D&S Diversified Technologies LLP

Headmaster LLP

Wisconsin Nurse Aide Candidate Handbook

EFFECTIVE: November 1, 2023

Version 69

Contact Information

Questions regarding: testing process • test scheduling • eligibility to test: ……… **(888) 401-0462**

Questions regarding: Nurse Aide certification • renewals • Nurse Aide Registry:
.... **(888) 401-0465**

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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 healthcare 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.

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

There are two parts to the nurse aide competency examination: a multiple-choice knowledge test and a skill test. Candidates must complete an approved Wisconsin Nurse Aide training program, pass both parts of the exam, and meet all Wisconsin Department of Health Services (DHS) requirements to be listed on the Wisconsin Nurse Aide Registry (WNAR).

Wisconsin has approved D&S Diversified Technologies LLP (D&SDT)-HEADMASTER LLP to provide testing and scoring services for the nurse aide competency exam and to maintain the Wisconsin Nurse Aide Registry.

Contact D&SDT-HEADMASTER toll-free at (888)401-0462 for testing and scoring services or (888)401-0465 for questions related to the WNAR. Additional information is available at hdmaster.com.

This handbook is designed to provide information related to testing and registry services in Wisconsin and help you prepare for the Wisconsin nurse aide competency examination or renew your current NA certification.

Registry

The Wisconsin Nurse Aide Registry (WNAR) lists the names of nurse aides who, through training, testing, and experience, meet federal and state requirements to work as a nurse aide in Wisconsin. The Registry lists the type of regulated facilities that a nurse aide is eligible to work in and indicates any special certifications held by a nurse aide. Additionally, the Registry includes substantiated findings of caregiver abuse, neglect, misappropriation of client property, or exploitation involving a caregiver at a DHS-regulated facility.

A nurse aide candidate, upon successful completion of training, passing both the knowledge and skills portions of the competency exam, and meeting federal and state requirements, will be listed on the WNAR. Review the Nurse Aide Competency Exam section below to help prepare for the exam.

Registry Maintenance

Once placed on the WNAR, it is your responsibility to maintain your demographic information so that renewal notifications/alerts can be delivered to you in a timely manner. This is done by logging into your TMU© account at wi.tmuniverse.com. Your email address is your default username. If you're new to the system or have forgotten your password, see the instructions under **'Forgot your Password and Recover your Account'**. A valid email address will be sent a link to follow and reset/create a password. Renewal reminders are emailed to your email address of record and texted to your SMS-capable phone, so it is crucial to keep your contact information up to date.

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

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

Registry Renewal

To maintain eligibility to work in a federally certified facility (Medicare and/or Medicaid certified), you must renew your federal eligibility every 24 months. To be eligible to renew, you must work for pay as a nurse aide in a health care setting such as a nursing home, hospital, home health agency, assisted living, or personal care agency for at least eight (8) hours during the previous 24 months. Paid work hours must be completed under the supervision of a registered nurse or licensed practical nurse. Please note that self-employment and private-duty experience are not recognized as work experience eligible to maintain federal eligibility.

You will be eligible to renew your federal certification 90 days before the certification expiration date. You will begin receiving notifications via email and SMS informing you of your eligibility and directing you where to submit your employment verification. To renew your eligibility, you will log in to TMU© at wi.tmuniverse.com and list your work hours and where you were employed. An email verification link will be sent to the employer contact on record. When the employer verifies your documented work experience, your federal eligibility will be extended an additional 24 months. Please note out-of-state employers are not listed in TMU© but may still be eligible to renew certification. Your employer should contact DHS to confirm work as a nurse aide for pay. DHS will review it to determine if it meets Wisconsin's requirements and extend federal eligibility accordingly.

Working in a hospital or a State-licensed facility only (not federally certified Medicare and/or Medicaid provider) does not require you to report your employment history. This means that your federal eligibility to work in a federally certified facility will lapse. However, you still may work in a State-licensed facility and be listed on the WNAR as State-certified only. Hospitals or State-licensed facilities may request that nurse aides report their employment history to maintain federal eligibility by logging into TMU© at wi.tmuniverse.com to verify work hours through the TMU© employer verification link.

Under federal regulations, a nurse aide becomes ineligible for employment in a federally certified (Medicare and/or Medicaid certified) nursing home, home health agency, or hospice if they do not perform at least 8 hours of nursing-related services for pay in a health care setting during a period of 24 consecutive months. To re-establish federal employment eligibility on the WNAR, you must successfully pass both components of the approved Wisconsin nurse aide competency examination. **Contact D&SDT-HEADMASTER for authorization to schedule the competency test to regain federal employment eligibility status**.

Nurse Aide / Medication Aide Registry Status

The Wisconsin Department of Health Services includes nurse aides (NA) and medication aides (MA) on the WNAR.

Nurse Aide: Upon completing a DHS-approved nurse aide training program and successfully passing the required knowledge and skill exams or completing an alternate DHS-approved route, individuals will be listed on the WNAR at wi.tmuniverse.com. A newly trained nurse aide candidate must pass the knowledge and skill exams within one (1) year of successfully completing a training program.

Medication Aide: A nurse aide in good standing on the WNAR who provides direct nursing-related duties and has completed a Wisconsin-approved medication aide course may administer certain medications in long-term care facilities. To be eligible to complete a medication aide course and be listed on the WNAR as a medication aide, a nurse aide must:

- Be at least eighteen (18) years of age;
- Have a high school diploma, High School Equivalency Diploma (HSED), or a General Education Diploma (GED);
- Be listed on the Nurse Aide Registry, with current eligibility to work in federally certified facilities;
- Have at least 2000 hours of experience in direct patient care in the past three (3) years;
- Have worked a minimum of forty (40) hours within the last ninety (90) days, or by the time the course clinical experience begins, caring for the same residents the student will be working with during the medication aide clinical experience;
- Be recommended in writing by the director of nursing and the administrator of the agency in which the student will be working during clinical experience; and
- Be recommended in writing by two (2) licensed charge nurses, one of whom must be a registered nurse.

If you successfully complete an approved medication aide course, your training program will assist you in submitting a Medication Aide Registry Application. Your medication aide status will be added to your record on the WNAR.

> **Training Exemptions:** You may be exempt from taking a medication aide course if you are one of the following:
> - Current nursing student who has completed a pharmacology course;
> - Graduate nurse who does not hold a license; or
> - Nurse aide who has been a medication aide in a nursing home in another state and has taken a medication aide training course determined to be equivalent to the Wisconsin-approved medication aide training course.
>
> If you are one of the above, and you wish to become a medication aide for a nursing home, you must complete a Challenge Examination Application for Nurse Aides/Medication Aide available at: dhs.wisconsin.gov/regulations/nh/medaides-requirements.htm and mail it to:

> Wisconsin Department of Health Services
> Division of Quality Assurance
> Attn: Pharmacy Consultant
> PO Box 2969
> Madison WI 53701-2969

After your application is received and reviewed, you will be informed of your eligibility to challenge test out of the Wisconsin medication aide course. The minimum passing score for the Medication Aide Challenge Examination is 85%. For questions regarding medication aides or to obtain a list of organizations that offer an approved skilled nursing medication aide course, see dhs.wisconsin.gov/regulations/nh/medaides-requirements.htm

Registry Reciprocity / Out-of-State Transfers

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

Out-of-State Reciprocity

To apply for placement on the WNAR, you must complete an Out-of-State application. The application is available as an online fillable form on the Wisconsin Headmaster website: https://hdmaster.com/testing/cnatesting/wisconsin/WI_CNA_Home.htm

Please carefully read the application directions before you complete and submit the out-of-state application form. Your request for reciprocity cannot be processed if it is incomplete, illegible, or includes false statements.

Completing the online application form requires the following attachments:

1. Proof of Training and/or Employment Verification
   → Employment verification form is available on the Wisconsin Headmaster website: https://hdmaster.com/testing/cnatesting/wisconsin/WI_CNA_Home.htm
2. Image of your social security card
3. Image of your valid US government-issued photo identification (state driver's license, passport, or other signed current photo identification).

TRAINING PROOF: You must have completed a (minimum) 75-hour state-approved nurse aide training program (with completion date noted) to be considered for the Wisconsin Nurse Aide Registry. State registry printouts and certificates that do not provide training program names or dates of completion are not acceptable. [Wis. Admin. Code DHS 129.09(5)(b); Wis.Stat. § 146.40(2)(d); (2g)(a),(b)]

Acceptable proof of training includes a copy of the diploma or transcripts from the training program (with the date of completion) or a letter from the training program stating where and when you completed training. *Registry certification printouts or screenshots that do not display the name of a state-approved, minimum 75-hour training program and training completion date are not acceptable.*

If you cannot provide proof of training, you may instead include proof of qualifying employment. Your employer must verify you worked as a nurse aide under the direction of a registered nurse (RN) or licensed practical nurse (LPN) for at least 2,088 hours in the two years preceding your application to the Wisconsin Nurse Aide Registry. Please use the employer verification form (9110WI-A), available on the Headmaster Wisconsin website: https://hdmaster.com/testing/cnatesting/wisconsin/WI_CNA_Home.htm.

ALABAMA APPLICANTS: If you originally trained in Alabama more than two years ago and are *only* certified in Alabama, you must also include employment verification that you worked as a nurse aide under the direction of an RN/LPN during the previous two years. Please use the employer verification form (9110WI-A), available on the Headmaster Wisconsin website: https://hdmaster.com/testing/cnatesting/wisconsin/WI_CNA_Home.htm.

Please note: Completing the online application form requires the following attachments:
1. Proof of Training and/or Employment Verification
   → Employment verification form is available at: https://www.hdmaster.com/testing/cnatesting/wisconsin/WIformpages/WIforms/9110WI%20A%20OFILLABLE.pdf
2. Image of your social security card
3. Image of your valid US government-issued photo identification (state driver's license, passport, or other signed current photo identification).

Your application is not complete until all required information is included. Incomplete applications are invalid after 30 days.

Out-of-State Eligibility – Inactive Certification
If you are a nurse aide currently listed on another state's Registry but have an Inactive status, and you have completed an approved nurse aide training program of at least 75 hours with at least 16 hours of clinical training in another state, you must successfully pass the Wisconsin competency exam to be eligible for placement on the WNAR. To apply for placement on the WNAR, you must complete an Out-of-State application (*see directions above*).

If you have questions about working as a nurse aide in Wisconsin, please email the Wisconsin nurse aide registry at dhswidqa_natcep@dhs.wisconsin.gov. For questions about application status or requirements, please call D&SDT-HEADMASTER staff at (888)401-0465.

Out-of-State Eligibility – Active Certification

1. If you are a nurse aide candidate from another state who has completed a training program of 75 hours, which included 16 hours of clinical, and you have successfully passed a nurse aide competency exam that is the same or substantially similar to the Wisconsin competency examination within one (1) year training completion, your name will be placed on the WNAR. You must have a valid email address to receive a username and temporary password. Once you have received your username and password, you must log in to TMU© at wi.tmuniverse.com to complete the transfer process.

2. If you are a nurse aide candidate from another state who has completed a training program of 75 hours, which included 16 hours of clinical, and you successfully completed a nurse aide competency exam **but the exam is not the same or substantially similar** to the Wisconsin competency examination, you will be required to successfully complete the Wisconsin examination within one (1) year of receiving approval to test. You must have a valid email address to receive a username and temporary password. Once you have received your username and password, you must log in to TMU© at wi.tmuniverse.com to pick a test event and location of your choice. Upon passing the applicable exam, your name will be placed on the WNAR.

3. If you are a nurse aide candidate from another state who has completed a training program of 75 hours, which included 16 hours of clinical, but you have **not tested and are within a year of completing your training program**, you will be required to complete the Wisconsin competency examination successfully. You must have a valid email address to receive a username and temporary password. Once you have received your username and password, you must log in to TMU© at wi.tmuniverse.com to pick a test event and location of your choice. Upon passing the knowledge and skills exams, your name will be placed on the WNAR.

4. If you are a nurse aide candidate from another state who has completed a training program of 75 hours, which included 16 hours of clinical, you have **not tested, and are past one year of completing your training program**, you will be denied and required to successfully complete an approved DHS training program and successfully complete the Wisconsin competency examination.

Out-of-State Eligibility – Inactive Certification

If you are a nurse aide currently listed on another state's Registry but have an Inactive status and have completed an approved nurse aide training program of at least 75 hours with at least 16 hours of clinical training in another state, you must successfully pass the Wisconsin competency exam to be eligible for placement on the WNAR. To apply for placement on the WNAR, you must complete an Out-of-State application. You may obtain an Out-of-

State application at the Wisconsin webpage at hdmaster.com or by calling D&SDT-HEADMASTER at (888)401-0465. It is recommended that all out-of-state candidates apply as far in advance as possible, as multiple state agencies must verify and process your application.

If you have questions regarding your Out-of-State registry status, please get in touch with DHS Nurse Aide Training and Registry staff at (608)261-9315.

If you have questions about the WNAR, please call D&SDT-HEADMASTER staff at (888)401-0465.

Student Nurse / Graduate Nurse Training

Requirements

A Student Nurse (SN) currently enrolled in a state-approved nursing education program preparing for registered nurse or practical nurse licensure, or a Graduate Nurse (GN) who has completed a state-approved nursing education program but has not taken the National Council Licensure Examination for Registered Nurses (NCLEX-RN*) or Practical Nurses (NCLEX-PN*) must submit an original transcript and a Student/Graduate Nurse Verification form verifying they have met all training requirements for a nurse aide program.

The verification form must first be sent to DHS for approval at:

> Wisconsin Department of Health Services
> Division of Quality Assurance
> Attn: Nurse Aide Training Consultant
> PO Box 2969
> Madison, WI 53701-2969

You will be required to complete the Wisconsin competency examination successfully. You must have a valid email address to receive a username and temporary password. Once you have received your username and password from DHS, you must log in to TMU© wi.tmuniverse.com to pick a test event and location of your choosing. Upon passing the knowledge and skills exams, your name will be placed on the WNAR.

A GN who has completed a state-approved nursing education program who has not taken the National Council Licensure Examination for Registered Nurses (NCLEX-RN*) or Practical Nurses (NCLEX-PN*) must submit an original transcript and a Student/Graduate Nurse Verification form verifying they have met all training requirements for a nurse aide program. SN/GN Verification Form is available on the Wisconsin webpage at hdmaster.com.

A GN who has taken the National Council Licensure Examination for Registered Nurses (NCLEX-RN*) or Practical Nurses (NCLEX-PN*) and failed must submit a copy of the letter from the State Board of Nursing verifying you failed the NCLEX and a Student/Graduate Nurse Verification form confirming they have met all training requirements for a nurse aide program.

The verification form must first be sent to DHS for approval at:

> Wisconsin Department of Health Services
> Division of Quality Assurance
> Attn: Nurse Aide Training Consultant
> PO Box 2969
> Madison, WI 53701-2969

You will be required to complete the Wisconsin competency examination successfully. You must have a valid email address to receive a username and temporary password. Once you have received your username and password, you must log in to TMU© at wi.tmuniverse.com to pick a test event and location of your choosing. Upon passing the knowledge and skill exams, your name will be placed on the WNAR.

Caregiver Program

Wisconsin's Caregiver Program responds to concerns about potential physical, emotional, and financial abuse and neglect of vulnerable citizens by caregivers in health care settings. The program applies to all caregivers, including nurse aides, who have access to residents/clients and work in facilities regulated by the Department of Health Services. The program provisions include:

Caregiver Background Check

Facilities must complete a caregiver background check for employees with access to and are responsible for the safety and security of vulnerable residents/clients and their property. Caregivers with convictions of serious crimes or a history of improper behavior may be barred from working in facilities regulated by the Department of Health Services.

Rehabilitation Review

Caregivers who have been convicted of serious crimes or have a finding of misconduct entered on the Caregiver Misconduct Registry may request a Rehabilitation Review to give clear evidence that a repeat of the conduct that led to their conviction is not likely. A Rehabilitation Review Application may be filed with DHS at any time. You may obtain this application and other caregiver misconduct information at the Department's website at dhs.wisconsin.gov/caregiver/misconduct.htm or by contacting the DHS Rehabilitation Review Coordinator at DHSRehabReviewCoordinator@dhs.wisconsin.gov for information about your rehabilitation review status. The Rehabilitation Review panel reviews the caregiver's application and other personal and professional information. Caregivers are encouraged to meet with the Rehabilitation Review panel to answer any questions. The panel will issue a decision based on the evidence of the caregiver's ability to work in State-regulated facilities safely.

Caregiver Misconduct Registry

The Department keeps a record of nurse aides and other caregivers who have a substantiated finding of misconduct on the Caregiver Misconduct Registry. Misconduct includes abuse, neglect, or exploitation of a resident/client or misappropriation of a resident/client's property, as defined under Ch. DHS 13 of the Wisconsin Administrative Code. Examples include, but are not limited to:

- physical abuse: hitting, slapping, pinching, and kicking to cause harm intentionally;
- sexual abuse: harassment, inappropriate touching, or assault;
- verbal abuse: threats of harm, saying things to frighten a resident/client intentionally;
- mental abuse: humiliation, harassment, intimidation with threats of punishment or depriving a resident/client of care or possessions;
- neglect: intentional conduct of withholding care, failure to carry out a plan of care that could reasonably be expected to cause pain, injury, or death of a resident/client;
- misappropriation of property: theft of money, credit cards, jewelry, misuse of property, such as using a resident/client's phone or other personal items without consent; and
- exploitation: taking advantage of a resident for personal gain through the use of manipulation, intimidation, threats, or coercion.

For more information, visit dhs.wisconsin.gov/caregiver/misconduct.htm

Work Limitations

Under federal regulations, nurse aides with a finding of misconduct are permanently barred from working in federally certified nursing homes and, in certain situations, may be barred from working in federally certified intermediate care facilities for individuals with intellectual disabilities (ICFs/IIDs). State regulations bar all caregivers with a finding of misconduct from working in facilities regulated by DHS unless approved under the Rehabilitation Review process.

Americans with Disabilities Act (ADA)

ADA Compliance

D&SDT-HEADMASTER certifies that it complies with the provisions of the Americans with Disability Act (42 U.S.C. 12101 et seq.). A nurse aide candidate with a disability may request special arrangements for testing. This request should be made as soon as it is known that a special accommodation will be needed and **before** a candidate applies for testing. D&SDT-HEADMASTER and DHS must approve accommodations and cannot change the examination in any way. The request for accommodations can be found on the D&SDT-HEADMASTER webpage or by clicking on this link: ADA Accommodation Form 1404. This form must be submitted to D&SDT-HEADMASTER with the required documentation listed on the second page of the ADA application to be reviewed by D&SDT-HEADMASTER and DHS for any accommodations.   Email your completed ADA accommodation form and required documentation to wisconsin@hdmaster.com.

When you are scheduling to take your exam, please make sure you or your training program has submitted the ADA Accommodation Form(s) far enough in advance not to delay testing with your classmates.

NOTE: You do not need ADA approval for the Audio (oral version) knowledge examination.

If you have questions regarding the ADA review process or specific required documentation, please call D&SDT-HEADMASTER at (888)401-0462. ADA request forms submitted without supporting documentation of a diagnosed disability will not be accepted or reviewed.

Please allow additional time for your request to be approved.

The Wisconsin Nurse Aide Competency Exam

Completing your TMU© Record

To schedule the Wisconsin competency examination, candidates must have completed a DHS-approved nurse aide training program or have a DHS-issued approval to test letter. All nurse aide candidates must be registered with D&SDT-HEADMASTER by their training program or alternate registration route in the TestMaster Universe (TMU©) software at wi.tmuniverse.com. Your demographic registration information will be placed on the WNAR accessible at wi.tmuniverse.com upon passing both portions of the NA exam or via an alternate eligibility route.

