

THE CANDIDATE'S HANDBOOK

A
Step
By
Step
Guide to
Becoming
A
Registered Nursing Assistant
In
West Virginia

Professional Healthcare Development, LLC

P.O. Box 399

Ona, WV 25545

(304) 733-6145

Fax: (304) 733-6146

E-mail: info@profhd.com

Revised 10/8/02; 1/14/03; 8/26/03; 11/10/03; 4/27/04; 10/1/04; 7/21/05; 11/3/05; 1/4/07; 11-7-07; 2-4-08; 1-5-2009;
2-11-09; 9-9-09; 11-8-09

LEFT BLANK

TABLE OF CONTENTS

| | |
|---|--------------|
| General Information..... | 4 |
| Are You Eligible?..... | 5 |
| Send Your Application to PHD..... | 7 |
| ADA Accommodations..... | 9 |
| When is your exam?..... | 10 |
| Application receipt deadlines..... | 13 |
| Test Sites..... | 15 |
| Requests for Duplicate Score Report | 17 |
| Substitute for Picture ID..... | 19 |
| Go to your test site..... | 21 |
| Take the exam..... | 23 |
| Sample questions..... | 24 |
| The skills evaluation..... | 25 |
| Getting your results..... | 27 |
| Checklist..... | 29 |
| West Virginia Nursing Assistant Evaluation Application..... | 31, 32, & 33 |

Following are the steps you must follow to apply and test to be a Registered Nursing Assistant in West Virginia:

STEP 1: ARE YOU ELIGIBLE?

You must find out if you are qualified or eligible to take the RNA evaluation. Turn to page 5 for details.

STEP 2: GET YOUR APPLICATION TO PHD

Through your course instructor, complete the application and send it, along with the appropriate fees, to PHD for pre-registration. Turn to page 7 for details.

STEP 3: WHEN WILL YOU TAKE THE EXAM?

PHD will pre-register you once your application and fees are received. PHD will send you an admission ticket telling you the date of your exam. Turn to page 10 for details.

STEP 4: GO TO THE TEST SITE

You will need to bring specific items with you to the test site and follow strict rules when you are there. Turn to page 21 for details.

STEP 5: TAKE THE EXAM

The exam has two parts: 1) written/oral and 2) skills performance. You will take them both on the same day if this is your first time to take the exam. Turn to page 23 for details.

STEP 6: GET YOUR RESULTS

PHD will mail your results to you and your instructor. If you pass, and meet all other requirements, your name will be placed on the West Virginia Nursing Assistant Registry. If you don't pass the skills or written exam, or both, you will be given directions on how you can retest. Turn to page 27 for details.

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

PHD has developed both a written/oral and a skills performance examination as required under the regulations of the Office of Health Facility Licensure and Certification.

Step One: Are you eligible?

Before you can take the Nursing Assistant exam, you must find out if you are eligible, or qualified. To find out, decide which situation fits you from the ones listed below and read the information pertaining to it. That information will tell you what you need to do to take the exam. If you are not registered within two years of completing your first training program at an approved facility, you will have to repeat an approved training program.

Are you...

...A new graduate who has never been registered as a nursing assistant in West Virginia and has completed an approved West Virginia nursing assistant training program?

You must have completed a West Virginia approved training program within the last twenty-four (24) months. (You MUST pass the nursing assistant exam within twenty-four (24) months of completing your training.) If you fail the nursing assistant exam three times, you must retake an approved training program.

...A nursing assistant who has never been registered in West Virginia and who trained MORE than twenty-four (24) months ago?

You completed a West Virginia approved training program MORE than twenty-four (24) months ago. (You MUST pass the nurse aide exam within twenty-four (24) months of completing your training course.) You are not eligible to take the competency and skills test.

...A nursing assistant who passed an approved training program and state approved exam in West Virginia and, for some reason, allowed your registration to lapse within the last five years?

