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NNAAP

National Nurse Aide Assessment Program

An NCSBN® Examination



Credentia

Virginia NURSE AIDE

Written (or Oral) Examination
& Skills Evaluation

Candidate Handbook

February 2022

verVANA1.0

QUICK REFERENCE

REGISTRATION AND SCHEDULING SERVICES

Virginia NNAAP
(866) 340-3555

Hours of Operation

Mon. – Fri. 8:00 a.m. – 11:00 p.m.

Sat. 8:00 a.m. – 5:00 p.m.

Sun. 10:00 a.m. – 4:00 p.m.

(Eastern Time Zone)

Call to:

- Check exam scheduling date and/or status
- Find test sites and availability
- Schedule, reschedule or cancel an examination
- Ask questions about online registration
- Obtain information regarding your Score report
- Obtain information regarding your examination

Go to Credentia's website at

www.credentia.com/test-takers/va to:

- Access your CNA365 Account for registering to Take exams or to complete registry functions
- To view most current exam updates
- Download a Candidate Handbook
- View the Nurse Aide Practice Written Examination
- Submit a change of name or address
- Verify your status on the Registry

VIRGINIA BOARD OF NURSING

Virginia Department of Health Professions

Virginia Board of Nursing

Perimeter Center

9960 Mayland Drive, Suite 300

Henrico, VA 23233-1463

www.dhp.virginia.gov/boards/nursing

Hours of Operation Monday through Friday

8:15 a.m. – 5:00 p.m.

Visit the Virginia Board of Nursing

at www.dhp.virginia.gov/nursing to:

- Obtain information on official laws and regulations for nurse aides
- Find out if you are currently listed on the Registry
- Clarify information about the Registry
- Change your current address or name once you are on the Registry
- Obtain information on continued certification on the Registry
- Request an accommodation for testing under the American with Disabilities Act (ADA) guidelines
- Find a list of approved nurse aide education programs in Virginia

Call the Board of Nursing at (804) 367-4515 if you are unable to locate answers to your questions on the website.

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NNAAP® Written Exam Content Outline and Practical Skills Listing
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INTRODUCTION

This handbook is designed for candidates seeking nurse aide certification in the Commonwealth of Virginia. It describes the process of applying for and taking the National Nurse Aide Assessment Program (NNAAP®) Examination. The NNAAP® Examination is made up of a Written (or Oral) Examination and a Skills Evaluation. It is necessary to pass both parts to be certified as a nurse aide in Virginia.

The Virginia Board of Nursing has contracted with Credentia, a nationally recognized leading provider of assessment services to regulatory agencies and national associations, to schedule, administer, score, and report the results of the NNAAP Examination for the Virginia Nurse Aide Registry.

NATIONAL NURSE AIDE ASSESSMENT PROGRAM (NNAAP®)

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

The National Nurse Aide Assessment Program (NNAAP®) is an examination program designed to determine minimal competency to become a certified nurse aide in your state. The NNAAP was developed by the National Council of State Boards of Nursing, Inc., (NCSBN) to meet the nurse aide evaluation requirement of federal and state laws and regulations. Credentia is the authorized administrator of the NNAAP in Virginia.

The NNAAP Examination is an evaluation of nurse aide-related knowledge, skills, and abilities. The NNAAP Examination is made up of both a Written (or Oral) Examination and a Skills Evaluation. The purpose of the NNAAP Examination is to test that you understand and can safely perform the job of an entry-level nurse aide.

EXAM OVERVIEW

The two parts of the NNAAP Examination are the Written (or Oral) Examination and the Skills Evaluation. You must pass both parts to be certified and listed on the Virginia Nurse Aide Registry.

The Written Examination consists of seventy (70) multiple-choice questions written in English. Sample examination questions are provided in this handbook.

An Oral Examination available in English may be taken in place of the Written Examination. The English Oral Examination consists of sixty (60) multiple-choice questions and ten (10) multiple-choice reading comprehension questions. You will be asked to listen to a recording of the Oral Examination and follow along on the computer as the questions are read aloud on the recording. **If you want to take the Oral Examination, you must request it when you submit your application.**

At the Skills Evaluation you will be asked to perform five (5) randomly selected nurse aide skills. You will be given thirty (30) minutes to complete the five (5) skills. You will be rated on these skills by a Nurse Aide Evaluator. You must successfully demonstrate all five (5) skills to pass the Skills Evaluation. A complete listing of the skills is shown on pages 26 to 40.

See The Written (or Oral) Exam and The Skills Evaluation for more details about the NNAAP Examination.

ELIGIBILITY

LIGHT DUTY

Individuals are prohibited from taking the Skills Evaluation if on restricted activity or light duty due to medical reasons. Candidates must be able to complete all required skills included in the Skills Evaluation. Candidates who are on light duty are not permitted to take the Skills Evaluation; however, they can take the written/oral exam. Appropriate medical documentation stating return to full, unrestricted duty is required to take the skills evaluation.

ELIGIBILITY ROUTES

You are eligible to apply to take the NNAAP Examination for certification as a nurse aide in Virginia if you qualify under one of the following eligibility routes.

E-1 NEW NURSE AIDE

A. FIRST TIME TEST TAKER

B. PREVIOUSLY FAILED ALL OR PART OF THE NNAAP EXAMINATION

You have successfully completed a Virginia-approved nurse aide education program within the last twenty-four months.

E-2 NURSING STUDENT

You are currently enrolled in an approved nursing education program preparing for registered nurse or practical nurse licensure, or enrolled in a program in the last 12 months. When completing your online application, you must upload an original letter on letterhead from the program director documenting that you are currently enrolled and have satisfactorily completed at least one (1) clinical course in the nursing program which includes at least forty (40) hours of clinical experience involving direct client care. The online application and letter must be submitted within 12 months of the date on the letter.

E-3 NURSING GRADUATE

You have completed a nursing education program preparing for registered nurse or practical nurse licensure. Verification of completion of a nursing program in the form of an original or certified true copy of a school transcript, in English, is required to be uploaded in Credential Management. Foreign trained RN and LPN applicants must also provide confirmation from CGFNS that their program meets the requirements of their home country. The required forms must be uploaded online when completing the application.

E-4 LAPSED CERTIFICATE HOLDER

You were previously certified in Virginia as a nurse aide but your certification has expired. You must also have completed a renewal or reinstatement application with the Board of Nursing within the past year. For clarification, call the Board at 804-367-4639.

ONLINE REGISTRATION AND SCHEDULING

ONLINE REGISTRATION AND SCHEDULING

With the Credentia CNA365 system, online registration is quick, convenient and an environmentally responsible way to register for your examination. This process will eliminate the transit time associated with mailing a paper application. A detailed step-by-step reference guide on how to create a CNA365 account and register for exams can be found at www.credentia.com/test-takers/va.

After completing a Virginia state-approved training course, you will create an online account with Credentia's CNA365 system. To create a CNA365 account, click the "CNA365 Login" button on the top of the Virginia nurse aide website page at www.credentia.com/test-takers/va.

- Payment is in the form of a credit card or pre-paid credit card (American Express, MasterCard, Visa, ACH/ electronic check, or electronic voucher). Fees are non-refundable and non-transferable once submitted.
- For exams you must make an online reservation via a PC (smart phones and tablets are not recommended)
- For Written (or Oral) online exams, you may schedule an exam as early as the following day depending on exam availability.
- You are responsible for completing an online application in CNA365. You may ask someone from your nurse aide training program or facility employer for assistance in completing the application. If you need help or have any questions about the application process, contact a support representative at (866)-340-3555.

ADDITIONAL INFORMATION MAY BE NEEDED FROM CANDIDATES

If you have ever had a criminal conviction, been denied certification/licensure in Virginia or another state, had action taken against your certificate/license in Virginia or another state, or have a mental, physical or chemical dependency condition that could interfere with your ability to practice, you must indicate such history on your

online application. *Failure to reveal this information is considered falsification of an application and grounds for denial of certification or disciplinary action by the Board of Nursing even after successful completion of the NNAAP.*

You must supply additional information about your criminal convictions, other state actions, or conditions that could interfere with safe practice.

If you have a ***criminal conviction***, you will need to upload the following information for review by the Board:

- A certified copy of all conviction order(s) from the court(s);
- Evidence that all court ordered requirements were met (i.e., letter from the probation officer if on supervised probation, paid fines, restitution, etc.) for each conviction;
- Letter from you explaining the facts and circumstances leading to the criminal offense; and
- Letters of support from your employers.

