Rinse graduate.

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- 26) Dry graduate.
- 27) Record output on the provided, previously signed recording form.
- 28) Candidate's measured output reading is within 30ml of RN Test Observer's output reading.**
- 29) Leave call light or signaling device within reach of the resident.
- 30) Leave water within reach of the resident.
- 31) Maintain respectful, courteous interpersonal interactions at all times.
- 32) Remove gloves, turning inside out.
- 33) Remove gloves BEFORE removing gown.**
- 34) Dispose of the gloves in the appropriate container (trash can).
- 35) Unfasten gown at the waist.
- 36) Unfasten gown at the neck.
- 37) Remove gown by slipping hands underneath gown at the neck and shoulder and always folds/rolls soiled area to soiled area.
- 38) Dispose of the gown in the appropriate container (trash can).
- 39) Wash hands: Begin by wetting hands.
- 40) Apply soap to hands.
- 41) Rub hands together using friction with soap.
- 42) Rub hands together for at least twenty seconds with soap.
- 43) Interlace fingers pointing downward with soap.
- 44) Lather all surfaces of hands with soap.
- 45) Lather wrists with soap.
- 46) Rinse hands thoroughly under running water with fingers pointed downward.
- 47) Dry hands on clean paper towel(s).
- 48) Turn off faucet with a clean, dry paper towel.
- 49) Discard paper towels to trash container.
- 50) Do not re-contaminate hands at any point by touching the faucet or sink during/after the procedure.

Perineal Care of a Female with Hand Washing

(One of the possible mandatory first tasks)

- 1) Greet resident by name and perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 2) Introduce yourself by name.
- 3) Explain procedure to the resident/manikin.
- 4) Provide privacy for resident, pull privacy curtain.**
- 5) Remove covers from resident.
- 6) Fills basin with comfortably warm water.
- 7) Raise the bed to a comfortable working height.
- 8) Direct the RN Test Observer to stand on the opposite side of the bed to provide for safety. (*)
- 9) Turn resident toward RN Test Observer or raise resident's hips and place water proof pad under buttocks.
- 10) Put on gloves.
- 11) Lift resident's gown to 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) Using a clean portion of a 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) Dry the area.
- 21) Cover the exposed area with the resident's gown.
- 22) Assist resident to turn onto side away from the candidate.

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- 23) With a clean wash cloth, clean the rectal area.
- 24) Uses water, wash cloth and soap.
- 25) Clean area from vagina to rectal area. (*)
- 26) Use a clean portion of a wash cloth with any stroke.
- 27) Using a clean portion of a wash cloth, rinse the rectal area from vagina to rectal area.
- 28) Uses a clean portion of a wash cloth with any stroke.
- 29) Dry area.
- 30) Turn resident toward observer or raise hips and remove water proof pad from under buttocks.
- 31) Position resident (manikin) on her back.
- 32) Dispose of soiled linen in an appropriate container.
- 33) Lower bed.
- 34) Empty, rinse and dry equipment.
- 35) Return equipment to storage.
- 36) Remove and dispose of gloves properly.
- 37) Wash Hands: Begin by wetting hands.
- 38) Apply soap to hands.
- 39) Rub hands together using friction for at least 20 seconds with soap.
- 40) Interlace fingers pointing downward with soap.
- 41) Lather all surfaces of hands and wrists with soap.
- 42) Rinse hands thoroughly under running water with fingers pointed downward.
- 43) Dry hands on clean paper towel(s).
- 44) Turn off faucet with a clean dry paper towel(s).
- 45) Discard paper towels into trash container.
- 46) Do not re-contaminate hands at any point by touching the faucet or sink during/after the procedure.
- 47) Maintain respectful, courteous interpersonal interactions at all times.
- 48) Leave call light or signaling device and water within easy reach of the resident.

Perineal Care of a Male and Changing a Soiled Brief with Hand Washing

(One of the possible mandatory first tasks)

- 1) Greet resident by name and perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 2) Introduce yourself by name.
- 3) Explain procedure to the resident/manikin.
- 4) Provide privacy for resident, pulls privacy curtain.**
- 5) Remove covers from resident.
- 6) Obtain new brief.
- 7) Mark date and time on brief.
- 8) Initial brief.
- 9) Fill basin with comfortably warm water.
- 10) Raise the bed to a comfortable working height.
- 11) Direct the RN Test Observer to stand on the opposite side of the bed to provide for safety.
- 12) Put on gloves.
- 13) Turn resident toward RN Test Observer or raise resident's hips and place water proof pad under buttocks.
- 14) Lift resident's gown to expose perineum only.
- 15) Remove soiled brief from front to back.
- 16) Dispose of soiled brief by placing soiled brief into plastic bag – tie/seal bag and place in trash.
- 17) Gently grasp penis.
- 18) Use water and soapy wash cloth.
- 19) Using a clean portion of a wash cloth, clean tip of penis starting at the urethral opening working away with a circular motion.
- 20) Using a clean portion of a wash cloth for each stroke, clean the shaft of the penis with firm downward motion.
- 21) Using a clean portion of a wash cloth, clean scrotum.