You completed a West Virginia approved training program and approved state exam then worked in West Virginia and allowed your West Virginia registration to lapse within the last five years. You must never have been placed on an abuse registry in another state or in West Virginia. You must now participate in an in-service on abuse, neglect, and resident's rights. You will be eligible to take the approved Nursing Assistant Exam in the state of West Virginia once these prerequisites are completed.

...A registered nursing assistant in a state other than West Virginia who wants to work as a registered nursing assistant in West Virginia?

West Virginia participates in issuing reciprocity with other states. That means if you are registered in another state, the West Virginia Nursing Assistant Registry will verify your status, and if you meet all the requirements, can be granted registered status in West Virginia without testing. To find out more about this, you will need to contact the following office:

Office of Health Facility Licensure & Certification
Nursing Assistant Registry
WV Department of Health & Human resources
1 Davis Square, Suite 101
Charleston, WV 25301
Phone: (800) 442-2888
(304) 558-0050
Fax: (304) 558-1442

...A nursing student (RN/LPN) who has completed a fundamentals of nursing class and a minimum of 32 hours of clinical experience in a certified nursing facility in West Virginia?

West Virginia does permit a nursing student challenge to the Nursing Assistant Exam. If this situation fits your profile, you will need to submit information to the Registry to receive permission to take the exam. You will need to contact the Registry at the above address to obtain specific instructions regarding this process.

Once you have decided which situation fits you, go to Step Two.

Step Two: Send in your application

APPLICATION

To begin the process, you have to complete the application. You can get an application from your nursing assistant training program, from the end of this handbook, from PHD's web site, or directly from PHD at the following address:

Professional Healthcare Development, LLC
P.O. Box 399
Ona, WV 25545
(304) 733-6145
www.profhd.com

For your convenience, if you choose to go to the web site to get your application, you may type the information in the application by filling in the blanks provided. Once you have filled out the application, print it, sign it, include the appropriate fee, and send it to the above address to register for testing.

You may obtain help from your instructor or your employer, you may call PHD directly for assistance, or e-mail PHD at info@profhd.com with any questions. You may need to include additional information depending on your particular situation.

If you change your name or address for any reason after you have registered to take the exam, you must notify PHD immediately or you may not be able to take the exam because some information will be sent directly to you.

EXAM FEES

If you are taking the exam for the first time, you must pay for both the written/oral exam and the skills performance portions. You will take both portions on the same day. Under certain conditions, your employer may be responsible for paying for you to take the exam. Check with your supervisor if you are currently employed.

There are oral versions of each Nursing Assistant Written competency exam available for those who request one. The application with the oral version requested will need to be sent to PHD two weeks in advance of the chosen

test date explaining why you require an oral version. The exam will be read to you and the reader will read each question twice. The same time constraints are imposed for the oral version of the exam. If you are taking the oral version, there will also be questions asked that you will have to use a flow sheet provided to answer questions about. This will demonstrate your ability to document needed information regarding the residents you will be serving.

First-time test takers, Refresher Course candidates, and “NO SHOWS”:

| | |
|----------------------|---------------------------------|
| Written and Skills | \$100.00 |
| Oral/Translated Exam | \$50.00/Surcharge per Candidate |

Retakes:

| | |
|----------------------|---------|
| Written Exam | \$42.00 |
| Skills Performance | \$58.00 |
| Oral/Translated Exam | \$92.00 |

Reschedules with an acceptable excuse:

| | |
|--------------|---------|
| Written Exam | \$42.00 |
| Skills | \$58.00 |

Request for duplicate score: \$20.00

All fees are made payable to Professional Healthcare Development, LLC (PHD, LLC) in the form of facility check, money order or certified check. **NO personal checks, credit/debit cards, or cash will be accepted.** If a facility is paying for you to take the exam, make sure your name is listed with the check so the correct fees can be applied. There are no refunds and transfer of fees will only be considered with documentation requested by PHD from your facility instructor.