(If available)

If you had ***previous action taken against you*** or been denied a license or certification, you will need to upload the following information for review by the Board:

- Explanation of the action that was taken (where & when it occurred, details leading to the complaint/action taken)
- An official, certified copy from the regulatory authority of the final Order outlining the outcome of the action taken

If you have a ***mental, physical, or chemical dependency condition that could interfere with practice***, you will need to upload the following information for review by the Board:

- Evidence of any past treatment related to the condition (i.e., discharge summary from inpatient and/or outpatient treatment);
- Letter from currently treating health care providers addressing diagnosis, treatment regimen, compliance with treatment, and ability to practice safely;
- A letter from you explaining circumstances of your condition and ongoing efforts to function safely; and
- Letters of support from your employers.

(If available)

Please note that although these circumstances may be grounds to deny an applicant, it does not mean the Board of Nursing will deny your application for certification. A

delay in testing should be expected and sometimes a meeting with the Board is required to determine approval for certification by examination.

EXAM FEES

The fees listed below have been established for the National Nurse Aide Assessment Program in Virginia as of January 1, 2021.

| | |
|---------------------|------|
| Written Examination | \$45 |
| Skills Evaluation | \$95 |
| Oral Examination | \$45 |

Payments must be made using a credit card, debit card, single use card or electronic voucher. The electronic vouchers can only be purchased by the training program. **No other form of payment will be accepted.**

You must pay for both the Written (or Oral) Examination and the Skills Evaluation the first time you test.

EXAM SCHEDULING

Once your online application has been approved, you will be able to schedule for exams in CNA365. A detailed step-by-step reference guide on how to schedule exams can be found at www.credentia.com/test-takers/va. When completed, you will receive a Confirmation Notice and Receipt of Payment via email.

ACCOMMODATIONS

Credentia complies with the provisions of the Americans with Disabilities Act as amended. The purpose of accommodations is to provide candidates with full access to the test. Accommodations are not a guarantee of improved performance or test completion. If you have a disability, you may request special arrangements for testing when you apply. **All requests must be approved in advance by the Virginia Board of Nursing prior to being scheduled for an exam.** Be sure to explain the specific type of help you need and enclose proof of the need (diagnosed disability) from your health care provider. If your accommodation request is approved by the Virginia Board of Nursing, the RN Evaluators administering the examinations will be notified and will be prepared to meet your needs. For specific requirements on requesting accommodations for testing, please visit the Virginia Board of Nursing website at

www.dhp.virginia.gov/nursing and select the Guidance Document. Download the guidance document 90-22. For additional questions, call the Board of Nursing at (804) 367-4639.

TESTING LOCATIONS

In-Facility Testing (INF) - In facility testing is when your state-approved Training Program Nurse Aide instructor has made arrangements with Credentia to test at your training program on a specific date. Please make certain you know your in facility (INF) Code and test date when you are completing your registration. Additional information regarding regional test sites can be found on <https://credentia.com/test-takers/va>

CANCELLATION AND RESCHEDULING

You may cancel or reschedule an examination online in your CNA365 account. For details on how to cancel or reschedule an examination, visit www.credentia.com/test-takers/ga and click on “How to Cancel or Reschedule an Exam” in the Resources section of the webpage.

Online Written (or Oral) examinations must be canceled or rescheduled at least 48 hours before the scheduled examination time.

Test center Skills examinations must be canceled or rescheduled at least nine (9) calendar days before the scheduled examination date

If you do not cancel or reschedule your examination within the required timeframes detailed and do not show up for your scheduled examination, you will be responsible for the examination fee. Your fee will not be refunded and cannot be transferred to a new examination date, and you may not give your examination date to another person.

REFUNDS

Once payment of exam fees is received, **NO REFUNDS WILL BE ISSUED.**

ABSENCE POLICY

Candidates who are late or absent from an exam may call Credentia within 14 days of the exam date to request an excused absence for the following reasons:

- Illness of yourself or a member of your immediate family
- Death in the family
- Disabling traffic accident
- Court appearance or jury duty
- Military duty

A case number will be assigned and instructions provided for emailing supporting documentation. **Candidates absent from or late to an exam who have not changed or canceled the reservation according to the change/cancel policy will not be admitted to the exam and will forfeit the exam fee.**

WEATHER EMERGENCIES

The examination will be delayed or cancelled only in the case of severe weather or a natural disaster. If severe weather or a natural disaster makes the Regional Test Site inaccessible or unsafe, the examination will be delayed or cancelled. If testing has been cancelled, you will be re-scheduled for the next available examination at that site at no additional cost.

EXAM DAY (ONLINE EXAM)

Take your written/oral exam conveniently from home or with the online proctoring. A live proctor will monitor you through the webcam on your workstation to provide a secure exam experience. Online exams also offer significantly more scheduling flexibility than test center exams to best meet your availability.

Please visit www.credentia.com/online-exams for information on what to expect and how to best prepare for your online exam. We also recommend that you click on the “Policies & Procedures” link on this webpage to review detailed exam rules and procedures.

WHAT YOU'LL NEED

- A properly equipped computer - a desktop, laptop, or Chromebook with a single monitor (no smartphones or tablets). Visit www.credentia.com/online-exams to view or download system requirements.
- A private room - if you don't have access to a private room, check with your training program or local library for availability.
- A mobile device - to complete a 360 degree room scan, you'll need a smartphone or tablet (Apple or Android) that can download our free app.

BEFORE EXAM DAY

- Perform a system test – make sure to do the required system test and exam simulation before exam day. Visit www.credentia.com/online-exams and select the “Run System Test” button.
- Find your testing space – Find a quiet, distraction-free area in your home or office to take your exam.
- Get your ID ready - You are required to bring two (2) forms of official, signature-bearing identification (one of which must be a photo identification). Photocopies of identification will NOT be accepted.

The name on your identification must be the same as the name you used on the application to register for the examination. If you do not bring proper identification, you will not be allowed to test and your examination fee will not be refunded.

ON EXAM DAY

STEP 1: Prepare your testing space

- Quiet: no background noise and inform members of your household you are taking an exam.
- Well lit: proctors must be able to see you and your testing space well.
- Privacy: no one else in the room.
- Remove prohibited items: clear workstation area to expedite room scan.
- Restroom/Beverages: use restroom and prepare beverages before exam.

STEP 2: Have your ID ready

- Have your government issued photo ID with you (see list of proper identification in section above).

STEP 3: Prepare your computer

- Disconnect any additional monitors and close all other open applications.
- Have your chargers (laptop, smart phone or tablet) plugged in or nearby
- Use a wired internet connection rather than WiFi, if possible.
- If using WiFi, we recommend at least 3Mbps and ask that other household members do not use the internet during your exam.
- Disconnect any VPNs or firewalls if you have them.
- If taking an Oral Exam you must use a wired headset.

STEP 4: Download the ExamRoom 360 app

- Download the ExamRoom 360 app to your smartphone or tablet and have your CNA365 login credentials available (the user name and password for your Credentia CNA365 account). This app is required to complete a 360 degree room scan.

STEP 5: Check-in for your exam

- When to check-in - you can begin the check in process up to 30 minutes prior to your appointment. Your onboarding agent will make sure everything is ready for your exam before introducing your proctor. Visit www.credentia.com/online-exams to view or download detailed check-in procedures.
- How to check-in - go to www.credentia.com/test-takers/va and click the "CNA365 login" button. Once logged in, find your scheduled exam and select the "Start Exam" button.

SKILLS EXAM DAY (TEST CENTER EXAM)

Please visit www.credentia.com/test-center-exams for information on what to expect and how to best prepare for your test center exam.

WHAT TO BRING

You **MUST** have the following items with you when you take the NNAAP Examination.

- Proper identification as described below
- A watch with a second hand.

No other materials will be allowed.

PROPER IDENTIFICATION

You are required to bring two (2) forms of official, signature-bearing identification to the test site (**one of which must be a photo identification**). All identification must be **current (not expired)** and no birth certificates will be accepted. Photocopies of identification will NOT be accepted. Examples of proper identification include:

- Driver's license
- Signature-bearing Social Security card
- Clinic card (example — Medicaid ID card)
- Credit card
- Library card
- State-issued identification card
- Passport
- Signed high school ID card — must have signature line
- Signed university ID card — must have signature line

The first and last name on your identification must be the same as the first and last name you used on the application to register for the examination. If your first or last name is different, you **MUST** bring proof of your name change (a copy of an official document such as a marriage license or divorce decree) to the test center.