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- 22) Using a clean wash cloth, rinse.
- 23) Using a clean portion of wash cloth for each stroke, rinse penis.
- 24) Using a clean portion of wash cloth with each stroke, rinse scrotum.
- 25) Dry area.
- 26) Cover the exposed area with the resident's gown.
- 27) Assist resident (manikin) to turn onto side away from the candidate.
- 28) Use a clean wash cloth with water and soap to clean the rectal area.
- 29) Using a clean portion of the wash cloth for each stroke, clean area from scrotum to rectal area.
- 30) Using a clean portion of the wash cloth for each stroke rinse area from scrotum to rectal area.
- 31) Dry the area.
- 32) Turn resident (manikin) toward observer or raises hips and remove water proof pad from under buttocks.
- 33) Position resident (manikin) on his back.
- 34) Correctly apply brief.
- 35) Dispose of soiled linen in an appropriate container.
- 36) Lower bed.
- 37) Empty, rinse and dry equipment.
- 38) Return equipment to storage.
- 39) Remove and dispose of gloves properly.
- 40) Wash Hands: Begin by wetting hands.
- 41) Apply soap to hands.
- 42) Rub hands together using friction for at least 20 seconds with soap.
- 43) Interlace fingers pointing downward with soap.
- 44) Lather all surfaces of hands and wrists with soap.
- 45) Rinse hands thoroughly under running water with fingers pointed downward.
- 46) Dry hands on clean paper towel(s).
- 47) Turn off faucet with a clean dry paper towel.
- 48) Discard paper towels into trash container.
- 49) Do not re-contaminate hands at any point by touching the faucet or sink during/after the procedure.
- 50) Maintain respectful courteous interpersonal interactions at all times.
- 51) Leave call light or signaling device and water within easy reach of resident.

Ambulation with a Walker using a Gait Belt

- 1) Greet resident by name and perform hand hygiene
 - a. Covers all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 2) Introduce yourself by name.
- 3) Explain procedure to resident.
- 4) Lock bed brakes to ensure resident's safety.**
- 5) Lock wheelchair brakes to ensure resident's safety.**
- 6) Bring resident to sitting position. Place gait belt around waist to stabilize trunk.
- 7) Tighten gait belt. Check gait belt by slipping fingers between gait belt and resident.
- 8) Assist resident to put on non-skid slippers/shoes. (No non-skid socks.)
- 9) Ensure feet are flat on the floor.
- 10) Position walker in front of resident.
- 11) Assist resident to stand and ensure resident has stabilized walker.
- 12) Position self behind and slightly to side of resident.
- 13) Ambulate resident at least 10 steps to wheelchair.
- 14) Assist resident to turn and sit in wheelchair, using correct body mechanics.
- 15) Remove gait belt.

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

Applying an Anti-Embolic Stocking to One Leg

- 1) Greet resident by name and perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 2) Introduce yourself by name.
- 3) Explain procedure to resident.
- 4) Provide for resident's privacy by only exposing one leg.
- 5) Gather or turn stocking down inside out to the heel.
- 6) Place stocking over the toes, foot, and heel and roll OR pull up the leg.
- 7) Check toes for possible pressure from stocking and adjust as needed. (*)
- 8) Leave resident with stocking that is smooth and wrinkle free. (*)
- 9) Leave resident with stocking that is properly placed without restriction.**
- 10) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 11) Maintain respectful, courteous interpersonal interactions at all times.
- 12) Leave call light or signal calling device and water within easy reach of the resident.