Your completed application and applicable fees should be mailed directly to:

PHD, LLC
P.O. Box 399
Ona, WV 25545

ADA ACCOMODATIONS

PHD complies with the Americans with Disabilities Act (42 U.S.C. Section 12101 et seq.). If you have a disability, you may ask to have special testing when you apply by filling out the *Special Testing/ADA Requests* section of the application. Be sure to explain the exact help you need and enclose proof of the need from your health care provider. After a request has been approved, Nursing Assistant Evaluators giving the exam will be prepared to meet the needs of nursing assistant candidates who are disabled. All requests must be approved in advance by PHD. No changes will be made at a test site that have not been arranged and approved before the exam is scheduled. Candidates who need, but have not requested special arrangements before testing, will not be allowed to test and will be counted absent.

If you are pregnant, you must send, with your application, a release from your doctor stating that you are healthy and have no restrictions due to your pregnancy that would prohibit you from performing the five skills required to successfully complete the exam. If you go to the test site and have not sent the release to PHD prior to testing, you will not be allowed to take the skills performance portion and you will be responsible for paying the fee again for the skills exam. **NO EXCEPTIONS.**

If you have been injured prior to your scheduled exam date and your physician has excused you from work, you must submit a release to PHD before you will be allowed to test. If you are too sick or injured to work, you are too sick or injured to take the exam. **NO EXCEPTIONS.**

Have you or your training facility:

- Sent your completed application to PHD?
- Included the correct fee in the correct form with the application?
- Included the pregnancy release form for **ALL** pregnant candidates?

You are ready for Step 3: Finding out about your exam

Step Three: When is your exam?

PHD will schedule you for testing once your application, fees, and any other required documentation have been received. PHD will mail an admission ticket directly to you at the address you listed on your application if you do not have a sponsor, or directly to your sponsor if you have one. If you move before you get your admission ticket, you need to notify PHD immediately. Your admission ticket will be mailed within one week of your scheduled test date, after receiving your completed application, fees, and any other information that is needed. The admission ticket will list the test site and directions, date, your name, social security number, and what type of test you are to take as well as your sponsor and sponsor code. You must bring the admission ticket with you to the exam. If you do not receive your admission ticket within one week of your test date, call PHD directly. If your admission ticket has an error(s), it must be corrected **BEFORE** you go to your test site.

For your convenience, you or your sponsor may now check PHD's web page to check your registration status. If your name appears on that site, you are expected to present for testing at the listed site on the listed date. As applications are received, the site will be updated. If you believe your name should be on the registration list, and it is not, please contact PHD directly.

If your application is incomplete, PHD will notify you by mail and let you know what additional information is required. PHD will not send you an admission ticket until PHD receives all of the required information.

- **COMPLETE APPLICATIONS, NECESSARY DOCUMENTATION, AND CORRECT FEES MUST BE RECEIVED BY PHD AT LEAST TWO WEEKS BEFORE YOUR REQUESTED TEST DATE IN ORDER FOR YOU TO RECEIVE YOUR ADMISSION TICKET.**
- **YOUR ADMISSION TICKET HAS INFORMATION ON IT THAT YOU WILL NEED THE DAY OF YOUR EXAM. IF YOU DO NOT RECEIVE AN ADMISSION TICKET THE WEEK BEFORE YOUR SCHEDULED TEST DATE, CALL PHD. PHD WILL NOT BE RESPONSIBLE FOR LOST, MISDIRECTED, OR DELAYED MAIL. YOU WILL NOT BE ADMITTED TO THE TEST SITE WITHOUT THE ADMISSION TICKET.**

The written/oral and skills performance evaluations will be given at conveniently located sites around West Virginia. The current sites are listed below. Sites may be added or deleted at any time and your training instructor should have an updated list.

| | | |
|------------|----------------|------------|
| Beckley | Keyser | Petersburg |
| Buckhannon | Martinsburg | Princeton |
| Charleston | New Cumberland | Wheeling |
| Delbarton | Parkersburg | |