IMPORTANT: Before you can test, you must sign in to TMU© (wi.tmuniverse.com) using your secure Email or Username and Password, complete, and verify that your demographic information is correct.

- It is highly recommended that when you receive your confirmation email from TMU© (check your junk/spam mail) that your record has been created, you sign in to your record, update your password, complete, and verify your demographic information.

If you do not know your Email or Username and Password, enter your email address and click "Forgot Your Password?" You will be asked to re-enter your email, and a 'reset password link' will be sent to your email (see instructions under **'Forgot your Password and Recover your Account'**). If you cannot sign in, contact D&SDT-HEADMASTER at (888)401-0462.

This is the Wisconsin TMU© main page wi.tmuniverse.com:
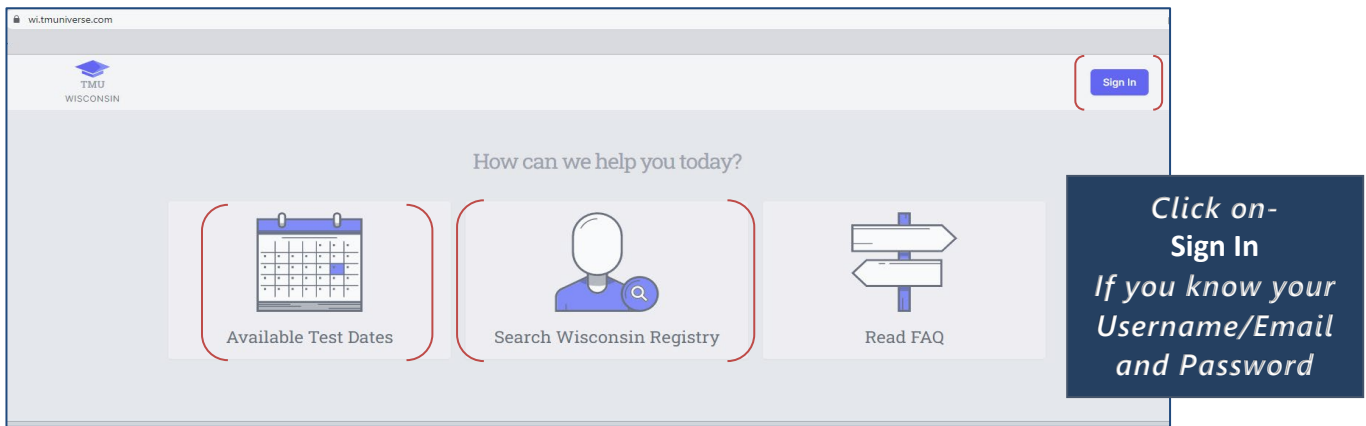
- *Click on 'Available Test Dates' to see the calendar of available test events and their location.*
- *Click 'Search Wisconsin Registry' to do a public search for a nurse aide on the Wisconsin Nurse Aide Registry.*

*If you know your email or username and password, this is the screen you will see the first time you sign in to your TMU© record with the **demographic information you need to enter to complete your record***:
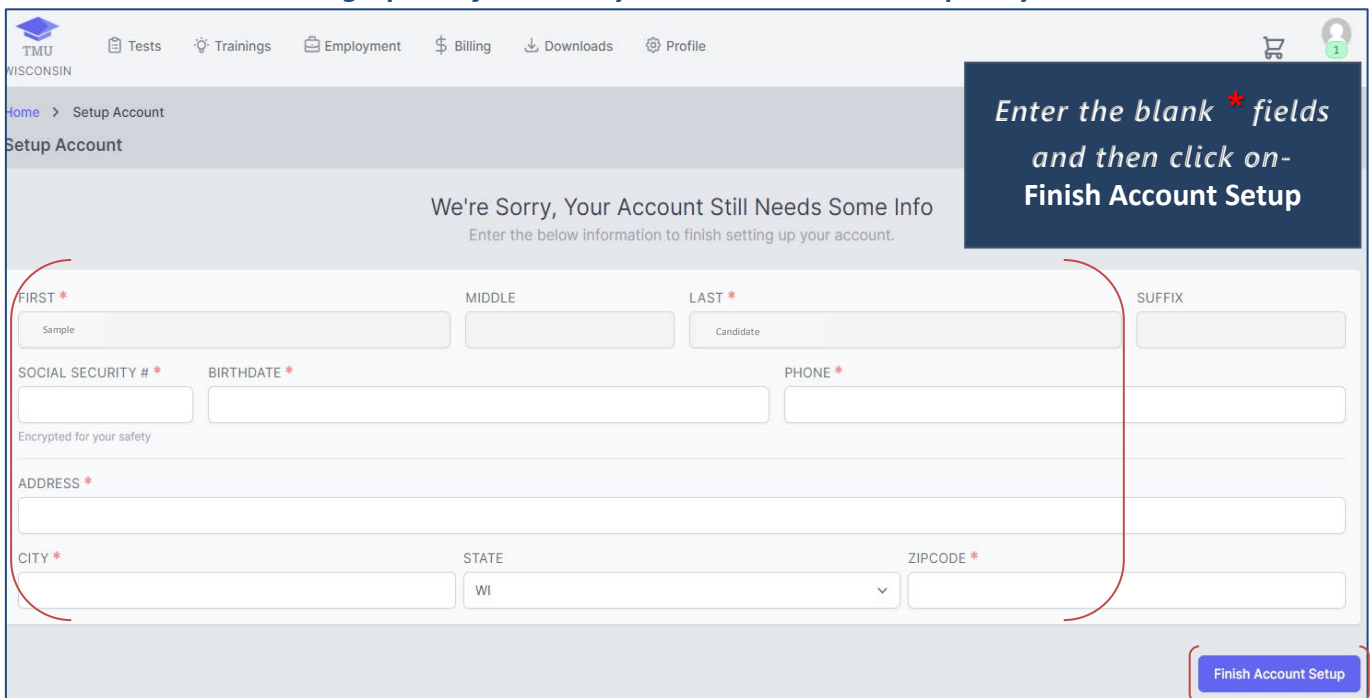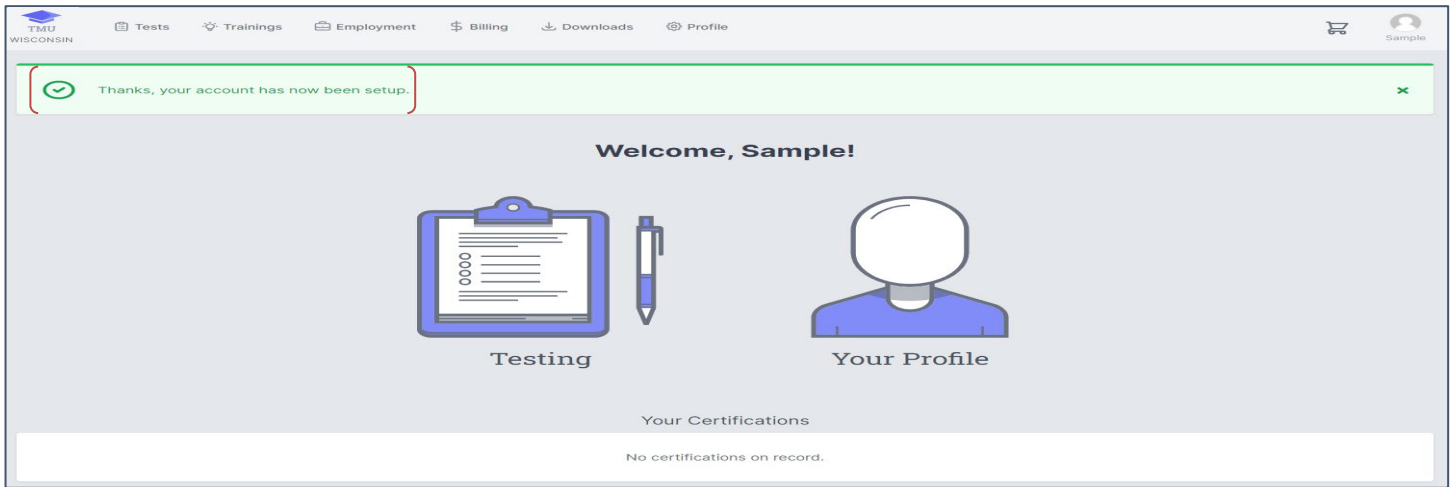
FORGOT YOUR PASSWORD AND RECOVER YOUR ACCOUNT

If you do not remember your password, follow the instructions with screenshots in this section.
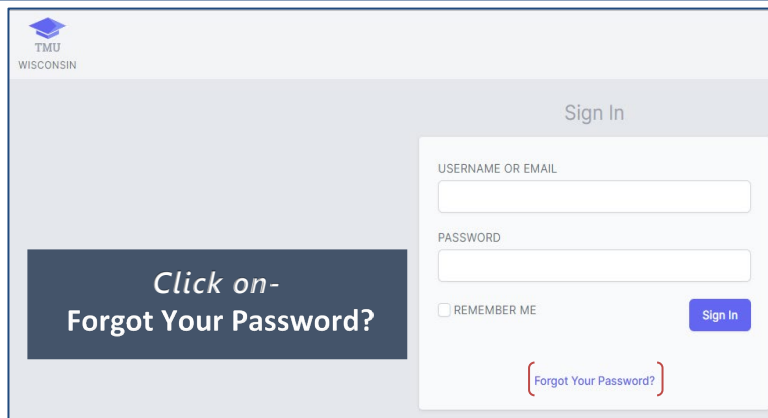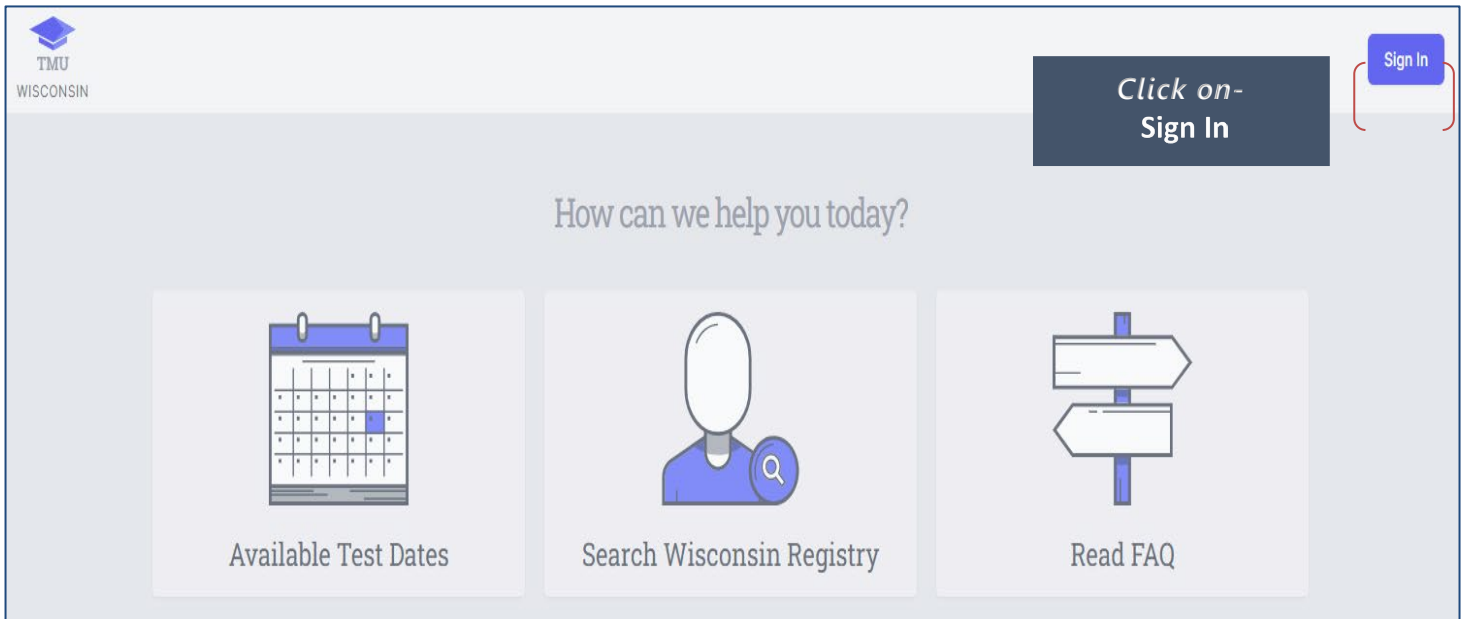
Type in your **Email Address**
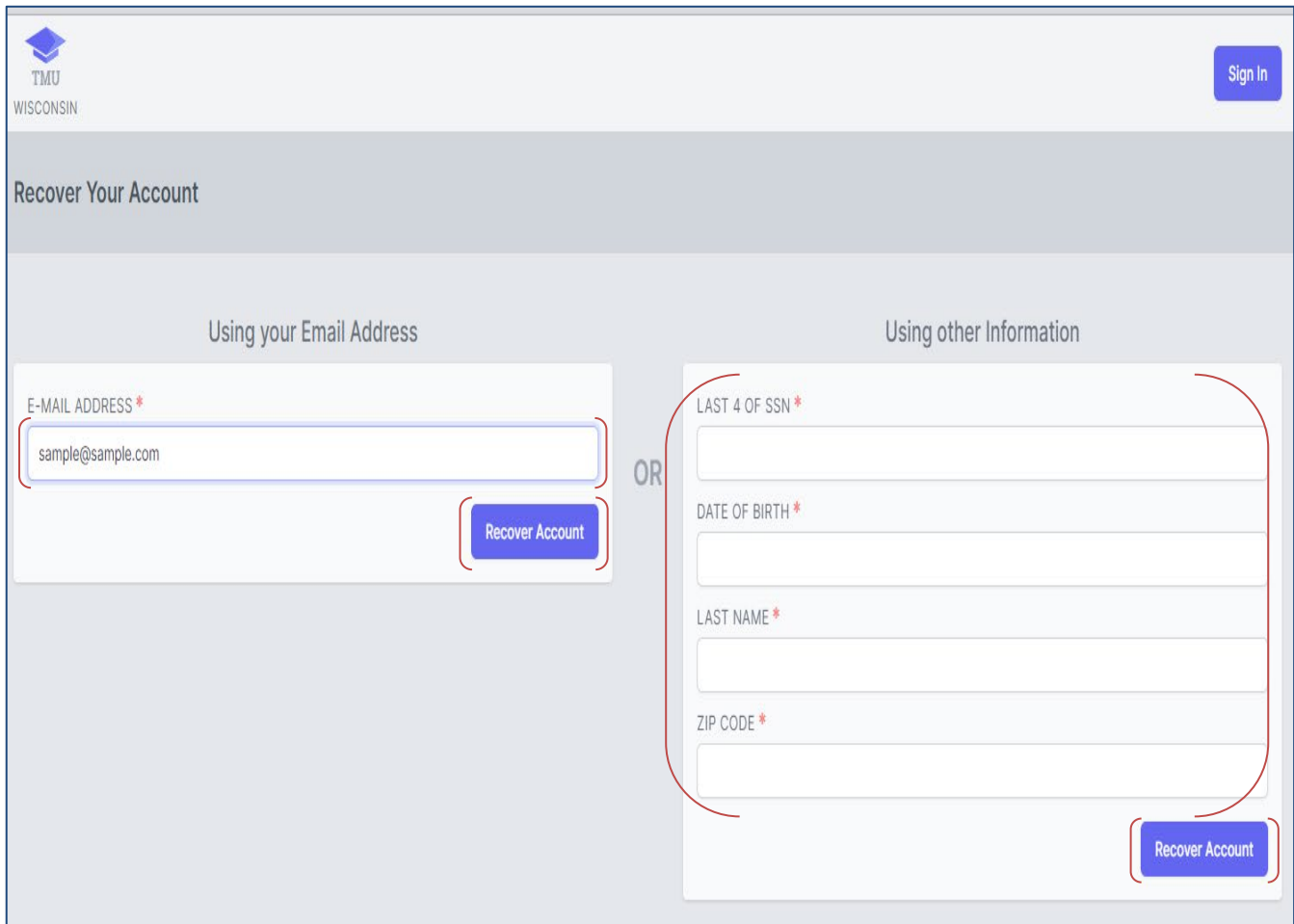
Click on – **Recover Account**

An email with the reset link will be emailed to you.
Click on the reset link in your email to reset your password.

-OR- You can type in the requested data under **Using other Information**

Click on - **Recover Account**

This is what the email will look like (check your junk/spam folder for the email):
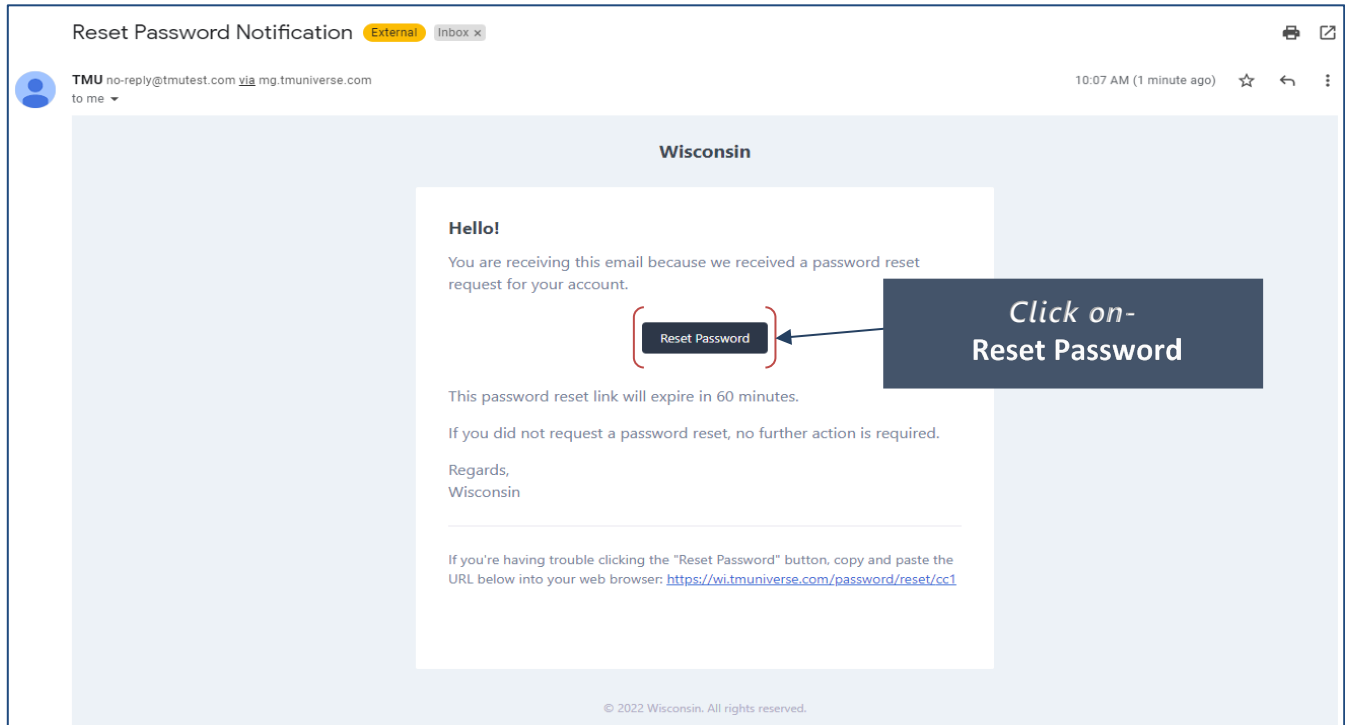
Note: If you do not reset your password right away, the link will expire in 60 minutes, and after that time, you will need to request a new link.
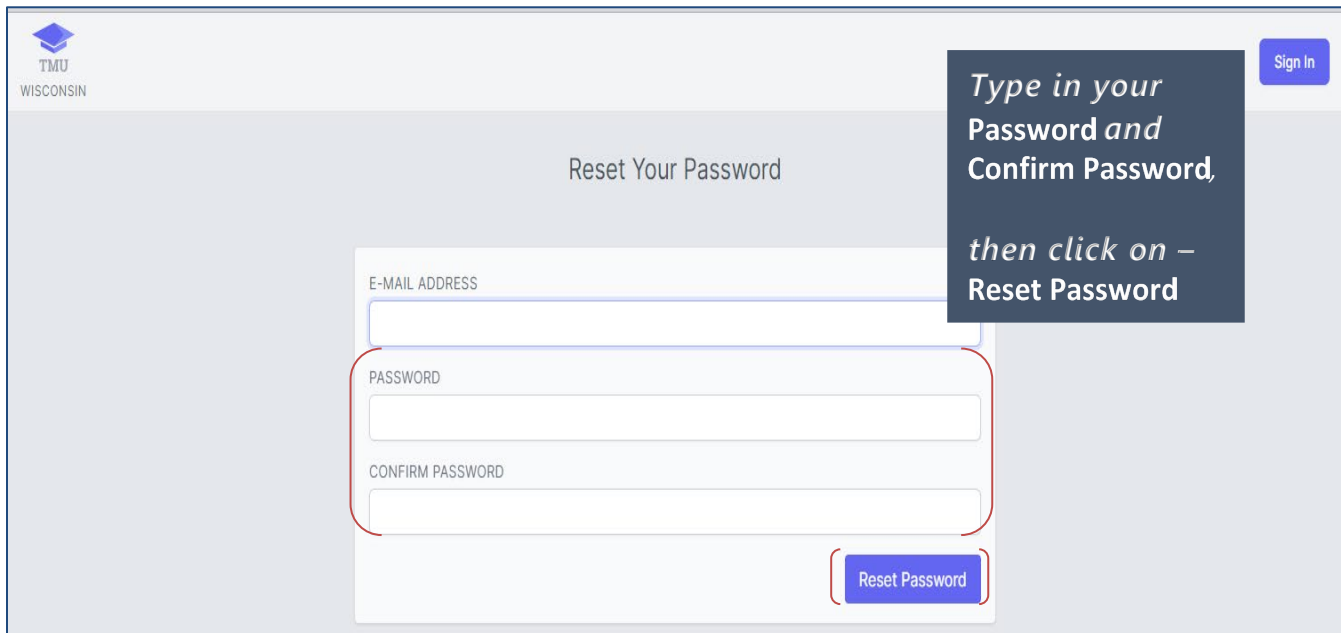
This is the home screen you will see once you have reset your password:

Scheduling a Wisconsin Nurse Aide Exam

Your training program will enter your initial TMU© registration information online. You must log in to wi.tmuniverse.com and complete your demographic information. Your training program instructor will verify the name entered into TMU© against the identification you will present when you sign in at a test event. Your ID must be a non-foreign government-issued, signed, unexpired photo-bearing ID. You will 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 TMU©, please call D&SDT-HEADMASTER at (888)401-0462.
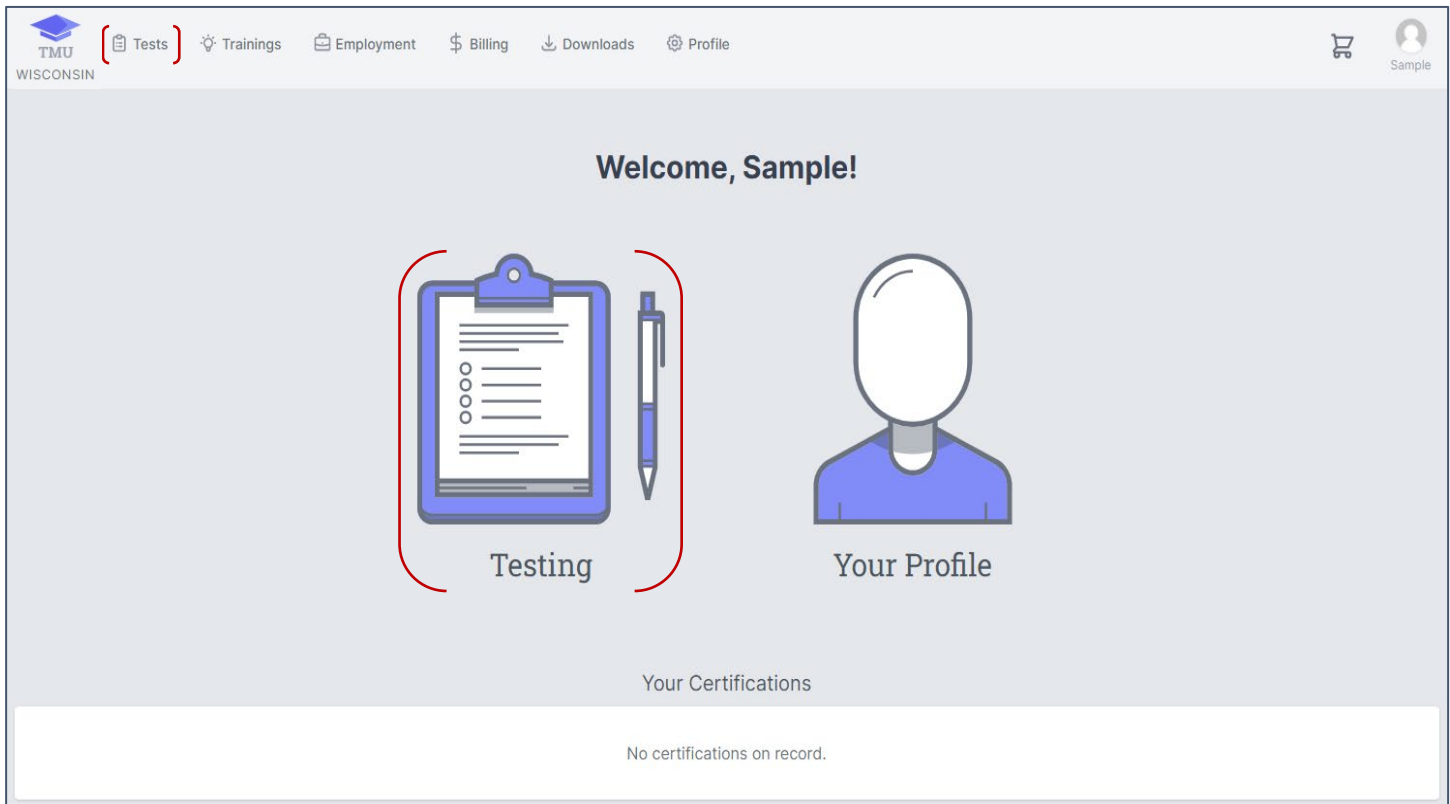
Once your instructor or training program enters the date you complete training into TMU©, and you have verified that all information is correct, you may schedule your exam date online at the Wisconsin TMU© webpage at wi.tmuniverse.com using your Email or Username and Password (see instructions with screenshots under the section **'Schedule / Reschedule an Exam'**). If you cannot sign in with your email, please call D&SDT-HEADMASTER at (888)401-0462. If you do not know your username and password, enter your email as username and click <Forgot Your Password?> (see instructions under **'Forgot your Password and Recover your Account'**). This will allow you to reset your password and then log in. If you cannot log in, contact D&SDT-HEADMASTER staff by calling (888)401-0462.

If you have a DHS-issued approval to test letter, you will receive a username and password via email or text. Once you have received this notification, log in to TMU© at wi.tmuinverse.com, complete your demographic information, select a test event and location, and pay for your test.

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

Log in to the system at wi.tmuniverse.com using your username and password. You will follow the link from the Wisconsin Nurse Aide page of our public website at hdmaster.com or the DHS website at dhs.wisconsin.gov/caregiver/nurse-aide/natd-registry.htm. Read essential notes that may be on the screen. See screenshots that follow this section for reference.

Securely processed Visa or MasterCard credit card or debit card information is required when scheduling online. After paying, you can schedule and/or reschedule up to 3 business days before a scheduled test date and receive your test confirmation notification online, via text or email, or on the screen while logged in. You may log in with any Internet-connected device. To change or reschedule your test date, log in to TMU© at wi.tmuniverse.com to update no less than 3 business days before your scheduled test date.

Candidates who self-schedule online, or those scheduled by their training programs, will receive their test confirmation notice on the screen when scheduled online. Candidates can view their confirmation notice anytime by logging into their TMU© account at wi.tmuniverse.com. **D&SDT-HEADMASTER does not send postal mail test confirmation letters to candidates.**

You must schedule and pass a test **within one year of your date of training program completion.** After one year, you must complete another DHS-approved training program to be eligible to schedule testing. If you have questions regarding your test scheduling, call D&SDT-HEADMASTER at (888)401-0462.

This is the Wisconsin TMU© main page:
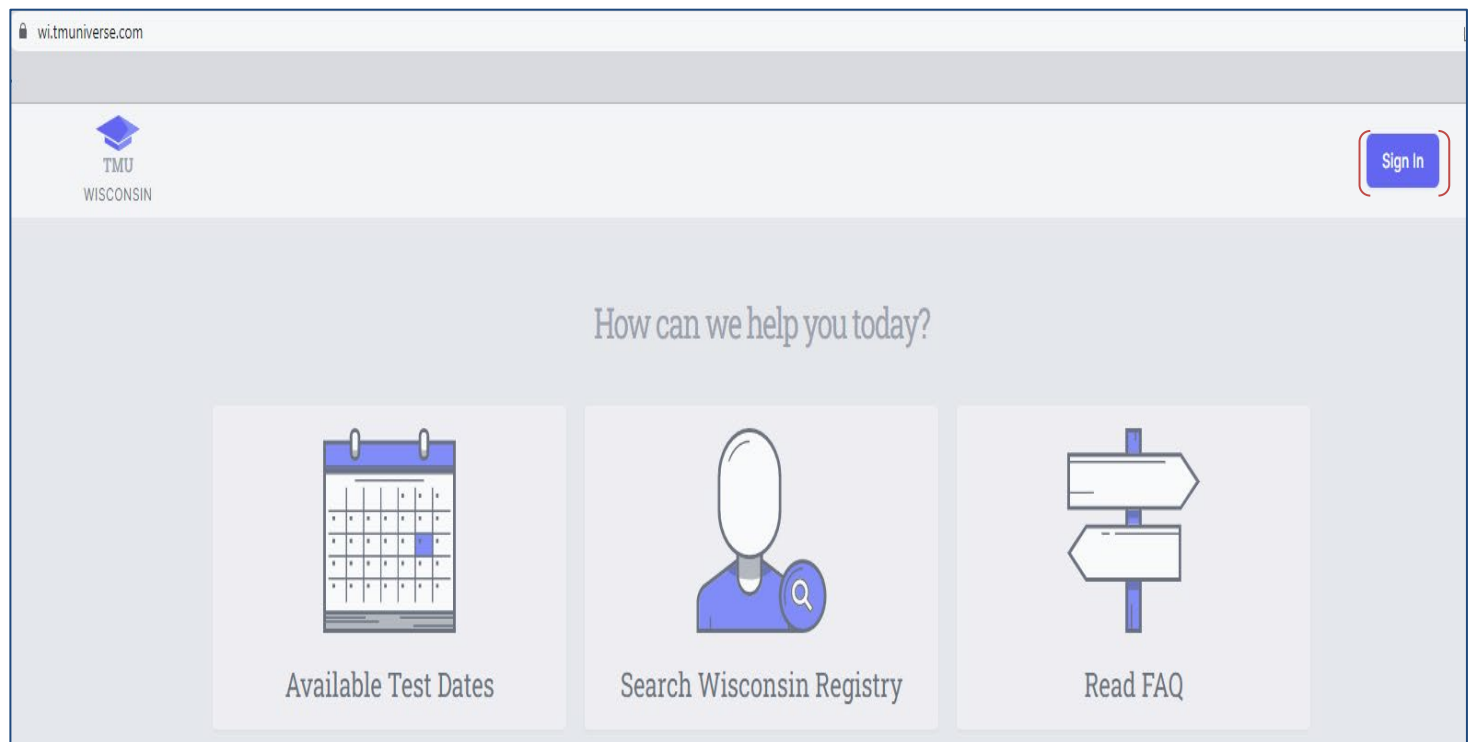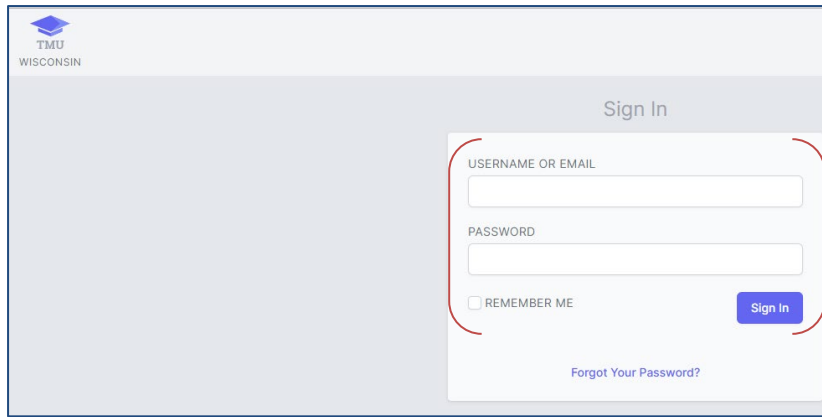
This is the home screen you will see once you have signed in:

Click on- Testing

-or-
Click on the Tests tab at the top of the page.
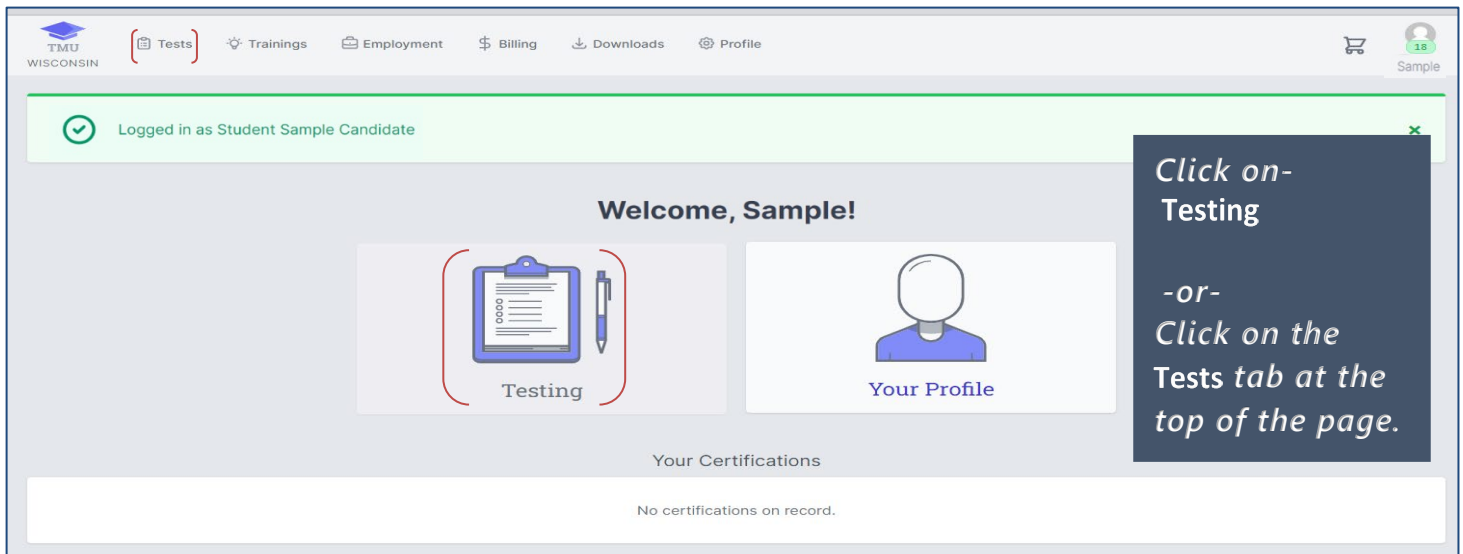
PAYMENT INFORMATION

- Candidates and facilities can pay testing fees online through TMU©.
  - For candidates: Please follow the instructions under the section **'Self-Pay of Testing Fees'**.
- Securely processed MasterCard or Visa payments are accepted by candidates and facilities.
- Money Orders, Cashier's Checks, and Facility Checks are accepted on behalf of candidates (**made payable to D&SDT**).
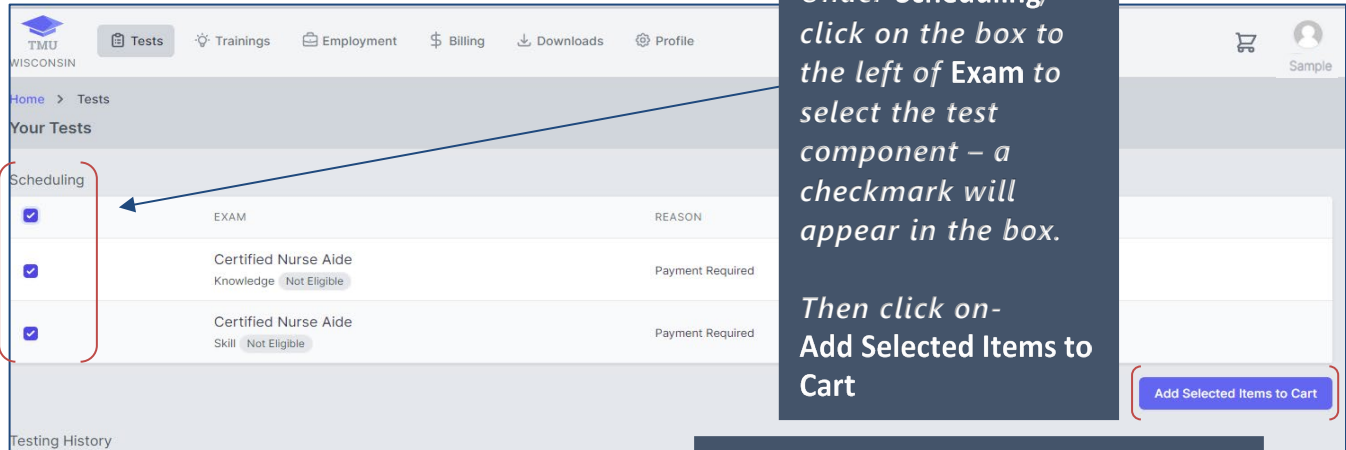
Exam Description	Price
Knowledge Exam and Demonstration/Skills	$ 125
Audio Version of the Knowledge Exam and Demonstration/Skills	$ 130
Knowledge Exam Only	$ 32
Audio Version of the Knowledge Exam Only	$ 37
Demonstration/Skills Only	$ 93

NOTE: personal checks or cash ARE NOT accepted from candidates.