Bed Bath- Whole Face and One Arm, Hand and Underarm

- 1) Greet resident by name and perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 2) Introduce yourself by name.
- 3) Explain procedure to the resident.
- 4) Provide privacy for resident, pull privacy curtain.
- 5) Raise bed to a comfortable working height.
- 6) Prepare resident for a complete bath, even though will be demonstrating a partial bed bath.
- 7) Cover resident with a bath blanket.
- 8) Remove top bed linens to foot of bed.
- 9) Remove resident's gown without exposing resident.
- 10) Fill basin with comfortably warm water.
- 11) Wash and dry face WITHOUT SOAP.
- 12) Use clean portion of wash cloth and wipe eyes gently from the inner to the outer using a clean portion of the wash cloth with each stroke.
- 13) Place towel under arm, only expose one arm.
- 14) Wash arm, hand and underarm using soap and water.
- 15) Rinse arm, hand, and underarm and dry entire area.
- 16) Assist resident to put on a clean gown.
- 17) Lower bed.
- 18) Empty, rinse and dry equipment and return to storage.
- 19) Dispose of soiled linen in appropriate container.
- 20) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 21) Maintain respectful, courteous interpersonal interactions at all times.
- 22) Leave call light or signaling device and water within easy reach of the resident.

Blood Pressure

- 1) Greet resident by name and perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 2) Introduce yourself by name.
- 3) Explain procedure to resident.
- 4) Provide privacy for resident, pull privacy curtain.
- 5) Assist resident into a comfortable sitting or recumbent position with forearm relaxed and supported in a palm-up position.
- 6) Roll resident's sleeve up about 5 inches above the elbow.
- 7) Apply the cuff around the upper arm just above the elbow and line cuff arrows up with brachial artery.
- 8) Clean earpieces of stethoscope appropriately and place in ears.
- 9) Clean diaphragm of the stethoscope.
- 10) Place stethoscope over brachial artery.
- 11) Hold stethoscope snugly in place.
- 12) Inflate cuff to 30mmHG above RN Test Observer provided loss of pulse number.
- 13) Slowly release air from cuff to disappearance of pulsations. Remove cuff.
- 14) Candidate has 2 attempts to take blood pressure (additional attempts will count against the candidate's score).
- 15) Record reading on the provided, previously signed recording form.
- 16) **Candidate's recorded systolic blood pressure is within 6mmHg of the RN Test Observer's recorded systolic blood pressure.**
- 17) **Candidate's recorded diastolic blood pressure is within 8mmHg of the RN Test Observer's recorded diastolic blood pressure.**
- 18) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 19) Maintain respectful, courteous interpersonal interactions at all times.
- 20) Leave call light or signaling device and water within easy reach of the resident.

Denture Care

- 1) Greet resident by name and perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 2) Introduce yourself by name.
- 3) Explain procedure to resident.
- 4) Line sink with a protective lining that would help prevent damage to the dentures. (Use cloth towel or washcloth, do not use paper towels.)
- 5) Put on gloves and remove dentures from cup.
- 6) Place dirty dentures in emesis basin.
- 7) Handle dentures carefully to avoid damage. Never place dentures in/on a contaminated surface.
- 8) Rinse denture cup.
- 9) Apply denture cleanser and thoroughly brush dentures including the inner, outer, and chewing surfaces of upper and lower dentures as well as the denture groove and/or plate that will touch any gum surface. (Only one plate is used during testing.)
- 10) Rinse dentures using clean cool water.
- 11) Place dentures in denture cup.
- 12) Add cool clean water to denture cup.
- 13) Empty, rinse and dry (with a clean, dry paper towel) equipment and return to storage.
- 14) Discard protective lining in an appropriate container.
- 15) Remove and dispose of gloves properly.
- 16) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.

- 17) Maintain respectful, courteous interpersonal interactions at all times.
- 18) Leave call light or signaling device and water within easy reach of the resident.

Dressing a Bedridden Resident

- 1) Greet resident by name and perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 2) Introduce yourself by name.
- 3) Explain the procedure to the resident.
- 4) Provide privacy for resident, pull privacy curtain.
- 5) Keep resident covered while removing gown.
- 6) Resident always remains lying in bed.
- 7) Remove gown from unaffected side first.
- 8) Place used gown in laundry hamper.
- 9) From the weak side first, dress the resident in a shirt or blouse, insert your hand through the sleeve of the shirt or blouse and grasp the weak hand of the resident. (*) Candidate is free to position resident in a manner acceptable to dress the resident but never sits the resident on the side of the bed.
- 10) From the weak side first, dress the resident in pants, 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 putting on the resident's socks, draw the socks up the resident's foot until they are smooth.
- 12) Leave the resident in correct body alignment and properly dressed.
- 13) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 14) Maintain respectful, courteous interpersonal interactions at all times.
- 15) Leave call light or signaling device and water within easy reach of the resident.