If you do not bring proper identification, you will not be allowed to test and your examination fee will not be refunded.

SECURITY AND CHEATING

If you give help to or receive help from anyone during the examination, the examination will be stopped. The incident will be reported to the Virginia Board of Nursing for review, and your examination will not be scored. See *Testing Policies*.

Please note that all examination questions, each form of the examination, and all other examination materials are copyrighted by, the property of, or licensed by Credentia. Consequently, any distribution of the examination content or materials through any form of reproduction, or through oral or written communication, is strictly prohibited and punishable by law. ***Anyone who removes or tries to remove examination materials or information from the test site will be prosecuted.***

CANDIDATE-VOLUNTEER REQUIREMENT

The Skills Evaluation requires that a candidate volunteer be present for each skill. Each candidate scheduled to take the Skills Evaluation will be expected to play the role of a nursing home client. Please bring or wear loose, non-binding clothing to the Skills Evaluation. Specific directions for volunteering will be given to you by the Registered Nurse Evaluator on the day of the examination. Please see page 23 for further details.

TESTING POLICIES

The following policies are observed at each Regional Test Site.

LATENESS

Plan to arrive about thirty (30) minutes before the skills examination starts. If you are late for your scheduled examination, or do not bring all of your required materials, you will **NOT** be allowed to test and your examination fee will **NOT** be returned. (see *Cancellation* for more details).

ELECTRONIC DEVICES

Cellular phones, beepers, or any other electronic devices, including smart watches, are not permitted to be used and must be turned off during testing. There is no place for storage of personal belongings at the test sites.

STUDY AIDS

You are not permitted to take personal belongings such

as briefcases, large bags, study materials, extra books, or papers into the examination room. Any such materials brought into the examination room will be collected and returned to you when you have completed the examination. Credentia is not responsible for lost or misplaced items.

EATING/DRINKING/SMOKING

You are not permitted to eat, drink, or smoke during the examination.

MISCONDUCT

If you are discovered causing a disturbance of any kind or engaging in any kind of misconduct, you will be dismissed from the examination and Credentia will make a determination on the misconduct and proper next steps.

SUSPECTED CHEATING

If you give help to or receive help from anyone during the examination, the examination will be stopped. The incident will be reported to the Virginia Board of Nursing and Credentia for review and your examination will not be scored. Please note that all examination questions, each form of the examination, and all other examination materials are copyrighted by and the property of the NCSBN.

Anyone who removes or tries to remove examination materials or information from the test site will be prosecuted.

GUESTS/VISITORS

No guests, visitors, pets, or children are allowed at the test sites.

THE WRITTEN (OR ORAL) ONLINE PROCTORED EXAM

WRITTEN EXAM

The Written Examination has seventy (70) multiple-choice questions. You will have two (2) hours to complete the Written Examination. See Sample Questions for examples of the kinds of questions found on the Written Examination.

ORAL EXAM

An Oral Examination may be taken in place of the Written Examination. You must request an Oral Examination when filling out your application. The Oral Examination consists of two (2) parts, and you must pass both parts in order to pass the Oral Examination. When taking the online proctored exam, you will need your own wired headset. The first part of the Oral Examination has sixty (60) multiple-choice questions. Each of the sixty (60) multiple-choice questions is read twice. As each question is read, you are asked to choose the correct answer. The second part of the Oral Examination has ten (10) multiple-choice questions that test whether you know common words used in long-term care facilities. Each word is read three (3) times. You are asked to match the word you hear on the recording to the written word on the computer screen.

SELF-ASSESSMENT READING TEST

A self-assessment reading test, found on page 18 of this handbook, will help you decide if you should take the Oral Examination.

2016 WRITTEN (OR ORAL) EXAM CONTENT OUTLINE

The revised content outline is based on the findings from the *2014 Job Analysis and Knowledge, Skill, and Ability Study of Nurse Aides* published by the National Council of State Boards of Nursing (NCSBN) in 2015. The examination content outline will be effective January 2016.

The NNAAP written examination is comprised of 70 multiple-choice items; 10 of these items are pretest (non-scored) items on which statistical information will be collected. The NNAAP oral examination is comprised of 60 multiple-choice items and 10 reading comprehension (word recognition) items. The candidate is allowed to choose between a written and an oral examination.

| | <i>% of the exam</i> | <i># of questions in the exam</i> |
|---|--------------------------|---|
| I. Physical Care Skills | | |
| A. Activities of Daily Living..... | 14% | 9 |
| 1. Hygiene | | |
| 2. Dressing and Grooming | | |
| 3. Nutrition and Hydration | | |
| 4. Elimination | | |
| 5. Rest/Sleep/Comfort | | |
| B. Basic Nursing Skills..... | 39% | 23 |
| 1. Infection Control | | |
| 2. Safety/Emergency | | |
| 3. Therapeutic/Technical Procedures | | |
| 4. Data Collection and Reporting | | |
| C. Restorative Skills..... | 8% | 5 |
| 1. Prevention | | |
| 2. Self Care/Independence | | |
| II. Psychosocial Care Skills | | |
| A. Emotional and Mental Health Needs | 11% | 6 |
| B. Spiritual and Cultural Needs | 2% | 2 |
| III. Role of the Nurse Aide | | |
| A. Communication..... | 8% | 4 |
| B. Client Rights | 7% | 4 |
| C. Legal and Ethical Behavior..... | 3% | 2 |
| D. Member of the Health Care Team | 8% | 5 |

SAMPLE QUESTIONS

The following questions are samples of the kinds of questions that you will find on the Written Examination. Check your answers to these questions in the box below.

- 1. The client's call light should always be placed:**
 - (A) on the bed
 - (B) within the client's reach
 - (C) on the client's right side
 - (D) over the side rail
- 2. Which of the following items is used in the prevention and treatment of bedsores or pressure sores?**
 - (A) rubber sheet
 - (B) air mattress
 - (C) emesis basin
 - (D) restraint
- 3. When caring for a dying client, the nurse aide should:**
 - (A) keep the client's room dark and quiet
 - (B) allow client to express his feelings
 - (C) change the subject if client talks about death
 - (D) contact the client's minister, priest or rabbi
- 4. What does the abbreviation ADL mean?**
 - (A) Ad Lib
 - (B) As Doctor Likes
 - (C) Activities of Daily Living
 - (D) After Daylight
- 5. After giving a client a back rub, the nurse aide should always note:**
 - (A) the last time the client had a back rub
 - (B) any change in the client's skin
 - (C) client's weight
 - (D) amount of lotion used
- 6. How should the nurse aide communicate with a client who has a hearing loss?**
 - (A) face the client when speaking
 - (B) repeat the statement
 - (C) shout so that the client can hear
 - (D) use a high-pitched voice

Correct Answers

1. B 2. B 3. B 4. C 5. B 6. A

SELF-ASSESSMENT READING TEST

The two-part Self-Assessment Reading Test that appears below will help you decide if you should consider taking the Oral Examination instead of the Written Examination. To complete the reading test, follow the instructions provided below and select the answer to each question. When you have completed the reading test, you will be able to determine the number of questions you answered correctly.

PART 1: VOCABULARY

1. Circle the best answer to each question.
 2. When you have finished, check your answers using the answer key on page 21.
 3. Count up the number of correct answers.
 4. If your score is less than 17, you may have difficulty reading the Written Examination and should consider taking the Oral Examination.
1. **You go to a doctor when you _____.**
(A) feel sleepy (D) need money
(B) need socks (E) need clothes
(C) feel sick
 2. **A person who flies an airplane is its _____.**
(A) pilot (D) surgeon
(B) steward (E) director
(C) mother
 3. **You use a _____ to write.**
(A) bow (D) carpenter
(B) calculator (E) needle
(C) pencil
 4. **To EXIT a room means to _____ it.**
(A) enter (D) read
(B) leave (E) interrupt
(C) forget
 5. **A wedding is a joyous _____.**
(A) focus (D) occasion
(B) vehicle (E) civilization
(C) balloon
 6. **To REQUIRE something means to _____ it.**
(A) need (D) understand
(B) have (E) hear
(C) forget

go to next page

7. **You _____ something to find its length.**
(A) slice
(B) lock
(C) measure
(D) force
(E) tape
8. **Soup is served in a _____.**
(A) plate
(B) bowl
(C) fork
(D) chair
(E) closet
9. **To accompany someone means to _____.**
(A) disagree with him
(B) work for him
(C) go with him
(D) speak to him
(E) choose him
10. **A nursing home resident receives _____ from the staff.**
(A) quality
(B) fame
(C) interruption
(D) care
(E) work
11. **Medicine is used to _____ pain.**
(A) widen
(B) conjure
(C) enliven
(D) increase
(E) relieve
12. **To DRENCH the flowers means to _____ them.**
(A) steam
(B) drink
(C) touch
(D) soak
(E) anger
13. **A bicycle is a means of _____.**
(A) nourishment
(B) transportation
(C) prediction
(D) collision
(E) walking
14. **When someone speaks in a whisper, it may be difficult to _____.**
(A) deceive
(B) understand
(C) frighten
(D) estimate

SELF-ASSESSMENT READING TEST

PART 2: COMPREHENSION

In this part of the reading test you will be provided with a series of brief paragraphs. You are to read each paragraph and then answer the questions that appear after the paragraph.