SELF-PAY OF TESTING FEES

Testing fees must be paid before you can schedule a test date. Some training programs pre-pay testing fees for their graduating students. Your program/instructor will inform you if this is the case. Before scheduling a test, verify with your instructor if the training program has already prepaid for your test. Instructions with screenshots follow for paying testing fees online.
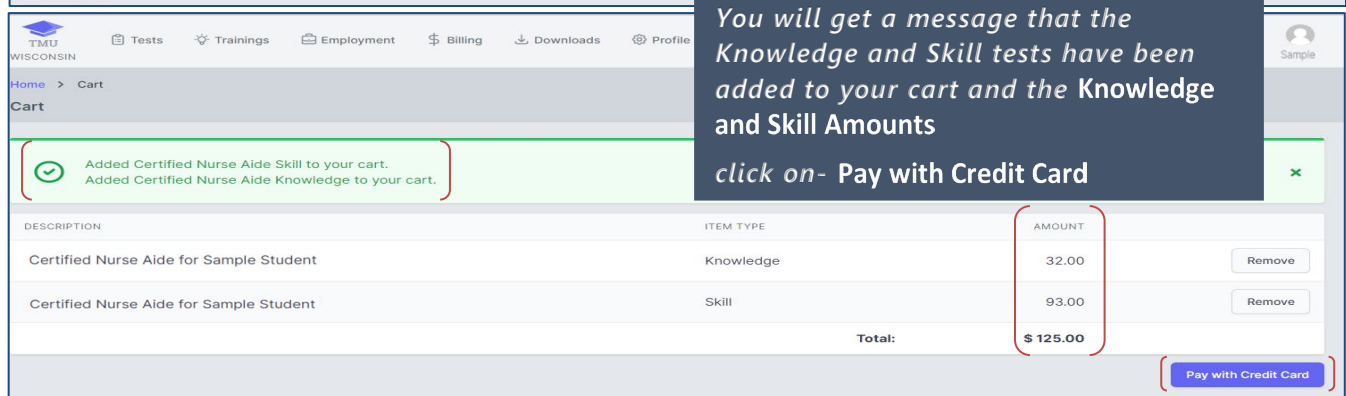
On your TMU© home screen, click on 'Test' tab or 'Testing':

Under Scheduling, click on the box to the left of Exam to select the test component – a checkmark will appear in the box.

Then click on-
Add Selected Items to Cart
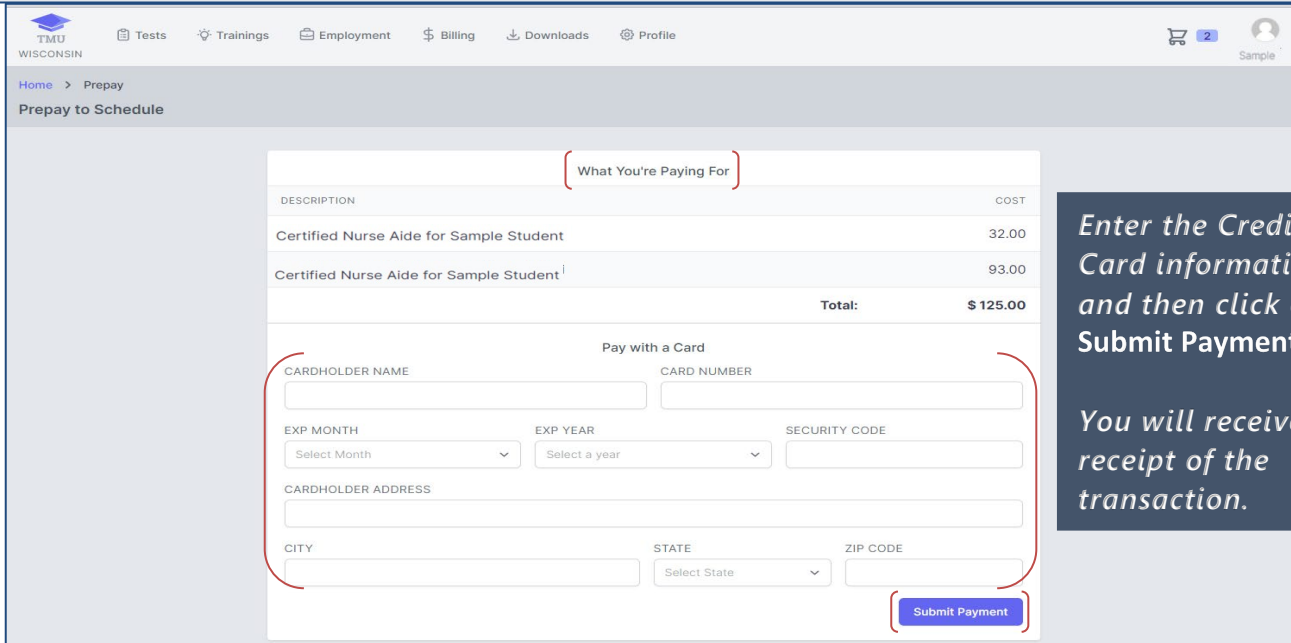
You will get a message that the Knowledge and Skill tests have been added to your cart and the Knowledge and Skill Amounts

click on- **Pay with Credit Card**

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

You will receive a receipt of the transaction.
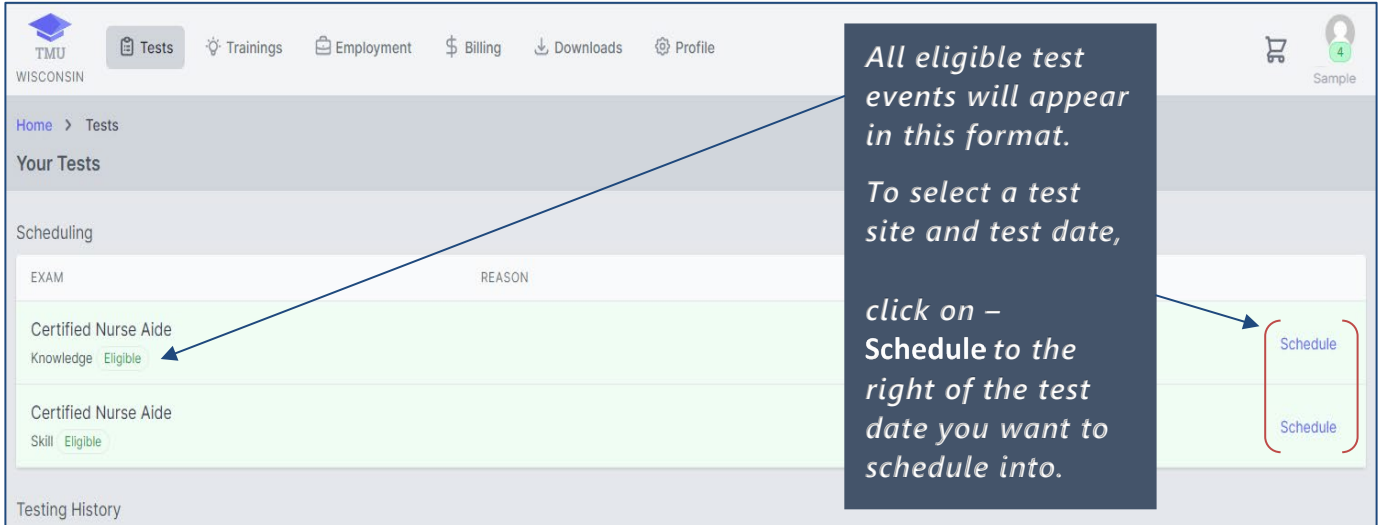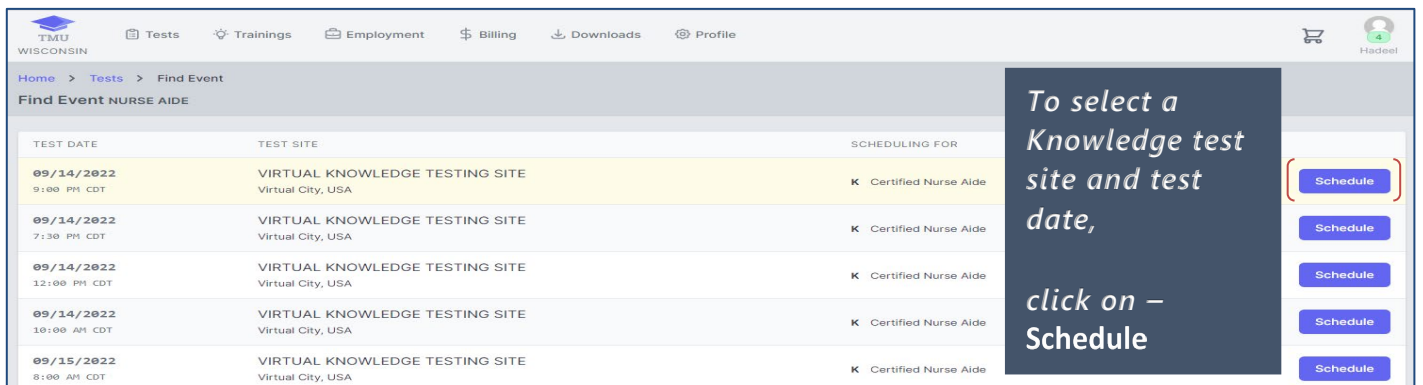
NOTE: Once your testing fees are paid, you can choose a test site and date. Follow the instructions in the next section to schedule/reschedule a test event.
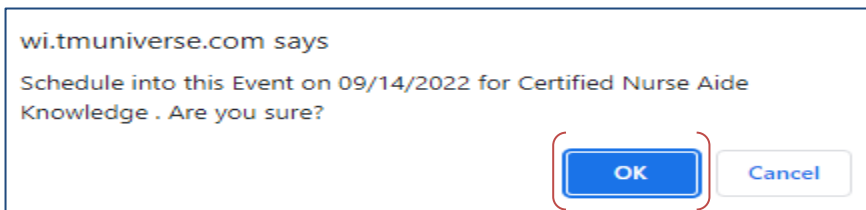
Schedule / Reschedule an Exam
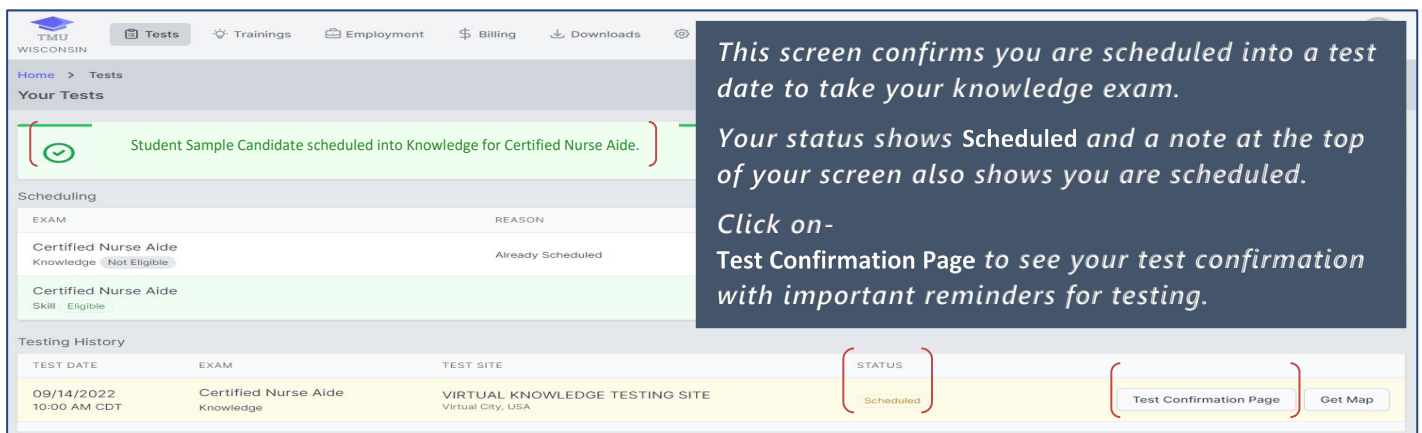
All eligible test events will appear in this format.

To select a test site and test date,

click on – Schedule to the right of the test date you want to schedule into.

To select a Knowledge test site and test date,

click on – Schedule

To confirm this is the site and date you want to schedule into,

click on – OK

This screen confirms you are scheduled into a test date to take your knowledge exam.

Your status shows Scheduled and a note at the top of your screen also shows you are scheduled.

Click on-
Test Confirmation Page to see your test confirmation with important reminders for testing.

Follow the same steps to select a Skills Test Event by clicking on 'Schedule' next to eligible test events.
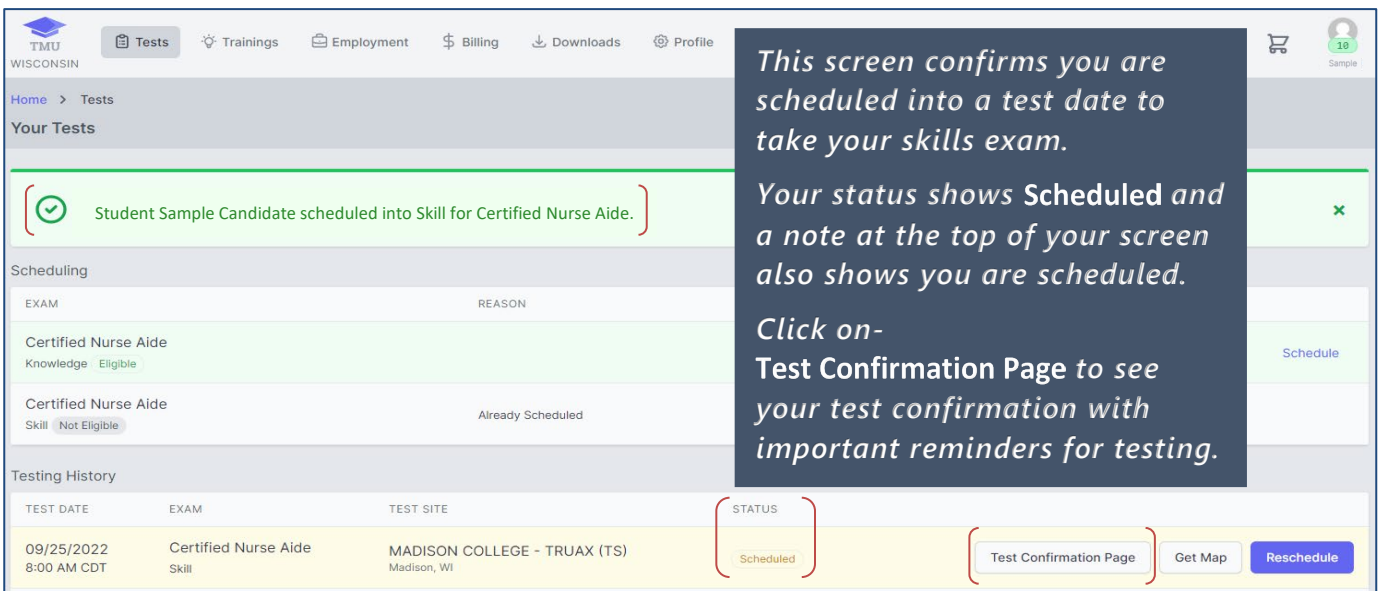
To select a Skill test site and test date,

click on – **Schedule**

To confirm this is the site and date you want to schedule into,

click on – **OK**

This screen confirms you are scheduled into a test date to take your skills exam.

Your status shows **Scheduled** and a note at the top of your screen also shows you are scheduled.

Click on- **Test Confirmation Page** to see your test confirmation with important reminders for testing.

TEST CONFIRMATION LETTER
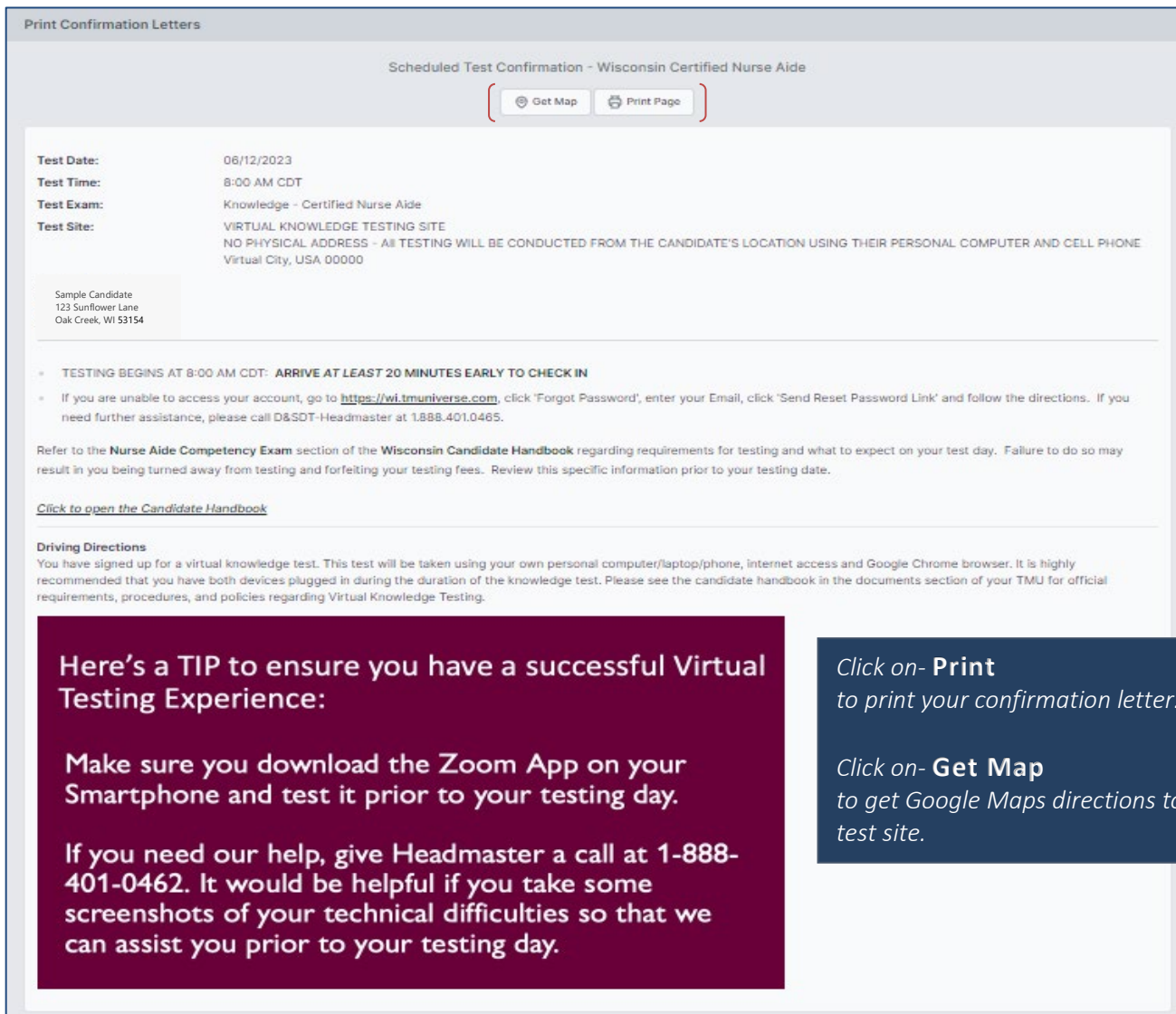
Your test confirmation letter will provide the necessary information regarding where you are scheduled to test (date, time, and address). It can be accessed at any time.

Please review the Wisconsin Nurse Aide Candidate Handbook for specific instructions on time to arrive at the test event, ID requirements, testing attire, testing policies and procedures, what to expect, etc.

Note: Failure to read the candidate handbook could result in No Show for your test event for not adhering to the testing policies, etc.

It is crucial you read this letter!