Feeding a Dependent Resident

- 1) Greet resident by name and perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 2) Introduce yourself by name.
- 3) Explain procedure to the resident.
- 4) Look at (pick up) diet card and indicate that resident has received the correct tray.
- 5) **Position the resident in an upright position. *At least 45 degrees.***
- 6) Provide hand hygiene for the resident before feeding. (Candidate may use hand sanitizer on the resident covering all surfaces of the resident's hands and rubbing the sanitizer in until dry –or– wash and dry the resident's hands using a wet wash cloth with soap.)
- 7) Protect clothing from soiling by using napkin, clothing protector, or towel.
- 8) Discard soiled linen appropriately.
- 9) Remain at eye level or below while feeding resident.
- 10) Describe the foods being offered to the resident.
- 11) Offer water or other fluid frequently from each glass.
- 12) Offer food in small amounts at a reasonable rate, allowing resident to chew and swallow.
- 13) Wipe resident's hands and face during meal as needed.
- 14) Leave resident clean and in a position of comfort.
- 15) Record intake in percentage of total solid food eaten on provided, previously signed recording form.
- 16) Record intake of total fluid consumed in ml on provided, previously signed recording form.
- 17) **Candidate's recorded consumed food intake is within 25 percentage points of the RN Test Observer's recorded food intake.**
- 18) **Candidate's recorded total consumed fluid intake is within 30ml of the RN Test Observer's recorded fluid intake.**

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

Mouth Care—Brushing Teeth

- 1) Greet resident by name and perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 2) Introduce yourself by name.
- 3) Explain procedure to the resident.
- 4) Provide privacy for resident, pull privacy curtain.
- 5) Drape the chest with towel to prevent soiling.
- 6) Put on gloves.
- 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 linen.
- 13) Place soiled linen in hamper or equivalent.
- 14) Empty emesis basin.
- 15) Rinse and dry emesis basin with a clean, dry paper towel.
- 16) Rinse toothbrush.
- 17) Return emesis basin and toothbrush to storage.
- 18) Remove gloves and dispose properly.
- 19) Leave resident in position of comfort.
- 20) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 21) Leave call light or signaling device and water within easy reach of the resident.
- 22) Maintain respectful, courteous interpersonal interactions at all times.

Mouth Care of Comatose Resident

- 1) Greet resident by name and perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 2) Introduce self by name.
- 3) Provide privacy for resident, pull privacy curtain.
- 4) **Turn resident to a side lying position to avoid choking or aspiration.** *(If the resident is too large for the candidate to turn on his/her own, the candidate may ask the RN Test Observer for assistance with turning the resident.)*
- 5) Drape chest/bed as needed to protect from soiling.
- 6) Put on gloves, use swabs and cleaning solution. (May not use toothbrush or toothpaste.)
- 7) Gently and thoroughly clean the inner, outer, and chewing surfaces of all upper and lower teeth.
- 8) Gently and thoroughly clean the gums and tongue.
- 9) Wipe resident's mouth.
- 10) Return resident to position of comfort and safety.
- 11) Discard disposable items [swab(s)] in trash.
- 12) Discard towel and/or washcloth in linen hamper. Remove gloves and dispose properly.

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

Making an Occupied Bed

- 1) Greet resident by name and perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 2) Introduce yourself by name.
- 3) Gather linen.
- 4) Transport linen correctly without touching uniform.
- 5) Place linen on a clean barrier, such as a cloth towel or chux pad. May place linen on the over-bed table, seat of the chair, on night stand or over the end of the bed.
- 6) Explain procedure to resident.
- 7) Provide privacy for resident, pull privacy curtain.
- 8) Direct RN Test Observer to stand on opposite side of bed to provide for safety. (*)
- 9) Raise bed to a comfortable working height.
- 10) Resident is to remain covered at all times.
- 11) Assist resident to roll onto side toward observer. Instruct RN Test Observer to remain standing on opposite side of the bed.
- 12) Roll or fan fold soiled linen, soiled side inside, to the center of the bed.
- 13) Place clean bottom sheet along the center of the bed and roll or fan fold linen against resident's back and unfold remaining half.
- 14) Secure two fitted corners.
- 15) Direct the RN Test Observer to stand on the opposite side of bed. (*)
- 16) Assist the resident to roll over the bottom linen, preventing trauma and avoidable pain to resident.
- 17) Remove soiled linen without shaking.
- 18) Avoid placing dirty linen on the over bed table, chair or floor.
- 19) Avoid touching linen to uniform.
- 20) Dispose of soiled linen in hamper or equivalent.
- 21) Pull through and smooth out the clean bottom linen.
- 22) Secure the other two fitted corners.
- 23) Resident's body never touches the bare mattress. (*)
- 24) Place clean top linen and blanket or bed spread over covered resident.
- 25) Remove used linen keeping resident unexposed at all times.
- 26) Tuck in top linen and blanket or bedspread at the foot of bed.
- 27) Make mitered corners at the foot of the bed.
- 28) Apply clean pillow case, with zippers and/or tags to inside.
- 29) Gently lift resident's head while replacing the pillow.
- 30) Lower bed.
- 31) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 32) Maintain respectful, courteous interpersonal interactions at all times.
- 33) Leave call light or signaling device and water within easy reach of the resident.