There are many different kinds of fish. All fish live in water. They use their tails and fins to swim.

15. Fish live in _____.
(A) cups
(B) houses
(C) air
(D) water
(E) fountains
16. Fish use their _____ to swim.
(A) tails
(B) heads
(C) gills
(D) lungs
(E) floats

Maria grew up on a farm. She loved the work on the farm. She knew when all of the crops had to be planted. She would like a job on a farm or in a flower garden.

17. Maria has had experience as a _____.
(A) guide
(B) farmer
(C) driver
(D) nurse
(E) teacher
18. She would like to work in _____.
(A) an office
(B) a library
(C) a garden
(D) a hospital
(E) a supermarket
19. As a child Maria lived _____.
(A) in the city
(B) in an apartment
(C) on a farm
(D) in a large house
(E) on the beach

go to next page

Carolyn has a good job. She is a nurse in a large hospital. Every day she can help many people. She enjoys this very much. She also makes a good salary. Each month she can pay her bills and save some money.

- 20. Carolyn works in a _____.
(A) hospital
(B) doctor's office
(C) garage
(D) school
(E) library**
- 21. One of the things Carolyn enjoys is _____.
(A) working in an office
(B) helping people
(C) reading books
(D) working late hours
(E) driving a car**
- 22. With her salary she can pay her bills and _____.
(A) buy furniture
(B) give to charity
(C) save money
(D) buy new clothes
(E) pay for college**

***This completes the
Self-Assessment Reading Test.***

Answers

- | | | | |
|------|-------|-------|-------|
| 1. C | 7. C | 13. B | 19. C |
| 2. A | 8. B | 14. B | 20. A |
| 3. C | 9. C | 15. D | 21. B |
| 4. B | 10. D | 16. A | 22. C |
| 5. D | 11. E | 17. B | |
| 6. A | 12. D | 18. C | |

If your score is less than 17, you may have difficulty reading the Written Examination and should consider taking the Oral Examination in place of the Written Examination.

THE SKILLS EVALUATION

WHAT TO EXPECT

The Skills Evaluation is set up to resemble an actual care-giving situation. The Skills Evaluation area will look similar to your work setting. It will have all the equipment necessary to perform the assigned skills. The Skills Evaluation will be administered by a Nurse Aide Evaluator. Before your skills evaluation begins, the evaluator will show you where equipment is located and answer questions about operating the equipment. **Please arrive 30 minutes early. Test times are approximate. See pages 28-43 for the complete skill listing.**

WHO WILL ACT AS A CLIENT?

The part of the “client” will be played by a candidate who volunteers to act as an elderly person. While you perform the skills, speak to the candidate volunteer as you would speak to an actual client in a nurse aide work setting. You are encouraged to speak to the candidate volunteer not only because it is part of quality care, but also because it will help you to relax as you perform the skills. Please note, you may not receive help from anyone during the Skills Evaluation, and the candidate and the client must speak to one another in English so that the evaluator can understand and correctly score the evaluation. If either candidate gives help or receives help during the test, or the client and candidate are communicating in a language other than English, the test will be stopped.

CANDIDATE VOLUNTEER REQUIREMENTS

You will need to act as a candidate volunteer for another nurse aide’s Skills Evaluation and play the role of a nursing home patient (client). The evaluator will give you verbal instructions that will describe how you should act in performing the role of the client.

You **must wear your own flat, slip-on, non-skid shoes**, a loose-fitting top with short sleeves that can be rolled up to the shoulder, or tank top, and loose fitting pants that can be rolled up. You will be required to put a gown on over your clothing. In no case may candidates remove clothing down to undergarments.

Prior to beginning the exam, you should inform the evalu-

ator of any food or latex allergy or sensitivity to skin soaps or lotion. Any limitations to range of motion must also be communicated to the evaluator prior to the start of the skills examination.

For infection control purposes, you should not come to the test site with open areas/sores on the skin. Candidates with any open areas or sores on their skin should reschedule their skills test to a later date after their skin fully heals.

THE TASKS

The NNAAP Skills List contains all of the skills that you may be asked to demonstrate during the Skills Evaluation. Each skill represents a task that you will be asked to perform in your job and has been broken down into a series of steps.

A step that is highlighted in ***bold type*** is called a ***Critical Element Step***. Critical Element Steps are important steps that must be performed correctly in order for you to pass the skill. If you leave out a Critical Element Step or do not perform a Critical Element Step properly, you will not pass the skill. However, if you perform only the Critical Element Step correctly in a skill, you do not automatically pass that skill. You must also correctly demonstrate enough steps to meet the passing standard (or *cut score*) for each skill.

Before your Skills Evaluation begins, the Nurse Aide Evaluator will give you an instruction card that will list the five (5) skills selected for you to perform. Hand-washing will always be one of the skills to be performed. The remaining four (4) skills are randomly chosen from the complete set of skills listings on pages 28 to 42 of this handbook. You are strongly encouraged to perform the skills in the order they are listed on the instruction card.

If you make a mistake, say so, and you will be instructed to tell the evaluator which step(s) is to be corrected and then to perform the step(s). You will not have to redo the entire skill, just the steps you wish to correct. There are, however, some exceptions to this rule. If you fail to put on gloves or take them off when it is required to do so and the evaluator reminds you to do so, for infection control purposes, then you will not receive credit for attempting to correct this step. If you wish to correct an order-dependent step (a step stating that an action should be performed **before** or **after** another step) and you fail to say **when** the corrected step should be performed, you will not receive credit for the correction.

Once you begin a new skill, you may not go back to

correct a previous skill. The Nurse Aide Evaluator will not answer questions **during** the Skills Evaluation and will not tell you whether you performed a skill correctly. You may not receive help from anyone during the Skills Evaluation. If you do have any questions, please ask them before the Skills Evaluation begins.

One (1) of the four (4) randomly-selected skills will include a measurement skill (see the section below, ***Recording A Measurement***, for more information regarding measurement skills).

You will be asked to decontaminate your hands (with hand sanitizer) before proceeding from skills performed on a live client to skills that are not. This is for infection control purposes and will not affect the results of your evaluation.

You must successfully complete five (5) out of the five (5) skills in the skill form to pass the Skills Evaluation. You will have thirty (30) minutes to demonstrate all five (5) skills.

When you have completed your skills evaluation, the evaluator will direct you to wash your hands. Although this will not affect your examination results, for the purposes of infection control, you must wash your hands.

RECORDING A MEASUREMENT

The NNAAP Skills Evaluation requires every candidate to perform at least one measurement skill, such as blood pressure, radial pulse, respirations, urine output, or weight. You will be given a special form, called a Recording Sheet for Measurement Skills, to write down, or *record*, the measurement. For example, if performing the *Measures and Records Blood Pressure* skill, you will write the complete systolic and diastolic pressures of your blood pressure reading in a box labeled Candidate Results.