Knowledge Test confirmation page (for a virtual knowledge exam):

Print Confirmation Letters

Scheduled Test Confirmation - Wisconsin Certified Nurse Aide

Get Map   Print Page

Test Date:	06/12/2023
Test Time:	8:00 AM CDT
Test Exam:	Knowledge - Certified Nurse Aide
Test Site:	VIRTUAL KNOWLEDGE TESTING SITE
	NO PHYSICAL ADDRESS - All TESTING WILL BE CONDUCTED FROM THE CANDIDATE'S LOCATION USING THEIR PERSONAL COMPUTER AND CELL PHONE
	Virtual City, USA 00000

Sample Candidate
123 Sunflower Lane
Oak Creek, WI 53154

- TESTING BEGINS AT 8:00 AM CDT: **ARRIVE AT LEAST 20 MINUTES EARLY TO CHECK IN**

- If you are unable to access your account, go to https://wi.tmuniverse.com, click 'Forgot Password', enter your Email, click 'Send Reset Password Link' and follow the directions. If you need further assistance, please call D&SDT-Headmaster at 1.888.401.0465.

Refer to the **Nurse Aide Competency Exam** section of the **Wisconsin Candidate Handbook** regarding requirements for testing and what to expect on your test day. Failure to do so may result in you being turned away from testing and forfeiting your testing fees. Review this specific information prior to your testing date.

Click to open the Candidate Handbook

Driving Directions
You have signed up for a virtual knowledge test. This test will be taken using your own personal computer/laptop/phone, internet access and Google Chrome browser. It is highly recommended that you have both devices plugged in during the duration of the knowledge test. Please see the candidate handbook in the documents section of your TMU for official requirements, procedures, and policies regarding Virtual Knowledge Testing.

Here's a TIP to ensure you have a successful Virtual Testing Experience:
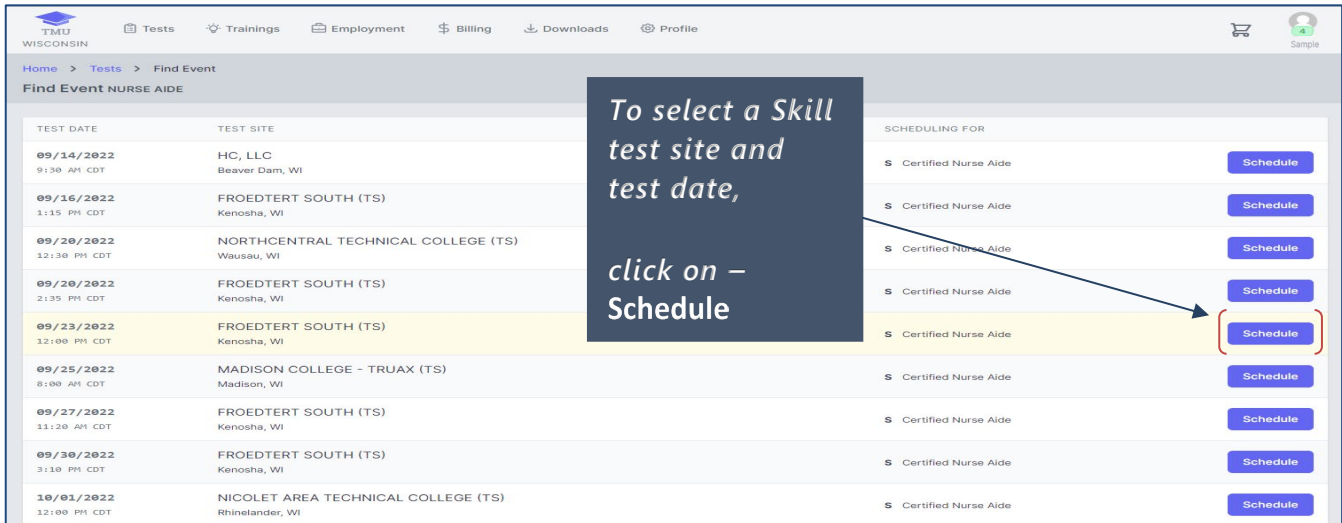
Make sure you download the Zoom App on your Smartphone and test it prior to your testing day.

If you need our help, give Headmaster a call at 1-888-401-0462. It would be helpful if you take some screenshots of your technical difficulties so that we can assist you prior to your testing day.

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

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

Skills Test confirmation page:

Print Confirmation Letters

Scheduled Test Confirmation - Wisconsin Certified Nurse Aide

⊙ Get Map   🖶 Print Page

Test Date:	06/12/2023
Test Time:	8:00 AM CDT
Test Exam:	Skill - Certified Nurse Aide
Test Site:	MORAINE PARK TECHNICAL COLLEGE - WEST BEND (TS) 2151 NORTH MAIN ST West Bend, WI 53090

Sample Candidate
123 Sunflower Lane
Oak Creek, WI 53154

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

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

- TESTING BEGINS AT 8:00 AM CDT: **ARRIVE *AT LEAST* 20 MINUTES EARLY TO CHECK IN**

- If you are unable to access your account, go to https://wi.tmuniverse.com, click 'Forgot Password', enter your Email, click 'Send Reset Password Link' and follow the directions. If you need further assistance, please call D&SDT-Headmaster at 1.888.401.0465.

Refer to the **Nurse Aide Competency Exam** section of the **Wisconsin Candidate Handbook** regarding requirements for testing and what to expect on your test day. Failure to do so may result in you being turned away from testing and forfeiting your testing fees. Review this specific information prior to your testing date.

Click to open the Candidate Handbook

Driving Directions

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

Checking your TMU© Notifications

Remember to check your 'notifications' in your TMU© record for important notices regarding your selected test events and other information. See the screenshots that follow:

TMU WISCONSIN

Tests   Trainings   Employment   Billing   Downloads   Profile   🛒   👤 IMA

✓ Logged in as Student IMA EXAMPLE

Your Profile
Notifications **3**
Log Out

Welcome, IMA!

Testing   Your Profile

When you have 'notifications' they will show up when you click on your profile pic. The number represents the number of notifications you have to view.

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

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

Click on- VIEW to open each of your notifications.
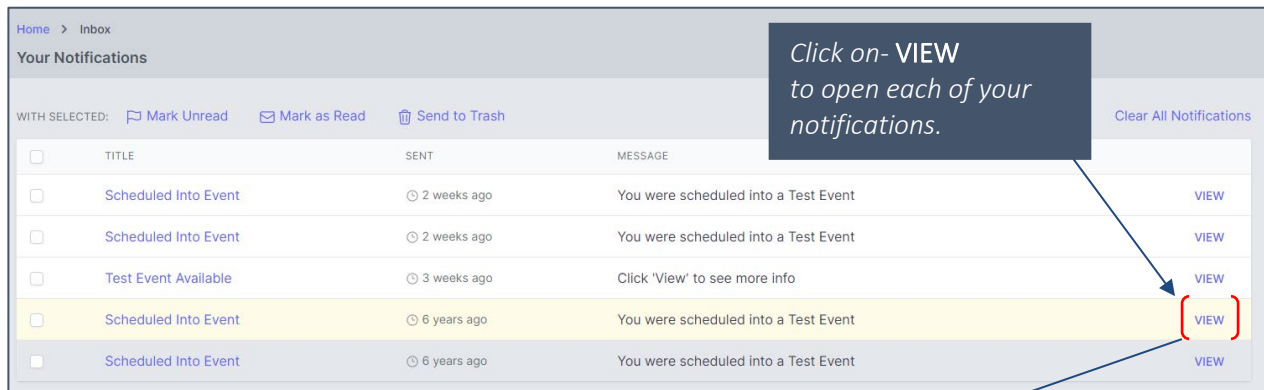
Notification example:
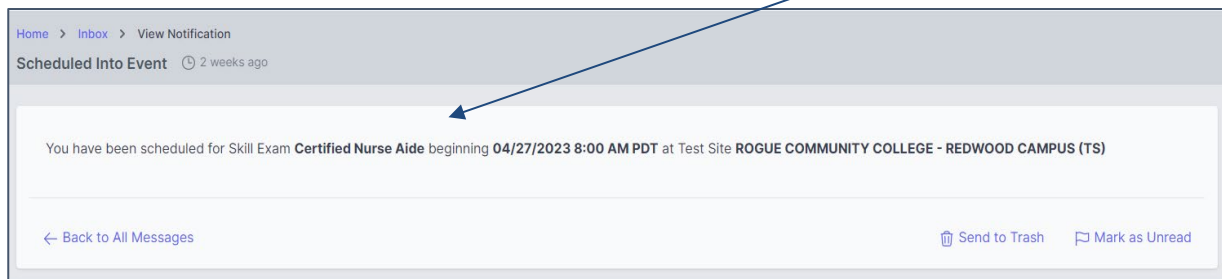
Test Day

You need to arrive at your confirmed test site between 20 and 30 minutes before your exam is scheduled to start.
- Testing **begins** promptly at the start time noted.
- You need to ensure you are at the event ***at least 20 minutes before*** the start time to allow time to get signed in with the RN Test Observer.
  - *For example*, if your test start time is 8:00AM – you need to be at the test site for check-in **no later than** 7:40AM.

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

If you are scheduled for a virtual knowledge exam, please see procedures/policies under the 'Virtual Knowledge Exam Option' in the Knowledge/Audio Exam section.

TESTING ATTIRE

You must be in full clinical attire (scrubs). No open-toed shoes are allowed. Scrubs and shoes can be any color/design. You may bring a standard watch with a second hand. No smartwatches or fitness monitors are allowed. Long hair must be pulled back. Fingernails need to be short (no longer than ¼ inch in length), well-kept (filed, no jagged edges), and clean. Body piercings not covered by scrubs are unacceptable and must be removed or covered. Ear Gauges are unacceptable and must be replaced by flesh-colored or clear plugs.

Before entering the skill test room, large jewelry or accessories, smartwatches, fitness monitors, and any wireless communication, such as Bluetooth-connected earrings, eyeglasses, and the like, must be removed.

NOTE: You will not be admitted for testing if you are not wearing scrubs attire and appropriate shoes. This is considered a no-show, and you must pay for another test and date.

IDENTIFICATION

You must bring a **NON-FOREIGN GOVERNMENT-ISSUED, SIGNED, UNEXPIRED, PHOTO-BEARING ID**. Examples of the forms of US government-issued acceptable photo IDs are:

- State or Other United States Government Issued Driver's License
- State Identification Card that meets all identification criteria
- US Passport (Foreign Passports and Passport Cards *are not* acceptable)
  - *A foreign passport with a US Visa is acceptable.*
- Alien Registration Card *(may contain a fingerprint in place of a signature)*
- Tribal Identification Card that meets all identification criteria
- Work Authorization Card *(may contain a fingerprint in place of a signature)*
- Military ID that meets all identification criteria

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 WI nurse aide database by your training program. You may call D&SDT-HEADMASTER at (888)401-0462 to confirm that your name of record matches your non-foreign government-issued ID or log in to wi.tmuniverse.com using your username and password to check on or change your demographic information.

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

Note:
- **You will not be admitted for testing if you do not bring proper/valid identification.**
  - Be sure your US government-issued identification is not expired and is signed.
  - Check to be positive that your FIRST and LAST printed names on your identification card match your current name of record in TMU©.
  - A driver's license or state-issued ID card with a hole punched in it is <u>NOT VALID</u> and will not be accepted as an acceptable form of ID.
- In cases where names do not match or your ID is not proper/valid, you will be considered a no-show, and you will forfeit your testing fees and must pay for and reschedule another exam date.

You will be required to re-present your photo 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 format in the waiting area when you sign in for your test. Audio and PDF versions are available anytime from your smartphone via the link on D&SDT-HEADMASTER's Wisconsin website at hdmaster.com.

These instructions detail the process and what you can expect during your exams. Please read the instructions (or listen to them on your smartphone) ***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 Observer or Knowledge Test Proctor will ask you questions about the instructions you read when you enter the knowledge test room and skill test lab.

▪ If you are scheduled for a virtual knowledge exam, please see 'Accessing Documents under your Download Tab in your TMU© Record' for information on how to access the Virtual Knowledge Exam Instructions.

TESTING POLICIES
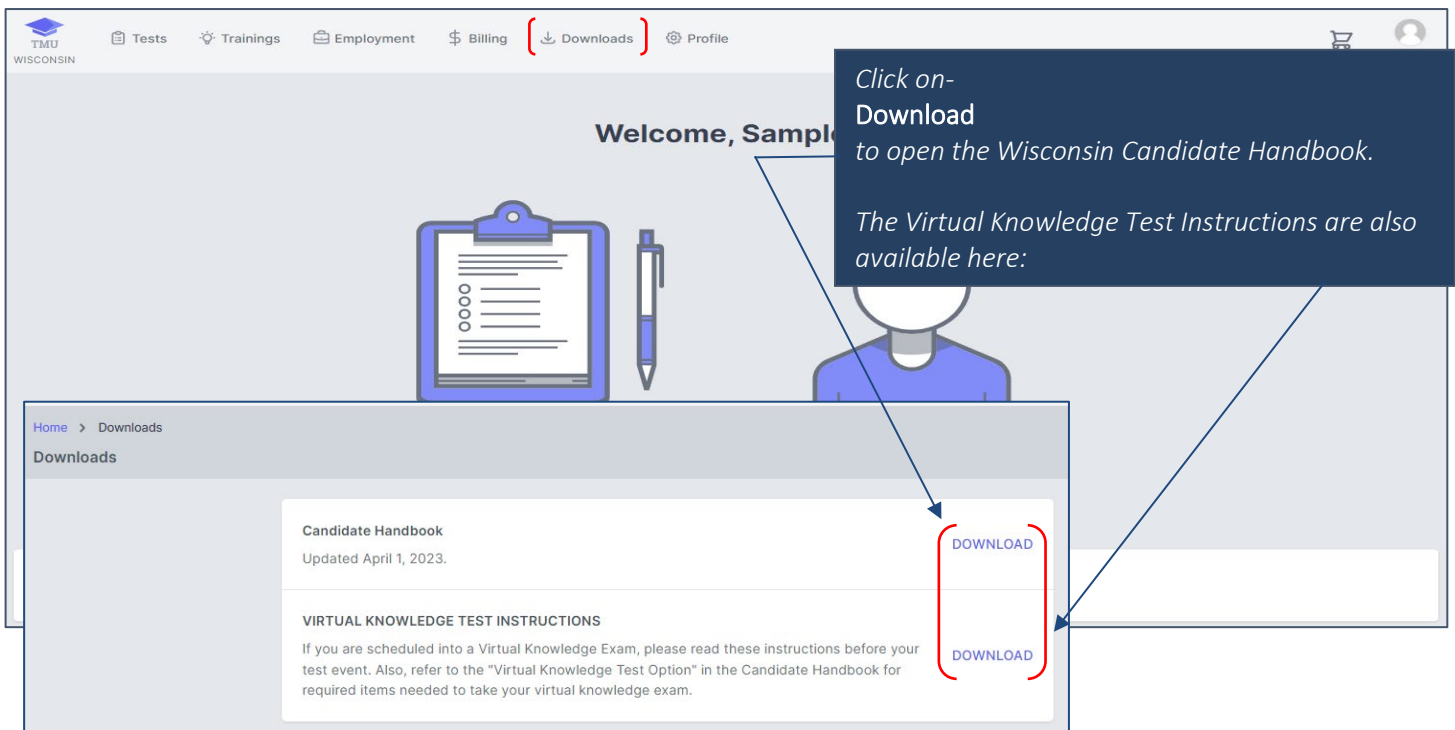
The following policies are observed at each test site:

- Make sure you have signed in to your TMU© record at wi.tmuniverse.com before your test date to update your password and verify your demographic information. Refer to the 'Complete your TMU© Record' section of this handbook for instructions and information.
    - If you have not signed in, updated your password, and verified your demographics in your TMU© record when you arrive for your exam, you may not be admitted to the exam, and any exam fees paid *will NOT be refunded*.
- Plan to be at the test site for up to four (4) hours if taking both components on-site (knowledge and skills) testing.
- Testing begins promptly at the start time noted on your confirmation. If you arrive late for your confirmed exam (you need to be at the test site to **check in *at least* 20 to 30 minutes before your scheduled start time** – if your test start time is 8:00AM, you need to be at the test site **by 7:40AM at the latest**) you will not be admitted to the exam, and any exam fees paid *will NOT be refunded*.
    - If you are scheduled for a virtual knowledge exam, please see procedures/policies under the 'Virtual Knowledge Exam Option' in the Knowledge/Audio Exam section.
- If you do not bring an appropriate non-foreign government-issued ID that is unexpired with your picture and your signature (fingerprint), you will not be admitted to the exam, and any test fees paid *will not be refunded*.
    - If your FIRST and LAST printed names on your ID do not match your current TMU© name of record, you will not be admitted to the exam, and any test fees paid *will not be refunded*.
- If you arrive late for your confirmed exam, you will not be admitted to the exam, and any test fees paid *will not be refunded*.
    - If you are scheduled for a virtual knowledge exam, please see procedures/policies under the 'Virtual Knowledge Exam Option' in the Knowledge/Audio Exam section.
- If you do not wear scrubs with appropriate shoes (waived if testing at one of the four DHS facilities) and conform to all testing policies, you will not be admitted to the exam, and any test fees paid *will not be refunded*.
- If you do not show (NO SHOW) for your testing day, any test fees paid will not be refunded. You must log in to TMU© using your username and password to schedule another test date.
- Bluetooth-connected devices of any type, cell phones, smart watches, fitness monitors, electronic recording devices, and personal items (such as water bottles, large bags, study materials, extra books, or papers) are not permitted to be on or near you in either testing room. The testing team will inform you of the designated area to place your personal items and electronic devices to be collected when you complete your test(s). All electronic devices must be **turned off**. Anyone caught using any electronic recording device during testing will be removed from the test event, your test will be scored as a failed

attempt, 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.

- If you are scheduled for a virtual knowledge exam, please see procedures/policies under the 'Virtual Knowledge Exam Option' in the Knowledge/Audio Exam section.

- You are encouraged to bring a jacket, snack, drink, or study material while waiting to test.
- Foreign word-for-word translation dictionaries are allowed. Electronic dictionaries or non-approved language translators are not allowed. Please see more detailed information under the Knowledge/Audio Exam section.
- You may not take notes or other materials from the testing room.
- You cannot eat, drink, or smoke during the test.
- You are not allowed to leave a testing room (knowledge test room or skills lab) once your test has started *for any reason*. If you do leave during your test event, you will not be allowed back into the testing room to finish your test. Any test fees paid *will not be refunded*.
- If you are discovered causing a disturbance of any kind, engaging in any misconduct, or attempting to take any notes or testing materials from the testing room, you will be dismissed from the test, your test will be scored as a failed attempt, you will forfeit any testing fees paid, and reported to DHS.
- No visitors, guests, pets (including companion animals), or children are allowed.
  - Service animals with an approved ADA accommodation in place are allowed.
- You may not test if you have any physical limitation (excluding pre-arranged ADAs) that would prevent you from performing your duties as a nurse aide. (Examples: cast, arm/leg braces, crutches, etc.) Call D&SDT-HEADMASTER (888)401-0462 immediately if you are on doctor's orders. You must fax a doctor's order **within 3 business days** of your scheduled testing day to qualify for a reschedule with no rescheduling fee. **Note:** The calculation of 3 business days includes the day of your test day.
- The Candidate Handbook can be accessed within your TMU© record under your 'Downloads' tab.

Accessing Documents under the Download Tab in your TMU© Record

Security

Anyone who removes or tries to remove test material or takes notes or information from the test site will be reported to DHS and is subject to prosecution to the full extent of the law. Your test will be scored as a failed test attempt, and you will not be allowed to retest for a minimum period of six (6) months. You must obtain permission from DHS to be eligible to test again.