Position Resident on Side

- 1) Greet resident by name and perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 2) Introduce yourself by name.

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- 3) Explain procedure to resident.
- 4) Provide privacy for resident, pull privacy curtain.
- 5) Position bed flat. Raise bed to a comfortable working height.
- 6) Ensure that the resident's face never becomes obstructed by the pillow. (*)
- 7) Direct the RN Test Observer to stand on the opposite side of the bed to provide for safety, or always turn resident towards self. (*)
- 8) From the working side of the bed, move head, hips and legs toward self to provide room on the bed that will be used to safely turn the resident on his/her side.
- 9) May remain on the working side of the bed and turn the resident toward the previously positioned RN Test Observer, or if the RN Test Observer wasn't directed to side opposite the working side of the bed, move to opposite side of the bed and turn the resident toward self.
- 10) Assist/turn resident on his/her side.
- 11) Resident is placed on the correct side that the RN Test Observer stated.
- 12) Ensure that resident is not lying on his/her downside arm.
- 13) Maintain correct body alignment.
- 14) Place support devices such as pillows, wedges, blankets, etc., to maintain correct body alignment and protect bony prominences- under the head, the upside arm, behind the back and between the knees. (*)
- 15) Lower bed.
- 16) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 17) Maintain respectful, courteous interpersonal interactions at all times.
- 18) Leave call light or signaling device and water within easy reach of the resident.

Range of Motion for Hip & Knee

- 1) Greet resident by name and perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 2) Introduce yourself by name.
- 3) Explain procedure to the resident.
- 4) Provide privacy for resident, pull privacy curtain.
- 5) Position bed flat.
- 6) Position resident supine.**
- 7) Position resident in good body alignment.
- 8) Correctly support joints at all times by placing one hand under the knee and the other hand under the ankle.
- 9) Move the entire leg away from the body. (abduction)
- 10) Move the entire leg back toward the body. (adduction)
- 11) Complete abduction and adduction of the hip three times.
- 12) Continue to correctly support joints by placing one hand under the resident's knee and the other hand under the resident's ankle. Bends the resident's knee and hip toward the resident's trunk. (flexion of hip and knee at the same time)
- 13) Straighten the knee and hip. (extension of knee and hip at the same time)
- 14) Complete flexion and extension of knee and hip three times.
- 15) Do not cause discomfort or pain and do not force any joint beyond the point of free movement. Candidate must ask if they are causing any pain or discomfort.**
- 16) Leave resident in a comfortable position.
- 17) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 18) Maintain respectful, courteous interpersonal interactions at all times.
- 19) Leave call light or signaling device and water within easy reach of the resident.

Range of Motion for Shoulder

- 1) Greet resident by name and perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 2) Introduce yourself by name.
- 3) Explain procedure to the resident.
- 4) Provide privacy for resident, pull privacy curtain.
- 5) **Position resident supine.**
- 6) Position resident in good body alignment.
- 7) Correctly support the resident's joint by placing one hand under their elbow and the other hand under the resident's wrist.
- 8) Raise resident's arm up and over the resident's head. (flexion)
- 9) Bring the resident's arm back down to the resident's side. (extension)
- 10) Complete full range of motion for shoulder through flexion and extension three times.
- 11) Continue supporting joints correctly and move the resident's entire arm out away from the body. (abduction)
- 12) Return the resident's arm to the middle of the resident's body. (adduction)
- 13) Complete full range of motion for shoulder through abduction and adduction three times.
- 14) **Do not cause discomfort or pain and do not force any joint beyond the point of free movement. Candidate must ask if they are causing any pain or discomfort.**
- 15) Leave resident in a comfortable position.
- 16) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 17) Maintain respectful, courteous interpersonal interactions at all times.
- 18) Leave call light or signaling device and water within easy reach of the resident.