On the following page is a copy of the recording sheet that will be used during the skills exam. The candidate must record his/her results in the Candidate Results box on this sheet. This sheet will be used to record the results of the following measurement skills:

- Measures and Records Blood Pressure
- Measures and Records Weight of Ambulatory Client
- Measures and Records Urinary Output
- Counts and Records Radial Pulse
- Counts and Records Respirations

TIPS FOR THE SKILLS EVALUATION

- You will be expected to perform the skills as you would in a nursing home setting. When water is required, you must use running water. All candidates will be required to perform the *Hand Hygiene* skill. The evaluator will inform you after you have washed your hands for the first time that you should just tell him or her when you would wash your hands during your performance of the rest of the skills, rather than actually washing them for each skill. For all steps other than hand-washing, you must actually perform the skill in order to receive credit. You may not simply tell the evaluator what you would do for simulating a step. For example, you may not simply tell the evaluator that you would wash the client. You must actually demonstrate washing the client. You may not simply tell the evaluator that you would feed the client. You must actually demonstrate feeding the client.
- After you have introduced yourself to the client for the first time, it is not necessary for you to introduce yourself each time you begin a new skill.
- To receive full credit for a measurement skill, you must accurately make the required measurement and then write that measurement on the *Recording Sheet for Measurement Skills*. The evaluator will provide the Recording Sheet to you at the test site. A sample of the Recording Sheet is shown on page 25 of this handbook. You are encouraged to become familiar with the Recording Sheet before your scheduled test date.
- You must know how to operate both a standing and a non-digital bathroom scale and must know how to set both types of scales to zero.
- You **may not bring** any of your own equipment to the test site (i.e. transfer/gait belt).
- It is important for you to place the call signal within the client's reach whenever you leave the client.
- *Where the word “**client**” appears, it refers to the person receiving care.*



RECORDING SHEET FOR MEASUREMENT SKILLS

Date _____

Test Site ID _____

CANDIDATE NAME _____

CANDIDATE ID _____

EVALUATOR NAME _____

EVALUATOR ID _____

SKILL TESTED

Evaluator must check one box next to the skill being tested.

☐ Blood Pressure

☐ Respirations

☐ Urine Output

☐ Radial Pulse

☐ Weight

**CANDIDATE
RESULTS**

**EVALUATOR
RESULTS**

Credentia

SKILLS LISTING

The 23 skills that follow are arranged in alphabetical order, except for the *Hand Hygiene (Hand Washing)* skill. Hand Hygiene is listed first as a reminder of the importance of performing this skill before all other skills. The numbered lines below each skill are the steps needed to perform that skill. Critical Element Steps are in bold type.

SKILL 1 — HAND HYGIENE (HAND WASHING)

- 1 Address client by name and introduces self to client by name
- 2 Turns on water at sink
- 3 Wets hands and wrists thoroughly
- 4 Applies soap to hands
- 5 **Lathers all surfaces of wrists, hands, and fingers producing friction, for at least 20 (twenty) seconds, keeping hands lower than the elbows and the fingertips down**
- 6 Cleans fingernails by rubbing fingertips against palms of the opposite hand
- 7 **Rinse all surfaces of wrists, hands, and fingers, keeping hands lower than the elbows and the fingertips down**
- 8 Uses clean, dry paper towel/towels to dry all surfaces of fingers, hands, and wrists starting at fingertips then disposes of paper towel/towels into waste container
- 9 Uses clean, dry paper towel/towels to turn off faucet then disposes of paper towel/towels into waste container or uses knee/foot control to turn off faucet
- 10 Does not touch inside of sink at any time

SKILL 2 — APPLIES ONE KNEE-HIGH ELASTIC STOCKING

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Client is in supine position (lying down in bed) while stocking is applied
- 4 Turns stocking inside-out, at least to the heel
- 5 Places foot of stocking over toes, foot, and heel

- 6 Pulls top of stocking over foot, heel, and leg
- 7 Moves foot and leg gently and naturally, avoiding force and over-extension of limb and joints
- 8 **Finishes procedure with no twists or wrinkles and heel of stocking, if present, is over heel and opening in toe area (if present) is either over or under toe area; if using a mannequin, candidate may state stocking needs to be wrinkle-free**
- 9 Signaling device is within reach and bed is in low position
- 10 After completing skill, wash hands

SKILL 3 — ASSISTS TO AMBULATE USING TRANSFER BELT

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 **Before assisting to stand, client is wearing non-skid shoes/footwear**
- 4 Before assisting to stand, bed is at a safe level
- 5 Before assisting to stand, checks and/or locks bed wheels
- 6 **Before assisting to stand, client is assisted to sitting position with feet flat on the floor**
- 7 Before assisting to stand, applies transfer belt securely at the waist over clothing/gown
- 8 Before assisting to stand, provides instructions to enable client to assist in standing including prearranged signal to alert client to begin standing
- 9 Stands facing client positioning self to ensure safety of candidate and client during transfer. Counts to three (or says other prearranged signal) to alert client to begin standing
- 10 On signal, gradually assists client to stand by grasping transfer belt on both sides with an upward grasp (candidate's hands are in upward position), and maintaining stability of client's legs by standing knee to knee, or toe to toe with client
- 11 Walks slightly behind and to one side of client for a distance of ten (10) feet, while holding onto the belt
- 12 Assists client to bed and removes transfer belt
- 13 Signaling device is within reach and bed is in low position
- 14 After completing skill, wash hands

SKILL 4 — ASSISTS WITH USE OF BEDPAN

- 1 Explains procedure speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Before placing bedpan, lowers head of bed
- 4 Puts on clean gloves before placing bedpan under client
- 5 Places bedpan correctly under client's buttocks
- 6 Removes and disposes of gloves (without contaminating self) into waste container and washes hands
- 7 After positioning client on bedpan and removing gloves, raises head of bed
- 8 Toilet tissue is within reach
- 9 Hand wipe is within reach and client is instructed to clean hands with hand wipe when finished
- 10 Signaling device within reach and client is asked to signal when finished
- 11 Puts on clean gloves before removing bedpan
- 12 Head of bed is lowered before bedpan is removed
- 13 Ensures client is covered except when placing and removing bedpan
- 14 Empties and rinses bedpan and pours rinse into toilet
- 15 Places bedpan in designated dirty supply area
- 16 Removes and disposes of gloves (without contaminating self) into waste container and washes hands
- 17 Signaling device is within reach and bed is in low position

SKILL 5 — CLEANS UPPER OR LOWER DENTURE

- 1 Puts on clean gloves before handling denture
- 2 Bottom of sink is lined and/or sink is partially filled with water before denture is held over sink
- 3 Rinses denture in moderate temperature running water before brushing them
- 4 Applies denture toothpaste to toothbrush
- 5 Brushes all surfaces of denture
- 6 Rinses all surfaces of denture under moderate temperature running water
- 7 Rinses denture cup and lid
- 8 Places denture in denture cup with moderate temperature water/solution and places lid on cup

- 9 Rinses toothbrush and places in designated toothbrush basin/container
- 10 Maintains clean technique with placement of toothbrush and denture
- 11 Sink liner is removed and disposed of appropriately and/or sink is drained
- 12 Removes and disposes of gloves (without contaminating self) into waste container and washes hands

SKILL 6 — COUNTS AND RECORDS RADIAL PULSE

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Places fingertips on thumb side of client's wrist to locate radial pulse
- 3 Count beats for one full minute
- 4 Signaling device is within reach
- 5 Before recording, washes hands
- 6 **Records pulse rate within plus or minus 4 beats of evaluator's reading**

SKILL 7 — COUNTS AND RECORDS RESPIRATIONS

- 1 Explains procedure (for testing purposes), speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Counts respirations for one full minute
- 3 Signaling device is within reach
- 4 Before recording, washes hands
- 5 **Records respiration rate within plus or minus 2 breaths of evaluator's reading**

SKILL 8 — DONNING AND REMOVING PPE (GOWN AND GLOVES)

- 1 Picks up gown and unfolds
- 2 Facing the back opening of the gown places arms through each sleeve
- 3 Fastens the neck opening
- 4 Secures gown at waist making sure that back of clothing is covered by gown (as much as possible)
- 5 Puts on gloves

Skill continues

- 6 Cuffs of gloves overlap cuffs of gown
- 7 **Before removing gown, with one gloved hand, grasps the other glove at the palm, remove glove**
- 8 **Slips fingers from ungloved hand underneath cuff of remaining glove at wrist, and removes glove turning it inside out as it is removed**
- 9 Disposes of gloves into designated waste container without contaminating self
- 10 After removing gloves, unfastens gown at waist and neck
- 11 After removing gloves, removes gown without touching outside of gown
- 12 While removing gown, holds gown away from body without touching the floor, turns gown inward and keeps it inside out
- 13 Disposes of gown in designated container without contaminating self
- 14 After completing skill, washes hands