If you give or receive help from anyone during testing (which also includes the use of any electronic recording devices such as cell phones, smart watches, Bluetooth-connected devices, navigating to other browsers, etc.), your test will be stopped and scored as a failed test attempt. You will be dismissed from the testing room and will forfeit any testing fees paid. You will be considered a no-show, and your name will be reported to DHS. You may need to obtain permission from DHS to be eligible to test again.

Reschedule / Refund of Testing Fees Paid / No Show Policies

RESCHEDULE

You may reschedule your test event online, at no additional cost, up to three (3) business days before your scheduled test event. Reschedule your test event online in your record in TMU© at wi.tmuniverse.com.

For example, to reschedule at no additional cost:
- If scheduled test is Monday, you need to reschedule by 7:00 PM (CST) the previous Wednesday.
- If scheduled test is Tuesday, you need to reschedule by 7:00 PM (CST) the previous Thursday.
- If scheduled test is Wednesday, you need to reschedule by 7:00 PM (CST) the previous Friday.
- If scheduled test is Thursday, you need to reschedule by 7:00 PM (CST) the previous Monday.
- If scheduled test is Friday, you need to reschedule by 7:00 PM (CST) the previous Tuesday.
- If scheduled test is Saturday/Sunday, you need to reschedule by 7:00 PM (CST) the previous Wednesday.

REFUND OF TESTING FEES PAID

If you change your mind and do not wish to test or if you are unable to schedule a test date before your training expiration date, you may request a refund of testing fees paid. A refund request for testing fees paid must be made in writing by filling out and submitting the Refund Request Fillable Form 1405 on D&SDT-HEADMASTER's main webpage at www.hdmaster.com at least **seven (7) full business days** before your scheduled test event and up to two (2) business days preceding a scheduled test date (excluding Saturdays, Sundays and Holidays). Written requests for refunds of testing fees paid can be emailed to accounting@hdmaster.com or faxed to (406)442-3357. No phone calls will be accepted.

- If you request a refund of testing fees paid more than seven (7) days in advance of your scheduled test event, all fees will be refunded to the remitter of record.

- Requests made after seven (7) days before and up to two (2) business days preceding a scheduled test day will qualify for a full refund of any testing fees paid minus a $30 refund fee. Saturdays, Sundays, and Holidays are not considered business days.

For example, to request a refund of testing fees paid and receive a refund when approaching the two (2) business days window:

- If scheduled test is Monday, you need to reschedule by 7:00 PM (CST) the previous Thursday.
- If scheduled test is Tuesday, you need to reschedule by 7:00 PM (CST) the previous Friday.
- If scheduled test is Wednesday, you need to reschedule by 7:00 PM (CST) the previous Monday.
- If scheduled test is Thursday, you need to reschedule by 7:00 PM (CST) the previous Tuesday.
- If scheduled test is Friday, you need to reschedule by 7:00 PM (CST) the previous Wednesday.
- If scheduled test is Saturday/Sunday, you need to reschedule by 7:00 PM (CST) the previous Thursday.

NO SHOWS

If you are scheduled for your exam and do not show up without notifying D&SDT-HEADMASTER at least two (2) full business days before your scheduled testing event, **excluding** Saturdays, Sundays, and Holidays, or if you are turned away for lack of proper identification, proper attire, or any other reason to deem you ineligible to test, you will be considered a **NO SHOW.** You will forfeit all fees paid and must submit a new testing fee to schedule yourself into a new test event.

These fees partially offset D&SDT-HEADMASTER cost incurred for services requested and resulting work performed. If a reschedule or refund request is not received before the two (2) full business days preceding a scheduled test event, excluding Saturdays, Sundays, and Holidays (see examples under Reschedules and Refund of Testing Fees Paid), a no-show status will exist. You must log in to TMU© at https://wi.tmuniverse.com, re-pay, and re-schedule into a new test event of your choice.

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, test fees will be refunded to the remitter of record or a free reschedule will be authorized, providing **the required documentation is received within the appropriate time frames outlined below:**

- **Car breakdown or accident**: D&SDT-HEADMASTER must be contacted within one business day via phone call, fax, or email, and a tow bill, police report, or other appropriate documentation must be submitted within **three (3) business days** of the exam date. If we do not receive proof within the 3-business day time frame, you will have to pay as though you were a no-show.

- **Weather or road condition-related issue:** D&SDT-HEADMASTER must be contacted within one business day via phone call, fax, or email, and a road report, weather report, or other appropriate documentation must be submitted within **three (3) business days** of the exam date. If we do not receive proof within the 3-business day time frame you will have to pay as though you were a no-show.

- **Medical emergency or illness**: D&SDT-HEADMASTER must be contacted within one business day via phone call, fax, or email, and a doctor's note must be submitted within **three (3) business days** of the missed exam date. If we do not receive proof within the 3-business day time frame, you will have to pay as though you were a no-show.

- **Death in the family**: D&SDT-HEADMASTER must be contacted within ten (10) business days via phone call, fax, or email, and an obituary for **immediate family only** be submitted within **ten (10) business days** from a missed exam date. If we do not receive proof within the 10-business day time frame, you will have to pay as though you were a no-show. (Immediate family includes parent, grand and great-grandparent, sibling, children, spouse, or significant other.)

- **Virtual testing issues:** D&SDT-HEADMASTER must be contacted within one business day via phone call, fax, or email, and appropriate documentation must be submitted within **three (3) business days** of the exam date. If we do not receive proof within the 3-business day time frame, you will have to pay as though you were a no-show.

  - **Internet outage or issue:** Documentation from Internet provider showing outage date and times.
  - **Computer or cell phone issue**: If the computer or cell phone fails to work for any reason, documentation from a computer repair technician/shop or other appropriate documentation.

INCLEMENT WEATHER AND UNFORESEEN CIRCUMSTANCES POLICY

If an exam date is canceled due to inclement weather or other unforeseen circumstances, D&SDT-HEADMASTER staff will try to contact you using the contact information you have listed in TMU©. Please make sure you keep your contact information up to date. D&SDT-HEADMASTER will reschedule you, for no charge, to a mutually agreed upon new test event.

In the event of inclement weather, you will be expected to attend your scheduled exam date unless:
- The county you reside in or the county of the testing site is placed on weather emergency,
- The test site closes,
- The test observer cancels the test event,
- There is an accident due to weather or other circumstances on your route to the test site, in which case;
  - Documentation from the Department of Transportation Services or a Police report is required within 3 business days of your scheduled exam day to qualify for a free reschedule.
- If the above-listed circumstances are not met, failure to attend your scheduled test date will result in a no-show status, and any exam fees paid *will NOT be refunded.*

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

NOTE: The *examples listed below are your responsibility to check and keep updated.
- If D&SDT-Headmaster leaves you a message or emails you at the phone number or email in your record and:
  - you do not call us back in a timely manner
  - your phone number is disconnected, or your voice mailbox is full
  - you do not check your messages in a timely manner
  - you do not check your email or reply to our email in a timely manner
  - your email is invalid, or you are unable to access your email for any reason

Candidate Feedback – Exit Survey

You will receive a notification of your test results on the day your test is officially scored. A link to the exit survey will be available when you log in to your record in TMU© 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.

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 the next business day after your test event. You may check your test results online by going to wi.tmuniverse.com and logging in with your username and password. Upon successful completion of both components of the competency exam, your name will be placed on the WNAR. You may print a hard copy of your detailed test results. If you fail either test component, you must reapply to retake the component that you failed. Please see the **'Schedule / Reschedule an Exam'** section.

You are eligible to test as many times as needed **within one year of your date of training program completion.** After one year, you must complete another DHS-approved training program in order to be eligible to schedule further testing.

Note: Federal and State regulations allow health care facilities to employ students enrolled in an approved nurse aide training and competency evaluation program for up to 120 days from the beginning of employment. **However, if you fail either portion of the state competency exam, the facility must ensure the following are completed to continue to employee you to perform nurse aide duties**.

- The facility provides and documents additional training, coaching or mentoring given to the student, especially in the areas they failed.
- The student cannot work alone.
- The facility documents how they ensured the competency of the student aide (knowledge practice tests if the student failed the knowledge portion, skills demonstration if they failed the skills portion, or other means ensuring competency).

Also, if your name is not listed on the Registry by the 120th day from the date of employment, you are no longer able to work as a nurse aide.

Retaking the Nurse Aide Exam

You can schedule a test or a re-test online at wi.tmuniverse.com by logging in with your secure username and password. Once payment is made by Visa or MasterCard, you will then be able to schedule. If you forget your password, use the password reset function on your TMU© login screen, (see instructions under **'Forgot your Password and Recover your Account'**). Call D&SDT-HEADMASTER at (888)401-0462 during business hours, whenever assistance is needed.

Test Result Review Requests

You may request a review of your test results or dispute any other condition of your testing. **There is a $25 test review deposit fee.** To request a review, you must submit the PDF fillable Test Review Request and Payment Form 1403 available on D&SDT-HEADMASTER's main webpage at www.hdmaster.com (before you get to the Wisconsin NA webpage). Submit the Test Review Fee of $25 (MasterCard, Visa or debit card) and a detailed explanation of why you feel your dispute is valid (upload with Form 1403) via the PDF fillable Test Review Request and Payment Form 1403 **within three (3) business days** from official scoring of your test (excluding Saturdays, Sundays and Holidays). Late requests will be returned and will not be considered.

PLEASE READ BEFORE FILLING OUT THE TEST REVIEW REQUEST: Please call D&SDT-HEADMASTER at (888)401-0462 during regular business hours, Monday through Friday, 7:00AM to 7:00PM CST, excluding Saturdays, Sundays and Holidays, and discuss the test outcome you are questioning before committing to sending the $25 test review request deposit fee. Many times, once you have further details about the scoring of your test, you will understand the scoring process and learn how you can better prepare yourself for subsequent exam attempts. If, after discussion with D&SDT-HEADMASTER staff, you still have a concern with your testing process that affected the outcome of your exam, you may submit a Test Review Request.

Since one qualification for certification as a nurse aide in Wisconsin is demonstration by examination of minimum nurse aide knowledge and skills, the likely outcome of your review will determine who pays for any re-tests granted. If the results of the review are in your favor, D&SDT-HEADMASTER will pay your re-test fee. D&SDT-HEADMASTER will review your detailed recollection, your knowledge test markings and any skill task measurements you recorded at the time of your test, in addition to reviewing markings, notations and measurements recorded by the RN Test Observer at the time of your test. We will interview the RN Test Observer, Actor or Knowledge Test Proctor about the facts detailed in your dispute documentation. D&SDT-HEADMASTER will re-check the scoring of your test and may contact you and/or the RN Test Observer, Actor and/or Knowledge Test Proctor and other candidates who were on site at your test event for any additional information about the test event.

D&SDT-HEADMASTER cannot review test results or reviews with the candidate's instructor/training program. After a candidate reaches the age of 18, D&SDT-HEADMASTER will only discuss test results or test reviews with the candidate. D&SDT-HEADMASTER will not review test results or reviews with family members or anyone else on behalf of the candidate once the candidate is 18 years of age. D&SDT-HEADMASTER will complete your review request within 10 business days of the receipt of your timely review request and will email the review results to your email address and to DHS.

The Knowledge/Audio Exam

The Knowledge Test Proctor will give instructions for taking the Knowledge Exam. You will have a maximum of sixty (60) minutes to complete the 75 question Knowledge Exam.

- Scratch paper and basic calculators **are not allowed** during testing.

After forty-five (45) minutes have elapsed, you will be told when fifteen (15) minutes remains. You may not ask questions about the content of the Knowledge Exam (such as "What does this question mean?"). You must have a score of **71%** or better to pass the knowledge portion of the exam.

Electronic testing in TMU©, using Internet-connected devices, is utilized at the test sites in Wisconsin. The Knowledge portion of your exam will be displayed on a screen for you to read and key/click/tap in your answers. Testing electronically (online) with TMU© allows no later than next business day official scoring of tests, release of official test results and placement on the registry for candidates who successfully complete the nurse aide competency evaluation.

NOTE: You will need your TMU© Username or Email and Password to sign in to your knowledge exam. Please see the information under **'Complete your TMU© Record'** to sign in to your record in TMU©.
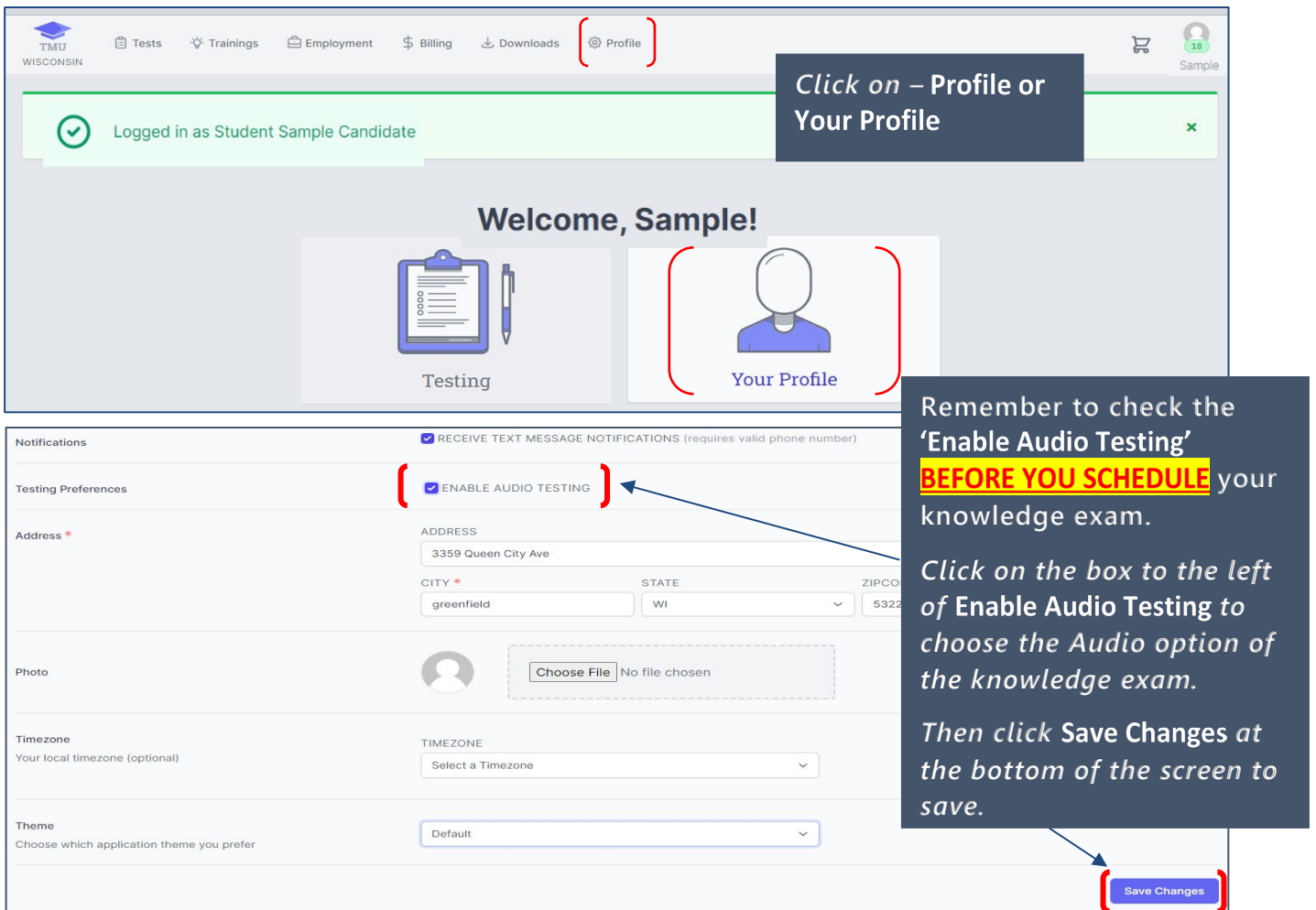
- The Knowledge Test Proctor will provide you a code at the test event to start your exam.

An audio (oral) version of the knowledge exam is available for anyone requesting it. You must request an Audio version of the knowledge exam when you initially schedule your test. There is a five dollar ($5) additional charge for an Audio Knowledge exam. You will hear the questions over the computer/tablet headphones and have control buttons on the screen to play, rewind, pause etc.

Selecting an Audio Version of the Knowledge Exam

To select the Audio version of the knowledge exam, follow the instructions with screen shots that follow:

*Under your PROFILE, check the **'Enable Audio Testing'** to receive an Audio version of the Knowledge Exam:*

The questions are read to you, neutrally, and can be heard through headphones/ear buds plugged into the computer. When taking an electronic Audio exam, the audio control buttons will be displayed on the computer screen enabling you to play, rewind or pause questions as needed.

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

Foreign language paper word-for-word translation dictionaries are allowed and must be shown to the RN Test Observer at check-in (for both a virtual knowledge exam and an on-site test event) and to the Knowledge Test Proctor when you enter the knowledge test room (on-site test event). If there is any writing or definitions, the translation dictionary will not be permitted to be used during testing. **Using language translators that are not pre-approved and electronic dictionaries <u>are not allowed.</u>**

All test materials must be left in the testing room when you leave. Anyone who takes or tries to take materials, notes or information from the testing room is subject to prosecution and will be reported to DHS.

Knowledge Exam

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

Knowledge Exam Subject Areas:

Aging Process and Restorative Care [5]	Infection Control [7]
Basic Nurse Skills [10]	Mental Health [4]
Care Impaired [8]	Personal Care [8]
Communication [5]	Resident Rights [7]
Data Collection [4]	Role and Responsibility [5]
Disease Process [4]	Safety [8]

Virtual Knowledge Exam Option

You will have the option to take the knowledge exam virtually.

VIRTUAL KNOWLEDGE EXAM CANDIDATE REQUIREMENTS

Candidates must have:
- An updated version of Google Chrome as your Internet browser.
  - *Internet Explorer is not supported by TMU©.*
- A reliable Internet (Wi-Fi) connection.
- A personal computer/tablet/laptop to log into TMU© to access the knowledge exam.
- **Your Email or Username and Password to take the virtual TMU© Knowledge exam.**
- A smartphone to access the 'video conferencing app' (example; Zoom, etc.) that you will need to have downloaded.

- - D&SDT-Headmaster will provide you information of the 'video conferencing app' (example; Zoom, etc.) you will need before test day.
  - The night before your scheduled virtual knowledge exam, D&SDT-Headmaster will email you a reminder with the password protected link to join the test event.
- A distraction and interruption free area of your home, etc., where you will be testing.
- If you have chosen the AUDIO VERSION (oral) of the knowledge exam, you will need to provide your own earbuds/headphones that you will need to show to the RN Test Observer at sign-in. Earbuds/headphones cannot be Bluetooth-connected devices.
  - The questions are read to you, in a neutral manner, and will be heard through wired headphones/ear buds plugged into the computer.
  - When taking an Audio exam, the audio control buttons will be displayed on the computer screen enabling you to play, rewind or pause questions as needed.

SCHEDULING A VIRTUAL KNOWLEDGE EXAM

You will need to sign in to your TMU© record using your Username or Email and Password and follow the instructions to 'Schedule/Reschedule an Exam'. Please make sure you have met the 'Virtual Knowledge Exam Candidate Requirements' listed above before scheduling a virtual knowledge exam.