Pivot-Transfer a Weight Bearing, Non-Ambulatory Resident from Bed to Wheelchair using a Gait Belt

- 1) Greet resident by name and perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 2) Introduce yourself by name.
- 3) Explain the procedure to be performed to the resident and obtain a gait belt.
- 4) Position wheelchair at the foot or head of the bed.
- 5) **Lock wheelchair brakes to ensure resident's safety.**
- 6) **Lock bed brakes to ensure resident's safety.**
- 7) Assist resident to sitting position (on the edge of the bed) using proper body mechanics and place gait belt around the resident, below the rib cage and above their waist, to stabilize trunk. Tighten gait belt.
- 8) Check gait belt by slipping fingers between gait belt and resident.
- 9) Assist in putting on non-skid slippers/shoes. (No non-skid socks.)
- 10) Adjust bed so that resident's feet are comfortably flat on the floor.
- 11) Grasp the gait belt with both hands to stabilize the resident.
- 12) Bring resident to a standing position using proper body mechanics.
- 13) **Do not attempt to ambulate resident.**
- 14) Assist resident to pivot and sit in a controlled manner that ensures safety.
- 15) Remove gait belt.
- 16) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 17) Maintain respectful, courteous interpersonal interactions at all times.
- 18) Place resident within easy reach of the call light or signaling device and water.

Pivot-Transfer a Weight Bearing, Non-Ambulatory Resident from Wheelchair to Bed using a Gait Belt

- 1) Greet resident by name and performs hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 2) Introduce yourself by name.
- 3) Explain procedure to be performed to the resident.
- 4) Position wheelchair at foot or head of bed.
- 5) Adjust bed so that resident's feet will be comfortably flat on the floor when sitting on the bed.
- 6) Lock wheelchair brakes to ensure resident's safety.**
- 7) Lock bed brakes to ensure resident's safety.**
- 8) Place gait belt around the resident, below the rib cage and above their waist, to stabilize trunk.
- 9) Tighten gait belt so that your fingers can be comfortably slipped between gait belt and resident.
- 10) Grasp the gait belt with both hands to stabilize the resident.
- 11) Bring resident to standing position using proper body mechanics.
- 12) Do not attempt to ambulate resident.**
- 13) Assist resident to pivot and sit on bed in a controlled manner that ensures safety.
- 14) Remove gait belt.
- 15) Assist resident in removing non-skid slippers.
- 16) Assist resident to move to center of bed, supporting extremities as necessary.
- 17) Make sure resident is comfortable and in good body alignment.
- 18) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 19) Maintain respectful, courteous interpersonal interactions at all times.
- 20) Leave call light or signaling device and water within easy reach of the resident.

Vital Signs - Temperature, Pulse and Respirations

- 1) Greet resident by name and perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 2) Introduce yourself by name.
- 3) Explain procedure to resident.
- 4) Correctly turn on digital oral thermometer and place sheath on thermometer.
- 5) Gently insert bulb end of thermometer in resident's mouth under tongue.
- 6) Leave thermometer in place for appropriate length of time.
- 7) Remove thermometer and read and record the temperature reading on provided, previously signed recording form.
- 8) Candidate's and RN Test Observer's recorded temperature recordings match.**
- 9) Discard sheath appropriately.
- 10) Locate the radial pulse by placing tips of fingers on thumb side of the resident's wrist.
- 11) Count pulse for 60 seconds or 30x2 and record pulse rate on the provided, previously signed recording form.
- 12) Candidate's recorded pulse rate is within 4 beats of RN Test Observer's recorded pulse rate.**
- 13) Count respirations for 60 seconds or 30x2 and record respirations on provided, previously signed recording form.
- 14) Candidate's recorded respiratory rate is within 2 breaths of the RN Test Observer's recorded respiratory rate.**
- 15) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 16) Maintain respectful, courteous interpersonal interactions at all times.
- 17) Leave call light or signaling device and water within easy reach of the resident.