SKILL 9 — DRESSES CLIENT WITH AFFECTED (WEAK) RIGHT ARM

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Asks which shirt he/she would like to wear and dresses him/her in shirt of choice
- 4 Avoids overexposure of client by ensuring client's chest is covered
- 5 Removes gown from the left (unaffected) side first, then removes gown from the right (affected/weak) side
- 6 Before dressing client, disposes of gown into soiled linen container
- 7 **Assists to put the right (affected/weak) arm through the right sleeve of the shirt before placing garment on left (unaffected) arm**
- 8 While putting on shirt, moves body gently and naturally, avoiding force and over-extension of limbs and joints
- 9 Finishes with clothing in place
- 10 Signaling device is within reach and bed is in low position
- 11 After completing skill, washes hands

SKILL 10 — FEEDS CLIENT WHO CANNOT FEED SELF

- 1 Explains procedure to client, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Before feeding, looks at name card on tray and asks client to state name
- 3 **Before feeding client, client is in an upright sitting position (75-90 degrees)**
- 4 Places tray where the food can be easily seen by client
- 5 Candidate cleans client's hands before beginning feeding
- 6 Candidate sits in a chair facing client during feeding
- 7 Tells client what foods and beverage are on tray
- 8 Asks client what he/she would like to eat first
- 9 Using spoon, offers client one bite of each type of food on tray, telling client the content of each spoonful
- 10 Offers beverage at least once during meal
- 11 Candidate asks client if they are ready for next bite of food or sip of beverage
- 12 At end of meal, candidate cleans client's mouth and hands
- 13 Removes food tray
- 14 Leaves client in upright sitting position (75-90 degrees) with signaling device within client's reach
- 15 After completing skill, washes hands

SKILL 11 — GIVES MODIFIED BED BATH (FACE AND ONE ARM, HAND AND UNDERARM)

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Removes gown and places directly in soiled linen container while ensuring client's chest and lower body is covered
- 4 Before washing, checks water temperature for safety and comfort and asks client to verify comfort of water
- 5 Puts on clean gloves before washing client.
- 6 **Beginning with eyes, washes eyes with wet washcloth (no soap), using a different area of the washcloth for each stroke, washing inner aspect to outer aspect then proceeds to wash face**

- 7 Dries face with dry cloth towel/washcloth
- 8 Exposes one arm and places cloth towel underneath arm
- 9 Applies soap to wet washcloth
- 10 Washes fingers (including fingernails), hand, arm, and underarm keeping rest of body covered
- 11 Rinses and dries fingers, hand, arm, and underarm
- 12 Moves body gently and naturally, avoiding force and over-extension of limbs and joints
- 13 Puts clean gown on client
- 14 Empties, rinses, and dries basin
- 15 Places basin in designated dirty supply area
- 16 Disposes of linen into soiled linen container
- 17 Avoids contact between candidate clothing and used linens
- 18 Removes and disposes of gloves (without contaminating self) into waste container and washes hands
- 19 Signaling device is within reach and bed is in low position

SKILL 12* — MEASURES AND RECORDS ELECTRONIC BLOOD PRESSURE

****STATE SPECIFIC (EVALUATOR: DO NOT SUBSTITUTE THIS SKILL FOR SKILL 23 'MANUAL BLOOD PRESSURE')***

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Has client assume a comfortable lying or sitting position
- 4 Client's arms positioned at level of heart with palm up and upper arm is exposed
- 5 Selects appropriate cuff size
- 6 Feels for brachial artery on inner aspect of arm, at bend or elbow
- 7 Places blood pressure cuff snugly on client's upper arm and sensor/arrow is over the brachial artery site
- 8 Turns on the machine and ensures device is functioning. If the machine has different settings for infants, children, and adults, selects the appropriate setting
- 9 Pushes start button. If cuff inflates to more than 200 mm Hg then stops machine and uses cuff on client's other arm

- 10 Waits until the blood pressure reading appears on the screen and then removes the cuff to deflate, then removes the cuff
- 11 Signaling device is within reach
- 12 Before recording, washes hands
- 13 After obtaining reading using BP cuff, records both systolic and diastolic pressures exactly as displayed on the digital screen**

SKILL 13 — MEASURES AND RECORDS URINARY OUTPUT

- 1 Puts on clean gloves before handling bedpan
- 2 Pours the contents of the bedpan into measuring container without spilling or splashing urine outside of container
- 3 Rinses bedpan and pours rinse into toilet
- 4 Measures the amount of urine at eye level with container on flat surface (if between measurement lines, round up to nearest 25 ml/cc)
- 5 After measuring urine, empties contents of measuring container into toilet
- 6 Rinses measuring container and pours rinse into toilet
- 7 Before recording output, removes and disposes of gloves (without contaminating self) into waste container and washes hands
- 8 Records contents of container within plus or minus 25 ml/cc of evaluator's reading**

SKILL 14 — MEASURES AND RECORDS WEIGHT OF AMBULATORY CLIENT

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Client has non-skid shoes/footwear on before walking to scale
- 3 Before client steps on scale, candidate sets scale to zero
- 4 Asks client to step on center of scale and obtains client's weight
- 5 Asks client to step off scale
- 6 Before recording, washes hands
- 7 Records weight based on indicator on scale. Weight is within plus or minus 2 lbs of evaluator's reading (If weight recorded in kg weight is within plus or minus 0.9 kg of evaluator's reading)**

SKILL 15 — PERFORMS MODIFIED PASSIVE RANGE OF MOTION (PROM) FOR ONE KNEE AND ONE ANKLE

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Ensures that client is supine in bed and instructs client to inform candidate if pain is experienced during exercise
- 4 **While supporting the leg at knee and ankle, bends the knee and then returns leg to client's normal position (flexion/extension) (AT LEAST 3 TIMES unless pain is verbalized). Moves joints gently, slowly and smoothly through the range of motion, discontinuing exercise if client verbalizes pain.**
- 5 **While supporting the foot and ankle close to the bed, pushes/pulls foot toward head (dorsiflexion), and pushes/pulls foot down, toes point down (plantar flexion) (AT LEAST 3 TIMES unless pain is verbalized). Moves joints gently, slowly and smoothly through the range of motion, discontinuing exercise if client verbalizes pain.**
- 6 Signaling device is within reach and bed is in low position
- 7 After completing skill, washes hands

SKILL 16 — PERFORMS MODIFIED PASSIVE RANGE OF MOTION (PROM) FOR ONE SHOULDER

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Instructs client to inform candidate if pain experienced during exercise
- 4 **While supporting arm at the elbow and at the wrist, raises client's straightened arm from side position upward toward head to ear level and returns arm down to side of body (flexion/extension) (AT LEAST 3 TIMES unless pain is verbalized). Moves joint gently, slowly and smoothly through the range of motion, discontinuing exercise if client verbalizes pain.**

Skill continues

- 5 **While supporting arm at the elbow and at the wrist, moves client's straightened arm away from the side of body to shoulder level and returns to side of body (abduction/adduction) (AT LEAST 3 TIMES unless pain is verbalized). Moves joint gently, slowly and smoothly through the range of motion, discontinuing exercise if client verbalizes pain.**
- 6 Signaling device is within reach and bed is in low position
- 7 After completing skill, washes hands

SKILL 17 — POSITIONS ON SIDE

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Before turning, lowers head of bed
- 4 Raises side rail on side to which body will be turned
- 5 Candidate assists client to slowly roll onto side toward raised side rail
- 6 Places or adjusts pillow under head for support
- 7 Candidate repositions arm and shoulder so that client is not lying on arm
- 8 Supports top arm with supportive device
- 9 Places supportive device behind client's back
- 10 Places supportive device between legs with top knee flexed; knee and ankle supported
- 11 Signaling device is within reach and bed is in low position
- 12 After completing skill, washes hands

SKILL 18 — PROVIDES CATHETER CARE FOR FEMALE

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Before washing, checks water temperature for safety and comfort and asks client to verify comfort of water
- 4 Puts on clean gloves before washing
- 5 Places linen protector under perineal area including buttocks before washing

Skill continues

- 6 Exposes area surrounding catheter (only exposing client between hip and knee)
- 7 Applies soap to wet washcloth
- 8 **While holding catheter at meatus without tugging, cleans at least four inches of catheter from meatus, moving in only one direction, away from meatus, using a clean area of the washcloth for each stroke**
- 9 **While holding catheter at meatus without tugging, using a clean washcloth, rinses at least four inches of catheter from meatus, moving only in one direction, away from meatus, using a clean area of the washcloth for each stroke**
- 10 While holding catheter at meatus without tugging, dries at least four inches of catheter moving away from meatus using a dry cloth towel/washcloth
- 11 Empties, rinses, and dries basin
- 12 Places basin in designated dirty supply area
- 13 Disposes of used linen into soiled linen container and disposes of linen protector appropriately
- 14 Avoids contact between candidate clothing and used linen
- 15 Removes and disposes of gloves (without contaminating self) into waste container and washes hands
- 16 Signaling device is within reach and bed is in low position