- The test site location for a virtual knowledge exam will be **'Virtual Knowledge Test Site'**.
- Once scheduled, a test confirmation will be sent via email and/or text message (see the 'Schedule/Reschedule an Exam', 'Test Confirmation Letter' and the 'Checking your Notifications' sections for information to access your test confirmation.)
- Instructions and the link to download the 'video conferencing app' (example; Zoom, etc.), including the meeting ID and Password for the virtual knowledge event you are scheduled for will be emailed to you.
  - Remember to also check your 'NOTIFICATIONS' under your profile pic in your TMU© record for this information. Please refer to the 'Checking your Notifications' section.

See screenshots showing an example of what a notification regarding your virtual knowledge exam will entail are below:
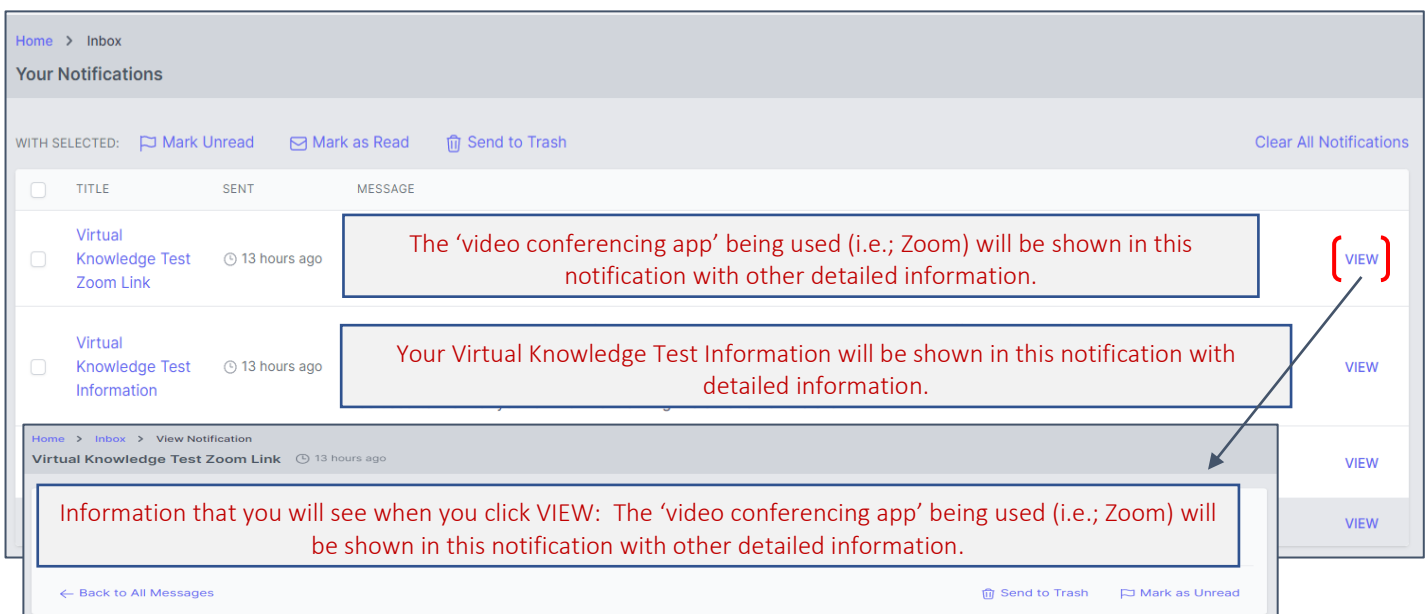
VIRTUAL KNOWLEDGE EXAM SIGN-IN

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

- You will need to show your mandatory form of identification to the test proctor at sign in before starting your virtual knowledge exam. Please see the 'Identification' section for specifics.
- You will be required to show your surroundings to the test proctor during sign-in before starting your virtual knowledge exam.
- Foreign language paper word-for-word translation dictionaries are allowed. Dictionaries that have definitions or hand-writing/notes in them will not be allowed. You must show your word-for-word translation dictionary to the test observer/proctor during sign-in (on-site or virtual) at your test event. **Using language translators that are not pre-approved and electronic dictionaries <u>are not allowed.</u>**

VIRTUAL KNOWLEDGE EXAM POLICIES

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

- The 'video conferencing app' (example; Zoom, etc.) link must be maintained during the entire knowledge test.
- If the 'video conferencing app' (example; Zoom, etc.) connection is lost, you must immediately reconnect or be subject to voided test results.
- Your device must **<u>not be muted</u>** during testing so that the RN Test Observer can hear if there are any distractions or other interruptions during your test. **REMEMBER:** Y*ou need to test in a distraction and interruption free area just like you would if you were sitting in the knowledge test room at a test site.*
- Please see virtual knowledge test issues information under the **'No Show Exceptions'** section.

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

Knowledge Practice Test

D&SDT-HEADMASTER offers a free knowledge test question of the day and a ten question online static practice test available on our web site at hdmaster.com. A mastery learning testing method is used and each practice test taken will be unique. 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 any practice test. A list of vocabulary words to study is provided at the end of each practice test. Single or discounted group purchase plans are available for the practice test.

The following are sample of the kinds of questions that you will find on the Knowledge/Audio Exam.

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1. Clean linens that touch the floor should be:
    (A) Picked up quickly and placed back on the clean linen cart
    (B) Used immediately on the next resident bed
    (C) Considered dirty and placed in the soiled linen hamper
    (D) Used only in the room with the floor the linen fell on

2. When you are communicating with residents, you need to remember to:
    (A) face the resident and make eye contact
    (B) speak rapidly and loudly
    (C) look away when they make direct eye contact
    (D) finish all their sentences for them

3. A resident's psychological needs:
    (A) Should be given minor consideration
    (B) Make the resident withdrawn and secretive
    (C) Are nurtured by doing everything for the resident
    (D) Are nurtured when residents are treated like individuals   ANSWERS:1-C,2-A,3-D

Skills Demonstration Exam

The purpose of the Skill Test is to evaluate your performance when demonstrating Wisconsin approved nurse aide skill tasks. You will find a complete list of possible skill tasks in this handbook.

- 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 given no more than thirty **(30) minutes** to complete your three (3) or four (4) tasks. After 15 minutes have elapsed, you will be alerted that 15 minutes remain.

- Listen carefully to all instructions given by the RN Test Observer. You may request to have any of the scenarios repeated **at any time** during your Skill Test up until you run out of time or tell the RN Test Observer that you are finished with your skill task demonstrations.

- You must correctly perform all of the **key** steps (in bold font) and 80% of all non-key stepson each task assigned in order to pass the Skill Test. 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** you believe you have performed incorrectly at **any time** during your allotted thirty (30) minutes or until you tell the RN Test Observer you are finished with the Skill Test.

- Skill task steps are generally not order dependent, unless the words BEFORE or AFTER are used in a step.

- At any time during any skill, you may direct the RN Test Observer to move anywhere needed to assist you in providing safety for the resident.

- **All steps must actually be demonstrated. Steps that are only verbalized WILL NOT COUNT.**

Skill Exam Tasks

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

- Bedpan and Output with Required Hand Washing
- Catheter Care with Required Hand Washing [DEMONSTRATED ON MANIKIN]
- Isolation Gown & Gloves - Empty Urinary Drainage Bag - with Required Hand Washing
- Perineal Care of a Female with Required Hand Washing [DEMONSTRATED ON MANIKIN]

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 additional two (2) or three (3) randomly selected tasks from the **Skills Task Listing** below. These selected tasks will make up your personalized and unique skill test. Each skill test randomly assigned by the TMU© skill test assignment algorithm will be comparable in overall difficulty. That is why some skill tests will have a differing number of tasks.

Skill Tasks Listing

Every step must actually be performed and demonstrated during your skill test demonstration in order to receive credit. The steps that are listed for each task are the steps required for a nurse aide candidate to successfully demonstrate minimum proficiency of the skill task for the RN Test Observer.

The steps will be performed on a live resident actor for all of the tasks with the exception of the Catheter Care and Perineal Care tasks, which will be demonstrated on a manikin. You will be scored only on the steps listed.

You must have a score of **80%** on each task **_without missing any key steps_** (the **Bolded** steps) to pass the skill component of your competency evaluation. If you fail the Skill Test, one of the tasks on your retest will be a task you previously failed. There will always be 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.

> **Note:** The skill task steps included in this handbook are the discrete skill tasks steps used for objective testing purposes only. The steps included herein are not intended to be used to provide complete care that would be inclusive of best care practiced in an actual work setting.

Applying an Anti-embolic Stocking to One of the Resident's Legs

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are completely dry.
2. Explain the procedure to the resident.
3. Raise the bed height
4. Provide for privacy.
5. Provide for the resident's privacy by only exposing one leg.
6. Roll, gather or turn the stocking down inside out to the heel.
7. Place the stocking over the resident's toes, foot, and heel.
8. Roll OR pull the stocking up the leg.

9. Check toes for possible pressure from the stocking.
10. Adjust the stocking as needed.
11. **Leave the resident with stocking that is smooth/wrinkle free.**
12. Lower the bed.
13. Maintain respectful, courteous interpersonal interactions at all times.
14. Place the call light or signal calling device within easy reach of the resident.
15. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are completely dry.

Assisting a Resident to Ambulate using a Gait Belt

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are completely dry.
2. Explain the procedure to the resident.
3. Obtain a gait belt for the resident.
4. **Lock the bed brakes to ensure the resident's safety.**
5. **Lock the wheelchair brakes to ensure the resident's safety.**
6. Position the bed so the resident's feet will rest comfortably flat on the floor when sitting on the bed.
7. Bring the resident to a sitting position with resident's feet flat on the floor.
8. Properly place the gait belt around the resident's waist.
9. Tighten the gait belt.
10. Check the gait belt for tightness by slipping fingers between the gait belt and the resident.
11. Assist the resident in putting on non-skid footwear BEFORE standing.
12. Bring the resident to a standing position.
13. Use proper body mechanics at all times.
14. Grasp the gait belt.
15. Stabilize the resident.
16. Ambulate the resident at least 10 steps.
17. Assist the resident to pivot/turn.
18. Sit the resident in the wheelchair in a controlled manner that ensures safety at all times.
19. Remove the gait belt.
20. Maintain respectful, courteous interpersonal interactions at all times.
21. Place the call light or signal device within easy reach of the resident.
22. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are completely dry.

Assisting a Resident who is Dependent with a Meal

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are completely dry.
2. Explain the procedure to the resident.
3. Ask the resident to state their name and verify the name matches the name on the diet card.
4. Position the resident in an upright position, at least 45 degrees.

5. Protect the resident's clothing from soiling by using napkin, clothing protector, or towel.
6. Perform hand hygiene for the resident BEFORE assisting them with their meal.
7. Ensure the resident's hands are dry BEFORE assisting them with their meal.
8. Position yourself at eye level facing the resident while assisting the resident with their meal.
9. Describe the foods being offered to the resident.
10. Offer each fluid frequently.
11. Offer small amounts of food at a reasonable rate.
12. Allow the resident time to chew and swallow.
13. Wipe the resident's face during meal at least one time.
    a. Actor will say, "I'm full" before all the solid food and fluids are gone.
14. Leave the resident clean.
15. Leave the resident in the bed with the head of bed set up to at least 30 degrees.
16. Record the intake as a percentage of the total solid food eaten on the previously signed recording form.
17. Candidate's calculation must be within 25 percentage points of the RN Test Observer's.
18. Record the sum total of the estimated fluid intake in ml on the previously signed recording form.
19. Candidate's calculation must be within 60ml of the RN Test Observer's.
20. Maintain respectful, courteous interpersonal interactions at all times.
21. Place the call light or signaling device within easy reach of the resident.
22. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are completely dry.

Assisting a Resident with a Bedpan with Hand Washing Required ~~Measure and Record the Output~~

(One of the possible mandatory first tasks)
1. Knock.
2. Introduce yourself to resident.
3. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are completely dry.
4. Explain the procedure to the resident.
5. Provide for privacy.
6. Put on gloves.
7. Position the resident on the bedpan/fracture pan correctly. (The pan is not upside down, is centered, etc.)
8. Position the resident on the bedpan/fracture pan using correct body mechanics.
9. Raise the head of bed to comfortable level.
10. Leave tissue within easy reach of the resident.
11. Leave call light within easy reach of resident.
12. Move to an area of the room away from the Actor.
13. When the RN Test Observer indicates, candidate returns.
14. Obtain a wet washcloth *with soap*.
15. Provide the washcloth for the resident to wash their hands.
16. Provide a wet washcloth for resident to rinse their hands.
17. Provide a towel or dry washcloth for resident to dry hands.
18. Place the soiled linen in a designated laundry hamper.

19. Gently remove the bedpan/fracture pan.
    a. *Hold the bedpan/fracture pan while the RN Test Observer pours liquid [fake urine] into the bedpan/fracture pan.*
20. ~~Place graduate on level, flat surface.~~ ***REMOVED***
21. ~~With graduate at eye level, read output.~~ ***REMOVED***
22. Empty equipment used into the designated toilet.
23. Rinse equipment used and empty rinse water into the designated toilet.
24. Remove gloves, turning them inside out.
25. Dispose of gloves in an appropriate container.
26. ~~Record output on recording form.~~ ***REMOVED***
27. ~~The candidate's measured reading is within 25ml of RN Test Observer's reading.~~ ***REMOVED***
28. Maintain respectful, courteous interpersonal interactions at all times.
29. Place the call light or signaling device within easy reach of the resident.
30. Wash hands: Begin by wetting your hands.
31. Apply soap to hands.
32. Rub hands together using friction with soap.
33. Rub hands together for at least twenty (20) seconds with soap.
34. Interlace fingers pointing downward.
35. Wash all surfaces hands with soap.
36. Wash wrists with soap.
37. Rinse hands thoroughly under running water with fingers pointed downward.
38. Dry hands with a clean paper towel(s).
39. Turn off the faucet with a clean, dry paper towel.
40. Discard paper towels to trash container as used.
41. **Do not re-contaminate hands by touching the faucet or sink at any time during/after the hand washing procedure.**

Catheter Care for a Female Resident with Hand Washing Required

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

1. Knock.
2. Introduce yourself to the resident/manikin.
3. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are completely dry.
4. Explain the procedure to the resident/manikin.
5. Provide for privacy.
6. Put on gloves.
7. Avoid overexposure throughout the procedure.
8. Check to see that urine can flow unrestricted into the drainage bag.
9. Use soap and water to carefully wash ~~around~~ the catheter where it exits the urethra. ***The word 'around' has been removed.***
10. **Hold the catheter where it exits the urethra with one hand.**
11. While holding the catheter, clean 3-4 inches down the catheter tube.
12. **Clean with strokes only away from the urethra (AT LEAST TWO STROKES).**
13. Use a clean portion of the washcloth for each stroke.

14. Rinse using a clean washcloth with strokes only away from the urethra.
15. Rinse using a clean portion of washcloth for each stroke.
16. Pat dry.
17. Do not allow the tube to be pulled during the procedure.
18. Replace the top cover over the resident.
19. Leave the resident in a position of safety and comfort.
20. Place the call light or signaling device within easy reach of the resident.
21. Maintain respectful, courteous interpersonal interactions at all times.
22. Wash hands: Begin by wetting your hands.
23. Apply soap to hands.
24. Rub hands together using friction with soap.
25. Rub hands together for at least twenty (20) seconds with soap.
26. Interlace fingers pointing downward.
27. Wash all surfaces hands with soap.
28. Wash wrists with soap.
29. Rinse hands thoroughly under running water with fingers pointed downward.
30. Dry hands with a clean paper towel(s).
31. Turn off faucet with a clean, dry paper towel.
32. Discard paper towels to trash container as used.
33. **Do not re-contaminate hands by touching the faucet or sink at any time during/after the hand washing procedure.**

Denture Care – Cleaning Upper or Lower Denture

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are completely dry.
2. Explain the procedure to the resident.
3. Line the bottom of the sink with a protective lining that would help prevent damage to the dentures.
    a. Towel, washcloth, or paper towels are allowed for lining.
4. Put on gloves.
5. Apply denture cleanser.
6. Remove the denture from the cup.
7. Handle denture carefully to avoid damage.
8. Handle denture carefully to avoid contamination.
9. Thoroughly brush the inner surfaces of upper or lower dentures. (With a denture brush or toothbrush.)
10. Thoroughly brush the outer surfaces of upper or lower dentures.
11. Thoroughly brush denture chewing surfaces of upper or lower dentures.
12. Rinse the denture using clean, cool water.
13. Place the denture in rinsed cup.
14. Add cool, clean water to the denture cup.
15. Rinse equipment.
    a. Denture brush or toothbrush
16. Return equipment to storage.
17. Discard the protective lining in an appropriate container.
18. Remove gloves, turning them inside out.

19. Dispose of gloves in an appropriate container.
20. Maintain respectful, courteous interpersonal interactions at all times.
21. Place the call light or signaling device within easy reach of the resident.
22. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are completely dry.

Donning an Isolation Gown and Gloves; Empty a Urinary Bag, Measure and Record Output, and Remove Gown and Gloves with Hand Washing Required

(One of the possible mandatory first tasks)
1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are completely dry.
2. Face the back opening of the gown.
3. Unfold the gown.
4. Place arms through each sleeve.
5. Secure the neck opening.
6. Secure the waist, ensuring the back flaps cover clothing as completely as possible.
7. Put on gloves.
8. Ensure that the gloves overlap the gown sleeves at the wrist.
9. Knock.
10. Introduce yourself to the resident.
11. Explain the procedure to the resident.
12. Place a barrier on the floor under the drainage bag.
13. Place the graduate on the previously placed barrier.
14. Open the drain to allow the urine to flow into the graduate.
15. Avoid touching the graduate with the tip of the tubing.
16. Close the drain.
17. Wipe the drain with alcohol wipe AFTER emptying the drainage bag.
18. Replace the drain in the holder.
19. Place the graduate on level, flat surface
20. With the graduate at eye level, read the output.
21. Empty the graduate into the designated toilet.
22. Rinse equipment emptying the rinse water into the designated toilet.
23. Return equipment to storage.
24. Leave resident in a position of comfort and safety.
25. Place the call light or signaling device within easy reach of the resident.
26. Maintain respectful, courteous interpersonal interactions at all times.
27. Record the output in ml on previously signed recording form.
28. **Candidate's recorded measurement is within 25ml of the RN Test Observer's measurement.**
29. Remove gloves, turning them inside out.
30. Remove gloves BEFORE removing gown.
31. Dispose of the gloves in an appropriate container.
32. Unfasten the gown at the neck.
33. Unfasten the gown at the waist.

34. Remove the gown by folding the soiled area to soiled area.
35. Dispose of the gown in an appropriate container.
36. Wash hands: Begin by wetting your hands.
37. Apply soap to hands.
38. Rub hands together using friction with soap.
39. Rub hands together for at least twenty (20) seconds with soap.
40. Interlace fingers pointing downward.
41. Wash all surfaces of hands with soap.
42. Wash wrists with soap.
43. Rinse hands thoroughly under running water with fingers pointed downward.
44. Dry hands with a clean paper towel(s).
45. Turn off faucet with a clean, dry paper towel.
46. Discard paper towels to trash container as used.
47. **Do not re-contaminate hands by touching faucet or sink at any time during/after the hand washing procedure.**

Dressing Bedridden Resident with an Affected (Weak) Side

1. Perform hand hygiene.
   a. Cover all surfaces of hands with hand sanitizer.
   b. Rub hands together until hands are completely dry.
2. Explain the procedure to the resident.
3. Provide for privacy.
4. Raise the bed height
5. Keep the resident covered while removing the gown.
6. Remove the gown from the resident's unaffected side first.
7. Place the soiled gown in a designated laundry hamper.
8. Dress the resident in a button-up shirt. Insert your hand through the sleeve of the shirt and grasp the hand of the resident.
9. **When dressing the resident in a button-up shirt, always dress from the resident's weak side first.**
10. Assist the resident to raise their buttocks or turn the resident from side to side and draw the pants over the buttocks and up to the resident's waist.
11. When dressing the resident in pants, always dress the resident's weak side leg first. *NO LONGER A KEY STEP*
12. Put on the resident's **non-skid** **socks**. Draw the socks up the resident's foot until they are smooth. *Will require non-skid socks and the non-skid 'footwear' has been removed.*
13. ~~Put on the resident's non-skid footwear, slip each non-skid footwear on the resident's feet.~~ *REMOVED*
14. Leave the resident comfortably/properly dressed.
15. Leave the resident in a position of safety.
16. Lower the bed.
17. Maintain respectful, courteous interpersonal interactions at all times.
18. Place the call light or signaling device within easy reach of the resident
19. Perform hand hygiene.
   a. Cover all surfaces of hands with hand sanitizer.
   b. Rub hands together until hands are completely dry.