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Vital Signs - Temperature, Respirations, Pulse Oximetry and Electronic Blood Pressure

- 1) Greet resident by name and perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 2) Introduce yourself to resident.
- 3) Explain procedure to resident.
- 4) Correctly turn on digital oral thermometer and place sheath on thermometer.
- 5) Gently insert bulb end of thermometer in resident's mouth under tongue.
- 6) Leave thermometer in place for appropriate length of time.
- 7) Remove thermometer and read and record the temperature reading on provided, previously signed recording form.
- 8) Candidate's and RN Test Observer's recorded temperature recordings match.**
- 9) Discard sheath appropriately.
- 10) Count respirations for 60 seconds or 30x2 and record respirations on provided, previously signed recording form.
- 11) Candidate's recorded respiratory rate is within 2 breaths of RN Test Observer's recorded respiratory rate.**
- 12) Obtain pulse oximeter and clip the pulse oximeter on the top and bottom of the resident's finger.
- 13) Turn on pulse oximeter and leave pulse oximeter in place, for the appropriate length of time, while oxygen level reading is being taken.
- 14) Remove pulse oximeter and read and record the oxygen percentage reading on provided, previously signed recording form.
- 15) Candidate's recorded pulse oxygen percentage is within 1 percentage point of the RN Test Observer's recorded percentage.**
- 16) Obtain electronic blood pressure cuff.
- 17) Place blood pressure cuff on resident's arm with brachial marker in correct position.**
- 18) Align arrow on cuff over brachial artery.
- 19) Turn on electronic blood pressure monitor and leave electronic blood pressure cuff in place, for the appropriate length of time, while blood pressure reading is being taken.
- 20) Remove electronic blood pressure cuff and read and record the blood pressure reading on provided, previously signed recording form.
- 21) Candidate's and RN Test Observer's recorded blood pressure recordings match.**
- 22) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 23) Maintain respectful, courteous interpersonal interactions at all times.
- 24) Leave call light or signal calling device and water within easy reach of the resident.

Knowledge Test Vocabulary List

abandonment	adduction	anatomy
abbreviations	ADL	anger
abdominal thrust	admission	angina
abduction	admitting resident	anorexia
abductor wedge	afebrile	anterior
absorption	affected side	antibacterial
abuse	aggressive resident	antibiotics
accidents	aging process	antiembolic
accountability	AIDS	anxiety
accountable	alarms	aphasia
activities	alternating pressure mattress	apical
acute	Alzheimer's	apnea
adaptive	ambulation	appropriate response
adaptive devices	amputees	arteries

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arthritis	chemical restraint	dialysis
aseptic	chemotherapy	diastolic
aspiration	choking	diet
assistive device	chronic	dietitian
atrophy	circulation	digestion
autoimmune	circulatory system	digestive system
axillary temperature	clarification	discharging resident
bargaining	cleaning	disease
basic needs	cleaning spills	disease process
basic nursing skills	clear liquid diet	disinfection
basic nutrition	clergy	disoriented
basic rights	cold application	disrespect
bathing	colostomy	disrespectful treatment
bed bath	comatose resident	dizziness
bed cradle	combative resident	DNR
bed height	comfort care	documentation
bed making	communication	domestic abuse
bedrest	compression	dorsiflexion
behavior	confidentiality	dressing
beliefs	conflict	droplets
biohazard	conflict resolution	drowsy
bladder training	confused resident	dying
blindness	congestive heart failure	dysphagia
blood pressure	constipation	dysphasia
body mechanics	constrict	dyspnea
body system	contact isolation	edema
body temperature	contamination	elastic
bowel program	continuity	elastic stockings
BPH (benign prostatic hyperplasia)	contracture	elevate head
bradycardia	converting measures	elopement
breathing	COPD	emergency response
broken equipment	Coronary Artery Disease	emergency situation
burnout	CVA	emesis
call light	cyanotic	emotional needs
cancer	dangling	emotional stress
cardiac arrest	data collection	emotional support
cardiopulmonary resuscitation	death	empathy
cardiovascular system	death and dying	emphysema
care impaired	decubitus ulcer	epilepsy
care plan	deeper tissue	ethics
cares	defamation	etiquette
cast	dehydration	evacuation
cataracts	delegation	extension
catheter	delusions	extremity
catheter care	dementia	eye glasses
cc's in an ounce	denture care	falls
cell phones	dependability	fecal impaction
central nervous system	depression	feces
cerebral vascular accident	dermatitis	feeding
certification renewal	developmental disability	feeding tubes
chain of command	diabetes	fire
charge nurse	diabetic	fire safety