SKILL 19 — PROVIDES FOOT CARE ON ONE FOOT

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Before washing, checks water temperature for safety and comfort and asks client to verify comfort of water
- 4 Basin is in a comfortable position for client and on protective barrier
- 5 Puts on clean gloves before washing foot
- 6 Client's bare foot is placed into the water
- 7 Applies soap to wet washcloth
- 8 Lifts foot from water and washes foot (including between the toes)

Skill continues

- 9 Foot is rinsed (including between the toes)
- 10 Dries foot (including between the toes) with dry cloth towel/washcloth
- 11 Applies lotion to top and bottom of foot (excluding between the toes) removing excess with a towel/washcloth
- 12 Supports foot and ankle during procedure
- 13 Empties, rinses, and dries basin
- 14 Places basin in designated dirty supply area
- 15 Disposes of used linen into soiled linen container
- 16 Removes and disposes of gloves (without contaminating self) into waste container and washes hands
- 17 Signaling device is within reach

SKILL 20 — PROVIDES MOUTH CARE

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Before providing mouth care, client is in upright sitting position (75-90 degrees)
- 4 Puts on clean gloves before cleaning mouth
- 5 Places cloth towel across chest before providing mouth care
- 6 Secures cup of water and moistens toothbrush
- 7 Before cleaning mouth, applies toothpaste to moistened toothbrush
- 8 Cleans mouth (including tongue and all surfaces of teeth), using gentle motions**
- 9 Maintains clean technique with placement of toothbrush
- 10 Candidate holds emesis basin to chin while client rinses mouth
- 11 Candidate wipes mouth and removes clothing protector
- 12 Disposes of used linen into soiled linen container
- 13 Rinses toothbrush and empties, rinses, and dries basin
- 14 Removes and disposes of gloves (without contaminating self) into waste container and washes hands
- 15 Signaling device is within reach and bed is in low position

SKILL 21 — PROVIDES PERINEAL CARE (PERI-CARE) FOR FEMALE

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Before washing, checks water temperature for safety and comfort and asks client to verify comfort of water
- 4 Puts on clean gloves before washing perineal area
- 5 Places pad/ linen protector under perineal area including buttocks before washing
- 6 Exposes perineal area (only exposing between hips and knees)
- 7 Applies soap to wet washcloth
- 8 **Washes genital area, moving from front to back, while using a clean area of the washcloth for each stroke**
- 9 **Using clean washcloth, rinses soap from genital area, moving from front to back, while using a clean area of the washcloth for each stroke**
- 10 Dries genital area moving from front to back with dry cloth towel/washcloth
- 11 After washing genital area, turns to side, then washes rectal area moving from front to back using a clean area of washcloth for each stroke.
- 12 Using clean washcloth, rinses soap from rectal area, moving from front to back, while using a clean area of the washcloth for each stroke
- 13 Dries rectal area moving from front to back with dry cloth towel/washcloth
- 14 Repositions client
- 15 Empties, rinses, and dries basin
- 16 Places basin in designated dirty supply area
- 17 Disposes of used linen into soiled linen container and disposes of linen protector appropriately
- 18 Avoids contact between candidate clothing and used linen
- 19 Removes and disposes of gloves (without contaminating self) into waste container and washes hands
- 20 Signaling device is within reach and bed is in low

SKILL 22 — TRANSFERS FROM BED TO WHEELCHAIR USING TRANSFER BELT

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Before assisting to stand, wheelchair is positioned alongside of bed, at head of bed facing foot or foot of bed facing head
- 4 Before assisting to stand, footrests are folded up or removed
- 5 Before assisting to stand, locks wheels on wheelchair**
- 6 Before assisting to stand, bed is at a safe level
- 7 Before assisting to stand, checks and/or locks bed wheels
- 8 Before assisting to stand, client is assisted to a sitting position with feet flat on the floor**
- 9 Before assisting to stand, client is wearing shoes
- 10 Before assisting to stand, applies transfer belt securely at the waist over clothing/gown
- 11 Before assisting to stand, provides instructions to enable client to assist in transfer including prearranged signal to alert when to begin standing
- 12 Stands facing client positioning self to ensure safety of candidate and client during transfer. Counts to three (or says other prearranged signal) to alert client to begin standing
- 13 On signal, gradually assists client to stand by grasping transfer belt on both sides with an upward grasp (candidate's hands are in upward position) and maintaining stability of client's legs by standing knee to knee, or toe to toe with the client
- 14 Assists client to turn to stand in front of wheelchair with back of client's legs against wheelchair
- 15 Lowers client into wheelchair
- 16 Positions client with hips touching back of wheelchair and transfer belt is removed
- 17 Positions feet on footrests
- 18 Signaling device is within reach
- 19 After completing skill, washes hands

SKILL 23* — MEASURES AND RECORDS MANUAL BLOOD PRESSURE

****STATE SPECIFIC (EVALUATOR: DO NOT SUBSTITUTE THIS SKILL FOR SKILL 12 'ELECTRONIC BLOOD PRESSURE')***

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Before using stethoscope, wipes bell/diaphragm and earpieces of stethoscope with alcohol
- 3 Client's arm is positioned with palm up and upper arm is exposed
- 4 Feels for brachial artery on inner aspect of arm, at bend of elbow
- 5 Places blood pressure cuff snugly on client's upper arm, with sensor/arrow over brachial artery site
- 6 Earpieces of stethoscope are in ears and bell/diaphragm is over brachial artery site
- 7 Candidate inflates cuff between 160mm Hg to 180 mm Hg. If beat heard immediately upon cuff deflation, completely deflate cuff. Re-inflate cuff to no more than 200 mm Hg
- 8 Deflates cuff slowly and notes the first sound (systolic reading), and last sound (diastolic reading) (If rounding needed, measurements are rounded UP to the nearest 2 mm of mercury)
- 9 Removes cuff
- 10 Signaling device is within reach
- 11 Before recording, washes hands
- 12 After obtaining reading using BP cuff and stethoscope, records both systolic and diastolic pressures each within plus or minus 8 mm of evaluator's reading**

SCORE REPORTING

EXAM RESULTS

You will receive a notification email from CNA365 when a new exam score has been posted to your online account. To access your score report, please login to your CNA365 account by clicking the “[CNA365 Login](#)” button on the top of the Virginia nurse aide website page at www.credentia.com/test-takers/va. Score reports are generally available within a few hours after a testing event is completed for the day. If it has been more than 24 hours and you are unable to view your score report in CNA365.

SCORE REPORTING

Credentia will provide you with your official examination results for your skills examination within a few hours after a testing event is completed for the day. You will receive your online proctored exam score immediately upon completion of the exam. Score reports are provided online and are available for you to print or download. Examinations results will not be given over the telephone nor can they be sent by Credentia to your employer.

HOW TO READ A FAILING SCORE REPORT

If you do not pass the Skills Evaluation, you will receive a Failing Score Report. The score report will list the five (5) skills that you performed and a score of *Satisfactory* or *Unsatisfactory* for each skill. Any skill with an *Unsatisfactory* result is considered a failed skill. You must receive a *Satisfactory* result on all five (5) skills to pass the Skills Evaluation.

Use your failing Score Report as an aid in studying to re-take the Skills Evaluation. A failed skill will show the reason for the failure. You may not have performed the steps of a skill correctly, or you may have forgotten a step, especially a Critical Element Step.

The failing Score Report will list steps that were missed or incorrect—look for numbers printed directly under a skill marked *Unsatisfactory*. A list of all the skills and the steps needed for each skill can be found in this handbook. Find the skill you failed, and study the steps, especially steps listed as *Unsatisfactory* on the score report.