Foot Care for One Foot

1. Perform hand hygiene.
   a. Cover all surfaces of hands with hand sanitizer.
   b. Rub hands together until hands are completely dry.
2. Explain the procedure to the resident.
3. Fill a basin with warm water.
4. Put on gloves.
5. Remove the sock from the resident's (left/right) foot. (The scenario read to you will specify left or right.)
6. Immerse the resident's foot in warm water.
   a. You may verbalize the 5 to 20 minutes soaking time after you begin soaking the foot.
7. Use water and a soapy washcloth.
8. Wash the resident's entire foot.
9. Wash between the resident's toes.
10. Rinse the resident's entire foot.
    a. A soapy washcloth dipped in the basin and wrung out is okay for rinsing.
11. Rinse between the resident's toes.
12. Dry the resident's foot thoroughly.
13. **Dry thoroughly between the resident's toes.**
14. Warm lotion by rubbing it between your hands.
15. Massage lotion over the resident's entire foot.
16. Avoid getting lotion between the resident's toes.
17. If there is any excess lotion, wipe it with a towel.
18. Replace the sock on the resident's foot.
19. Empty basin.
20. Rinse basin.
21. Dry basin.
22. Return basin to storage area.
23. Place the soiled linen in a designated laundry hamper.
24. Remove gloves, turning them inside out.
25. Dispose of gloves in an appropriate container.
26. Leave the resident in position of safety in proper alignment in the chair.
27. Maintain respectful, courteous interpersonal interactions at all times.
28. Place the call light or signaling device within easy reach of resident.
29. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are completely dry.

Modified Bed Bath for Resident: Whole Face and One Arm, Hand and Underarm

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

6. Cover the resident with a bath blanket.
7. Fanfold the bed linens at least down to the resident's waist or move the linens to opposite side.
8. Remove the resident's gown without exposing the resident.
9. Place the soiled gown in a designated laundry hamper.
10. Wash the resident's face WITHOUT SOAP.
11. Pat dry the resident's face.
12. Place a towel under the resident's arm, exposing one arm.
13. Wash the resident's arm with soap.
14. Wash the resident's hand with soap.
15. Wash the resident's underarm with soap.
16. Rinse the resident's arm.
17. Rinse the resident's hand.
18. Rinse the resident's underarm.
19. Pat dry the resident's arm.
20. Pat dry the resident's hand.
21. Pat dry the resident's underarm.
22. Assist the resident in putting on a clean gown.
23. Empty equipment.
24. Rinse equipment.
25. Dry equipment.
26. Return equipment to storage.
27. Place the soiled linen in a designated laundry hamper.
28. Lower the bed.
29. Maintain respectful, courteous interpersonal interactions at all times.
30. Place the call light or signal calling device within easy reach of the resident.
31. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are completely dry.

Mouth Care – Brushing Resident's Teeth

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are completely dry.
2. Explain the procedure to the resident.
3. Provide for privacy.
4. Put on gloves only AFTER supplies have been gathered.
5. Drape the resident's chest with a towel (cloth or paper) to prevent soiling.
6. Wet a toothbrush.
7. Apply toothpaste to the toothbrush.
8. **Brush the resident's teeth, including the inner surfaces of all upper and lower teeth, while verbalizing the surfaces you are cleaning.**
9. **Brush the resident's teeth, including the outer surfaces of all upper and lower teeth, while verbalizing the surfaces you are cleaning.**
10. **Brush the resident's teeth, including chewing surfaces of all upper and lower teeth, while verbalizing the surfaces you are cleaning.**

11. Clean the resident's tongue.
12. Assist the resident in rinsing their mouth.
13. Wipe the resident's mouth.
14. Remove the soiled chest barrier.
15. Place the soiled chest barrier (cloth or paper) in the appropriate container.
16. Empty emesis basin.
17. Rinse emesis basin.
18. Dry emesis basin.
19. Rinse toothbrush.
20. Return equipment to storage.
21. Remove gloves, turning them inside out.
22. Dispose of gloves in an appropriate container.
23. Leave the resident in position of comfort.
24. Place the call light or signaling device within easy reach of the resident.
25. Maintain respectful, courteous interpersonal interactions at all times.
26. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are completely dry.

Perineal Care for a Female Resident with Hand Washing Required

(One of the possible mandatory first tasks) [DEMONSTRATED ON MANIKIN]
1. Knock.
2. Introduce yourself to the resident/manikin.
3. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are completely dry.
4. Explain the procedure to the resident/manikin.
5. Provide for privacy.
6. Raise the bed height
7. Fill a basin with warm water.
8. Put on gloves.
9. Direct the RN Test Observer to stand on the opposite side of the bed or raise the side rail on the opposite side of bed.
    a. The RN Test Observer DOES NOT move into position unless directed to do so by the candidate.
10. Turn the resident or raise the resident's hips and place a barrier (candidate will choose barrier such as a towel, waterproof pad, chux, etc.) under the resident's buttocks.
11. Expose the perineum only.
12. Separate the labia.
13. Use water and a clean, soapy washcloth.
14. Clean one side of the labia from top to bottom.
15. Use a clean portion of a washcloth, clean the other side of the labia from top to bottom.
16. **Use a clean portion of a washcloth, clean the vaginal area from top to bottom.**
17. Use a clean washcloth, rinse one side of the labia from top to bottom.
18. Use a clean portion of a washcloth, rinse the other side of the labia from top to bottom.
19. Use a clean portion of a washcloth, rinse the vaginal area from top to bottom.

20. Pat dry.
21. Avoid over exposure throughout the procedure.
22. Assist the resident/manikin to turn onto their side away from the candidate.
    a. The *RN Test Observer may help hold the manikin on their side ONLY after the candidate has turned the manikin.*
23. Use water and a clean, soapy washcloth.
24. **Clean from the vagina to the rectal area.**
25. Use a clean portion of a washcloth with any stroke.
26. Use a clean washcloth, rinse from the vagina to the rectal area.
27. Use a clean portion of a washcloth with any stroke.
28. Pat dry.
29. Safely remove the barrier from under the resident's buttocks.
30. Position the resident (manikin) on their back.
31. Place the soiled linen in a designated laundry hamper.
32. Empty equipment.
33. Rinse equipment.
34. Dry equipment.
35. Return equipment to storage.
36. Remove gloves, turning them inside out.
37. Dispose of gloves in an appropriate container.
38. Lower the bed.
39. Maintain respectful, courteous interpersonal interactions at all times.
40. Place the call light or signaling device within easy reach of the resident.
41. Wash hands: Begin by wetting your hands.
42. Apply soap to hands.
43. Rub hands together using friction with soap.
44. Rub hands together for at least twenty (20) seconds with soap.
45. Interlace fingers pointing downward.
46. Wash all surfaces hands with soap.
47. Wash wrists with soap.
48. Rinse hands thoroughly under running water with fingers pointed downward.
49. Dry hands with a clean paper towel(s).
50. Turn off the faucet with a clean, dry paper towel.
51. Discard paper towels to trash container as used.
52. **Do not re-contaminate hands by touching the faucet or sink at any time during/after the hand washing procedure.**

Positioning Resident in Bed on their Side

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

6. **Raise the side rail *or direct the RN Test Observer to stand* on the side of the bed opposite the working side of the bed to provide safety.**
    a.   *The RN Test Observer DOES NOT move into position unless directed to do so by the candidate.*
7. From the working side of the bed - move the resident's upper body toward self.
8. From the working side of the bed - move the resident's hips toward self.
9. From the working side of the bed - move the resident's legs toward self.
10. Assist/turn the resident on their left/right side. (The side will be read to the candidate by RN Test Observer in the scenario.)
11. Ensure that the resident's face never becomes obstructed by the pillow.
12. Check to ensure that the resident is not lying on their down-side arm.
13. Ensure the resident is in correct body alignment.
14. Place support devices under the resident's head.
15. Place support devices under the resident's upside arm.
16. Place support devices behind the resident's back.
17. Place support devices between the resident's knees.
18. Leave the resident in a position of comfort and safety.
19. Lower the bed.
20. Maintain respectful, courteous interpersonal interactions at all times.
21. Place the call light or signaling device within easy reach of the resident.
22. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are completely dry.

Range of Motion for Resident's Hip and Knee

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are completely dry.
2. Explain the procedure to the resident.
3. **Do not cause the resident discomfort/pain anytime during ROM.**
4. Raise the bed height.
5. Provide for privacy.
6. Position the resident supine (bed flat).
7. Position the resident in good body alignment.
8. Place one hand under the resident's knee.
9. Place the other hand under the resident's ankle.
10. ROM for Hip: Move the resident's entire leg away from their body.
    a.   abduction
11. Move the resident's entire leg toward their body.
    a. adduction
12. Complete abduction and adduction of the resident's hip at least three times.
13. Continue to correctly support the resident's joints by placing one hand under the resident's knee and the other hand under the resident's ankle.
14. Bend the resident's knee and hip toward the resident's trunk.
    a.   flexion of hip and knee at the same time

15. Straighten the resident's knee and hip.
    a. extension of knee and hip at the same time
16. Complete flexion and extension of the resident's knee and hip at least three times.
17. Do not force any joint beyond the point of free movement.
18. **You must ask the resident at least once during the ROM exercise if there is/was any discomfort/pain.**
19. Leave the resident in a comfortable position.
20. Lower the bed.
21. Maintain respectful, courteous interpersonal interactions at all times.
22. Place the call light or signaling device within easy reach of the resident
23. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are completely dry.

Range of Motion for One of Resident's Shoulders

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

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

Stand and Pivot Transfer a Weight Bearing Resident from Bed to Wheelchair Using a Gait Belt

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are completely dry.
2. Explain the procedure to the resident.
3. Obtain a gait belt.
4. **Lock the bed brakes to ensure the resident's safety.**
5. Assist the resident in putting on non-skid footwear.
6. Position the bed so the resident's feet will be flat on the floor when the resident is sitting on the bed.
7. Assist the resident to a sitting position.
8. Position the wheelchair arm/wheel touching the side of the bed.
9. **Lock the wheelchair brakes to ensure the resident's safety.**
10. Place a gait belt around the resident's waist to stabilize the trunk.
11. Tighten the gait belt.
12. Check the gait belt for tightness by slipping fingers between the gait belt and the resident.
13. Face the resident.
14. Grasp the gait belt with both hands.
15. Bring the resident to a standing position.
16. Use proper body mechanics.
17. **Assist the resident to pivot in a controlled manner that ensures safety.**
18. Sit the resident in the wheelchair in a controlled manner that ensures safety.
19. Remove the gait belt.
20. Maintain respectful, courteous interpersonal interactions at all times.
21. Place the call light or signaling device within easy reach of the resident.
22. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are completely dry.

Vital Signs: Count and Record Resident's Pulse and Respirations

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are completely dry.
2. Explain the procedure to the resident.
3. Locate the resident's radial pulse by placing tips of fingers on the thumb side of the resident's wrist.
4. Count the resident's pulse for 60 seconds.
    a. Tell the RN Test Observer when you start counting and tell them when you stop counting.
5. Record your reading on the previously signed recording form.
6. **Candidate's recorded pulse rate is within 4 beats of the RN Test Observer's recorded rate.**

7. Count the resident's respirations for 60 seconds.

   a. Tell the RN Test Observer when you start counting and tell them when you stop counting.

8. Record your reading on the previously signed recording form.

9. **Candidate's recorded respiratory rate is within 2 breaths of the RN Test Observer's recorded rate.**

10. Maintain respectful, courteous interpersonal interactions at all times.

11. Place the call light or signal calling device within easy reach of the resident.

12. Perform hand hygiene.

   a. Cover all surfaces of hands with hand sanitizer.

   b. Rub hands together until hands are completely dry.

Knowledge Exam Vocabulary List

abandonment

abdominal thrust

abductor wedge

abnormal vital signs

absorption

abuse

accidents

accountable

activities

acute

adaptive

adaptive devices

adaptive equipment

adduction

ADL

admission

admitting resident

advance directives

afebrile

affected side

aging

aging process

agitation

AIDS

Alzheimer's

ambulation

amputees

anatomy

anemia

angina

anterior

anti-embolitic stocking

antibiotics

anxiety

aphasia

apical

apnea

arthritis

aspiration

assault

assistive device

atrophy

audiologist

authorized duty

axillary temperature

bacteria

basic needs

bath water temperature

bathing

bed cradle

bed height

bed making

bed position

bedrails

bedrest

behavior

behavioral care plan

beliefs

biohazard

bipolar disorder

bladder training

bleeding

blindness

blood pressure

body alignment

body fluid

body language

body mechanics

body temperature

bone loss

bowel program

brain stem

breathing

brittle bones

burnout

burns

call light

cancer

cardiac arrest

cardiopulmonary resuscitation

cardiovascular system

care impaired

care plan

care planning

cast

cataract

catheter

catheter care

cc's in an ounce

central nervous system

chain of command

charge nurse

chemical disinfection

chemical restraint

chemotherapy

choking

chronic

circulation

circulatory system

cleaning

cleaning spills

clear liquid diet	defense mechanism	droplets
clergy	dehydration	drowsy
cognitively impaired	delegation	dry skin
cold application	demanding resident	dying
cold compress	dementia	dysphagia
cold pack	denture care	dyspnea
colostomy	dentures	dysuria
colostomy care	dependability	edema
coma	depression	elastic stockings
combative resident	development	elderly
communicable	developmental	elimination
communication	disability	emesis
competency evaluation	diabetes	emesis basin
conduct	dialysis	emotional abuse
confidentiality	diaphragm	emotional labiality
conflict	diastolic	emotional needs
conflict resolution	diet	emotional stress
confused resident	dietitian	emotional support
congestive heart failure	diets	empathy
constipation	digestion	emphysema
constrict	dilate	enema
contamination	dirty linen	epilepsy
contracture	discharging resident	essential behaviors
converting measures	disease	ethics
COPD	disease process	etiquette
coughing excessively	disinfection	evacuation
cultural	disoriented	eyeglasses
culture	disposing of contaminated materials	falls
CVA	disrespect	false imprisonment
cyanotic	dizziness	fasting
dangling	DNR	fecal impaction
death and dying	documentation	feces
decubitus ulcer	domestic abuse	feeding
deeper tissue	dorsiflexion	fire
de-escalation	dressing	fire safety
		first aid
		flatus

Foley catheter	hip prosthesis	job description
foot board	HIPAA	lactose intolerance
foot care	HIV	laxatives
foot drop	holistic care	life support
Fowler's	hormones	lift/draw sheet
fracture pan	hospice	linen
fractures	Huntington's	living will
fraud	hyperglycemia	log roll
frayed cord	hypertension	log rolling
gait belt	hyperventilation	loose teeth
gastric feedings	I&O	male perineal care
gastrostomy tube	immobility	Maslow
geriatrics	impaired	masturbation
gerontology	impairment	material safety data sheets
gestures	incontinence	measuring height
gifts	indwelling catheter	measuring temperature
glass thermometer	infection	measuring temperature
gloves	infection control	mechanical lift
grand mal seizure	infection prevention	medical asepsis
grieving process	in-house transfer	medical record
group settings	initial observations	medication administration
hair care	in-service programs	medication administration
hand care	insomnia	medications
hand tremors	intake	memory loss
hand washing	intake and output	mental health
health-care team	integumentary system	mentally impaired
hearing aid	integumentary system	metastasis
hearing impaired	inter-generational care	microorganism
hearing loss	inter-generational care	military time
heart attack	interpersonal skills	minerals
heart muscle	invasion of privacy	mistakes
heat application	ischemia	mobility
height	isolation	mouth care
Heimlich maneuver	isolation precautions	moving
helping residents	IV care	MSDS
hemiplegia	jaundice	mucous membrane
hereditary	job application	

Multiple Sclerosis	paranoia	prosthesis
muscle spasms	Parkinson's	psychiatrist
musculoskeletal	passive	psychological needs
nail care	pathogen	psychosocial
nasal cannula	patience	PTSD
neglect	perineal care	pulse
non-contagious disease	peripheral vascular disease	pureed diet
non-verbal communication	peristalsis	quadriplegia
nosocomial	personal belongings	quality of life
NPO	personal care	RACE (acronym)
nurse's station	personal items	radial
nursing assistant's role	personal protective equipment	range of motion
nutrition	personal values	reality orientation
objective	pet therapy	rectal
objective data	petit mal seizure	rectal temperature
OBRA	phone etiquette	refusal
obsessive-compulsive	physical needs	regulation
occupied bed	physical therapist	rehabilitation
ombudsman	physician's authority	religious service
oral care	plaque	reminiscence therapy
oral hygiene	plate rim	reminiscing
oral temperature	pleura	renewal
orientation	podiatrist	reporting
oriented	policy book	reposition
orthopneic	positioning	resident abuse
orthosis	postmortem care	resident belongings
osteoporosis	postural hypotension	resident independence
ostomy bag	PPE	resident pain
output	precautions	resident pictures
overbed table	pressure ulcer	resident right
oxygen	preventing falls	resident treatment
oxygen use	privacy	resident trust
palliative care	progressive	resident unit
paralysis	pronation	residents
	prostate gland	Resident's Bill of Rights

resident's chart	side rails	thick fluid
resident's environment	Sitz bath	thickened liquids
resident's families	skilled care facility	threatening resident
respectful treatment	skin observation	thrombus
respiration	slander	TIA
respiratory symptoms	smoking	tips
respiratory system	social needs	toenails
responding to resident behavior	social worker	trachea
responsibility	soiled linen	transfer belt
restorative care	specimen	transfers
restraint	spills	transporting
resuscitation	spiritual needs	transporting food
rights	sputum specimen	transporting linens
rigor mortis	stages of grief	tub bath
risk factor	standard precautions	tubing
role	state tested	twice daily
rotation	stealing	tympanic
safety	stereotypes	tympanic temperature
safety procedures	stethoscope	unaffected
sanitizer	stress	unconscious
scale	stroke	unsteady
seclusion	subjective	urethral
secretions	subjective data	urinary catheter bag
seizure	sundowning	urinary elimination
self-esteem	supine	urinary system
semi fowlers	supplemental feedings	urinary tract
sensory system	suprapubic	urination
sexual abuse	survey	urine
sexual harassment	swelling	UTI
sexual needs	tachycardia	validation
shampoo tray	TED hose	validation therapy
sharing information	telephone etiquette	varicose veins
sharps container	temperature	vision change
shaving	tendons	vital signs
shearing	terminal illness	vitamins
	terminology	vocabulary

vomitus	water intake	wheelchair safety
walker	weakness	white blood cells
wandering resident	weighing	withdrawn resident
warm application	weight	
water faucets	well-being	

NOTES