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- first aid
- flatus
- flexion
- fluid
- fluid imbalance
- fluid intake
- Foley catheter
- foot board
- foot care
- foot drop
- Fowler's position
- fractures
- frayed cord
- gait belt
- geriatrics
- germ transmission
- gerontology
- gifts
- gloves
- grieving process
- hair care
- hand tremors
- hand washing
- harm
- hearing aid
- hearing impaired
- heart muscle
- heart rates
- heat application
- helping residents
- hemiplegia
- hepatitis B
- high fowler's
- HIPAA
- HIV
- hoarding
- holistic care
- hormones
- hospice care
- hydration
- hyperglycemia
- hypertension
- hyperventilation
- hypoglycemia
- I&O (input and output)
- ileostomy
- immobility
- immune
- impairment
- incontinence
- indwelling catheter
- infection
- infection control
- in-house transfer
- initial observations
- insomnia
- insulin
- intake
- intake and output
- integumentary system
- inter-generational care
- interpersonal skills
- invasion of privacy
- isolation
- isolation precautions
- IV care
- job description
- kidney failure
- lateral position
- legal ethics
- legal responsibilities
- life support
- lift/draw sheet
- lifting
- linen
- listening
- living will
- log rolling
- low sodium diet
- Maslow
- masturbation
- material safety data sheets
- measuring
- measuring height
- measuring temperature
- medical asepsis
- medical record
- medications
- memory
- memory loss
- mental health
- mental illness
- microorganism
- microorganisms
- military time
- misconduct
- mites
- morning care
- mouth care
- moving
- mucous membrane
- musculoskeletal
- musculoskeletal system
- nail care
- nausea and vomiting
- needles
- neglect
- negligence
- non-contagious disease
- nonverbal communication
- nosocomial
- NPO (nothing by mouth)
- nurse's station
- nursing assistant's role
- nutrients
- nutrition
- objective
- objective data
- OBRA
- observation
- ombudsman
- open-ended questions
- oral care
- oral hygiene
- oral temperature
- orientation
- orthopneic
- orthostatic hypotension
- osteoarthritis
- osteoporosis
- output
- oxygen
- oxygen concentrator
- oxygen cylinder
- oxygen use
- pain
- palliative care
- paralysis
- paranoia
- Parkinson's disease
- partial assistance
- passive
- pathogen
- pediculosis
- perineal care
- peristalsis
- personal care
- personal items
- personal protective equipment
- personal stress
- pet therapy
- petit mal seizure
- phantom pain
- phobia
- physical needs
- physician's authority

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physiology
 plaque
 policy book
 positioning
 post mortem care
 post-operative pneumonia
 PPE (personal protective equipment)
 pressure injuries
 preventing injury
 privacy
 professional boundaries
 progressive
 promoting independence
 pronation
 prone
 prosthesis
 prosthetic
 prosthetic device
 psychological needs
 pulse
 pureed diet
 quadrant
 quadriplegia
 quality of life
 radial
 range of motion
 receptive aphasia
 rectal
 refusal
 regulation
 religious service
 reminiscence therapy
 reminiscing
 reporting
 reposition
 repositioning
 resident belongings
 resident centered care
 resident harm
 resident independence
 resident right
 Resident's Bill of Rights
 resident's chart
 resident's environment
 resident's rights
 respectful treatment
 respiration
 respiratory
 respiratory disease
 respiratory symptoms
 respiratory system
 responding to resident behavior

response
 responsibilities
 responsibility
 restorative
 restorative care
 restraint
 restraint alternative
 resuscitation
 rights
 risk factor
 rotation
 safety
 safety and security need
 safety precautions
 sanitizer
 scabies
 scale
 scope of practice
 seclusion
 security
 seizure
 self-esteem
 semi fowlers
 sensory system
 sexual needs
 Sharp's container
 Shaving
 shingles
 side rails
 Sitz bath
 skin
 skin care
 skin integrity
 sleep
 smoking
 social needs
 soiled linen
 specimen
 spills
 spiritual needs
 sputum
 sputum specimen
 sputum test
 standard precautions
 sterile
 sterilization
 stethoscope
 stockings
 stress
 stroke
 sub acute care
 subjective

subjective data
 sundowning
 supine
 suprapubic
 survey
 swallowing
 swelling
 systolic
 tachycardia
 task
 TED hose
 telephone etiquette
 temperature
 tendons
 terminal illness
 terminology
 thickened liquids
 threatening resident
 tips
 toenails
 toileting schedule
 trachea
 transfers
 transmission
 transport bag
 tub bath
 tube feeding
 tubing
 twice daily
 tympanic
 types of care
 types of isolation
 unaffected
 unconscious
 undressing
 unethical behavior
 unsteady
 urinary bag
 urinary catheter bag
 urinary elimination
 urinary system
 urination
 urine
 UTI
 validation
 varicella virus
 violent behavior
 vision change
 visual impairment
 vital signs
 vomitus
 walker

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wandering resident
warm and cold applications
water faucets

water temperature
weak side
weighing

weight
wheelchair safety
white blood cells