In the example on the following page, a candidate

received a result of Unsatisfactory on the skill *Hand Hygiene*. The numbers 1, 5, and 10 printed below the skill refer to steps that were missed or performed incorrectly. To study for re-taking the Skills Evaluation, this candidate should turn to the Skills Listing in this handbook, look for the Hand Hygiene skill, and review all the steps, especially steps 1, 5, and 10.

| Virginia NNAAP® Examination Results | |
|---|-----------------------|
| Exam: Skills | Result: Fail |
| Skills Performance: | |
| Hand Hygiene 1, 5, 10 | Unsatisfactory |
| Provides Mouth Care | Satisfactory |
| Measures and Records Blood Pressure | Satisfactory |
| Puts One Knee-High Elastic Stocking on Client | Satisfactory |
| Measures and Records Weight of Ambulatory Client | Satisfactory |

A sample of a Failing Score Report

PASSING

Once you have passed both the Written (or Oral) Examination and the Skills Evaluation, your name will be submitted to the Virginia Board of Nursing for placement on the Virginia Nurse Aide Registry. You must successfully pass both the Written (or Oral) Examination and the Skills Evaluation in order to be placed on the Registry. Although you have received a passing score report, you are not permitted to call yourself a “Certified Nurse Aide (CNA)” until your name appears on the Registry.

GRIEVANCE PROCESS

All grievances must be in writing and submitted through the online system. The candidate must provide as much detail as possible in the grievance form. The grievance must be submitted within 30 days of the candidate’s exam date. After receipt of the grievance form, the complaint will be investigated.

Once the investigation is complete, Credentia will send written correspondence back to the candidate informing him/her of the outcome of the investigation. If the griev-

ance is substantiated, the candidate will be allowed to retest at no additional cost.

You can access the grievance form by logging into your account. Once you are in your account, go to Actions on the left side, and select Complete a Form. Under Other Forms you will select the Grievance Form. Please ensure you complete all information in the form and then Submit. You will receive a response within 30 days of receipt.

THE REGISTRY

CHANGE OF ADDRESS OR NAME

The Virginia Board of Nursing requires that you inform them in writing of your correct address. In most cases it is permissible for an individual to provide an address of record other than a resident address, such as a post office box or a practice location address. In order to receive renewal notification and other correspondence from the Virginia Board of Nursing, you **MUST** inform the Registry about any changes in your name or address within thirty (30) days after any change is made.

A change of address may be made online at the time of renewal or at any time by **written notification** to the Board of Nursing. To change your address, you may:

- Send a separate letter to the Virginia Board of Nursing/Nurse Aide Registry informing them of the change. (If you are writing a separate letter, please be sure to list both the old information and the updated information, including your name, address, Social Security or certificate number, and telephone number.)
- email the Board at: nursebd@dhp.virginia.gov or do so online at: www.license.dhp.virginia.gov.

Please be advised that all notices and correspondence from the Board, including renewal notices, licenses, and other legal documents, will be mailed to the address of record that you provide. Failure to inform the Registry of an address change may jeopardize your timely receipt of these important documents.

If you change your name, you must provide appropriate documentation of that change when you notify the Board of Nursing. A copy of a marriage certificate, divorce decree granting you the right to resume your former name, or other court order is required.

RENEWAL

Your initial nurse aide certification is valid for two (2) years. At least thirty (30) days prior to the expiration date of your certificate, a renewal notice will be mailed to your last address on record with the Board of Nursing/Nurse Aide Registry requesting you to renew online at www.license.dhp.virginia.gov. You are required to personally attest that you have been employed for pay performing nursing-related activities within the previous two (2) years. In order to be renewed and maintained on the Registry, you must meet the work requirement mentioned above or you will be required to re-take the NNAAP Examination to demonstrate continued competency.

Your nurse aide certification will expire if you do not renew it. It is your responsibility to renew your certification, regardless of whether or not you receive the renewal notice mailed from the Board office. If you do not receive your renewal notice by the middle of the month in which your certificate is due to expire, please contact the Board of Nursing at (804) 367-4515.

LAPSED CERTIFICATION

If you were previously listed on the Virginia Board of Nursing Registry and have been lapsed for more than 90 days, you **MUST** submit a reinstatement application and fees to the Board of Nursing. The Board will then determine if you also need to take the NNAAP examination to demonstrate competency for reinstatement.

Reinstatement applications with instructions may be obtained from the Board of Nursing website at www.dhp.virginia.gov/boards/nursing or by calling the Board office at (804) 367-4515.

ENDORSEMENT

If you are a nurse aide currently listed on another state's nurse aide registry, and you are seeking certification on the Virginia Nurse Aide Registry, you **MAY NOT** need to test. Endorsement applications are available for on-line submission through the Virginia Board of Nursing's web site at www.dhp.virginia.gov/boards/nursing.

The length of the endorsement process depends on the time it takes your state to provide verification that you are a certified nurse aide and meet requirements similar to those for initial certification in Virginia.

NURSE AIDE CERTIFICATION — FREQUENTLY ASKED QUESTIONS

| QUESTION | ANSWER |
|---|--|
| How do I become a CNA? | <ul style="list-style-type: none"> You must successfully complete a state-approved nurse aide training program and pass both the written and skills portions of the NNAAP examination. The time frame for successfully completing both exams varies, by state. Please check with your training program or the Exam Overview section of this handbook. |
| May I perform the duties of a nurse aide before I am certified? | <ul style="list-style-type: none"> If you are currently attending an approved training program in a nursing home, you have 120 days in which to complete the training and become certified. During that period, a student may not perform any duty for which they have not been trained and checked by the instructor. |
| How do I arrange for special accommodations | <ul style="list-style-type: none"> Special requests must be submitted and approved prior to testing. Documentation from your physician or other qualifying professional must be included with the request. Please refer to the Accommodations section of the candidate handbook for details. |
| How do I decide which exam to take? | <ul style="list-style-type: none"> An Oral Examination in English may be substituted for the Written examination if you have difficulty reading English. It contains 10 reading comprehension questions in which you must identify job-related words. |
| Is there a time limit in which I must pass both exams? | <ul style="list-style-type: none"> Within two years per federal regulation as previously stated in the handbook. |

NURSE AIDE CERTIFICATION — FREQUENTLY ASKED QUESTIONS

| QUESTION | ANSWER |
|--|--|
| Can I register for an exam or check my scores online? | <ul style="list-style-type: none"> • Registration must be done online. • Score Reports are provided online (see page 43). • If you passed both parts of the examination, your name will be forwarded to the Virginia Board of Nursing for determination of placement on the Nurse Aide Registry. You can also verify your status by checking online. A link for the Virginia Registry: www.credentia.com/test-takers/va. |
| What form of payment do you accept and may I take it to the test site? | <ul style="list-style-type: none"> • You will not be scheduled unless payment is made using a credit card, debit card, single use card or electronic voucher. No form of payment will be accepted at a test site. |
| What is the next test date? | <ul style="list-style-type: none"> • Examination dates will appear on your screen when logged in CNA365 when selecting your scheduled exam. |
| How do I verify if I'm on the Nurse Aide Registry? | <ul style="list-style-type: none"> • You can verify your status on the Virginia Nurse Aide Registry online at www.credentia.com/test-takers/va. |
| How long will my name remain on the registry? | <ul style="list-style-type: none"> • Your initial certification is for two (2) years from when your name is provided to the Board as passing both parts of the competency test within a 24-month period. Once your certificate is up for renewal, it is renewed annually. A renewal notice will be sent to the address of record 60 days before your certificate's expiration date. |

NURSE AIDE CERTIFICATION — FREQUENTLY ASKED QUESTIONS

| QUESTION | ANSWER |
|---|--|
| My certification expired. How do I renew it or become certified again? | <ul style="list-style-type: none"> • If your certificate has been expired for less than 90 days, contact the Board office at (804) 367-4515 for information on renewing it. If it has been expired for more than 90 days, a reinstatement application must be completed and mailed to the Board of Nursing. You can access and download that application from the Board's website at www.dhp.virginia.gov/boards/nursing or by calling the Board office at the same phone number listed above. Once renewal/reinstatement information has been received, the Board will determine if you have to retest to complete the renewal/reinstatement process due to a lack of nursing-related employment within the required time frame. |
| I'm moving to or from another state. May I perform nurse aide duties in that state? | <ul style="list-style-type: none"> • If you are moving TO Virginia, you will need to complete an Endorsement Application. This is now an on-line application which you can access and complete from the Board of Nursing's website at www.dhp.virginia.gov/boards/nursing. If you do not have access to a computer, you can get an application mailed to you by contacting the Board office at (804) 367-4515. • If you are moving FROM Virginia, you should contact the Board of Nursing or Department of Health for that state, to obtain state requirements. |