If for some reason, you can not attend your scheduled exam, you need to call PHD as soon as you discover you have a problem. PHD can be notified twenty-four (24) hours per day at (304) 733-6145 with any problems you may have encountered regarding your scheduled test date. *If you do not go to your exam and you have not called PHD, your fees will be forfeited.* You may not give your exam date to another person. If your employer paid your fees and you do not attend your exam, you need to notify your employer as well. PHD will make every effort to reschedule your exam if PHD feels you experienced a true emergency. Examples of emergencies are:

- Weather emergency
- Illness of yourself or an immediate family member
- Disabling traffic accident
- Military duty
- Jury duty or other court appearance

PHD will request written proof of these emergencies. For example, if you have a disabling traffic accident, a copy of the police report will be requested. For jury duty, a copy of the court notice will be requested. PHD's decision regarding excusing an absence is final.

If you do not call PHD and you do not go to your scheduled test, you will be responsible for paying the total reschedule fee for "NO SHOWS". This fee is the same as a first time test taker. The facility where you work is not responsible for paying your "NO SHOW" reschedule fee.

You need to arrive at the test site at least thirty minutes BEFORE the scheduled exam time.

If you arrive late for the exam, the site coordinator will instruct you as to where to go. Some test sites perform both the written and skills performance tests at the same time. Depending on the particular site's policy, you may be allowed

to take both portions of the test. If it is determined at the site that your entrance to the exam will disrupt others, you will not be permitted to enter and will lose your fee for that particular portion of the exam. Application receipt deadlines are listed on the next two pages.

Now that you know when and where your exam will be given, you can go to Step Four: Go to the test site.

**2010
REGISTERED NURSING ASSISTANT APPLICATION
RECEIPT DEADLINES
PROFESSIONAL HEALTHCARE DEVELOPMENT, LLC**

| <u>TEST DATE</u> | <u>RECEIPT DEADLINE</u> |
|-------------------------|-------------------------|
| January 9, 2010..... | December 25, 2009 |
| January 23, 2010..... | January 8, 2010 |
| February 14, 2010..... | January 22, 2010 |
| February 27, 2010..... | February 12, 2010 |
| March 13, 2010..... | February 26, 2010 |
| March 27, 2010..... | March 12, 2010 |
| April 10, 2010..... | March 26, 2010 |
| April 24, 2010..... | April 9, 2010 |
| May 8, 2010..... | April 23, 2010 |
| May 22, 2010..... | May 7, 2010 |
| June 12, 2010..... | May 21, 2010 |
| June 26, 2010..... | June 11, 2010 |
| July 10, 2010..... | June 25, 2010 |
| July 24, 2010..... | July 9, 2010 |
| August 14, 2010..... | July 23, 2010 |
| August 28, 2010..... | August 13, 2010 |
| September 11, 2010..... | August 27, 2010 |
| September 25, 2010..... | September 10, 2010 |
| October 9, 2010..... | September 24, 2010 |

October 23, 2010.....October 8, 2010
 November 13, 2010.....October 22, 2010
 November 27, 2010*Call PHD*
 December 11, 2010.....November 26, 2010
 December 25, 2010*Call PHD*

Test dates are subject to change without prior notification. Should a test date be changed, PHD will make every effort to contact involved parties. On the four dates above with the “*”, because these dates fall around the Thanksgiving and Christmas holidays, each site has the option to change the date. Please call PHD to verify the date those sites that regularly hold testing on the fourth Saturday will test.

Sites that normally test on the second Saturday of each month are:

| | |
|--------------------|-------------------|
| CHARLESTON | BUCKHANNON |
| PRINCETON | WHEELING |
| MARTINSBURG | |

Sites that normally test on the fourth Saturday of each month are:

| | |
|-----------------------|--------------------|
| BECKLEY | PARKERSBURG |
| PETERSBURG | KEYSER |
| NEW CUMBERLAND | DELBARTON |

**To contact PHD, LLC: P.O. Box 399
 Ona, WV 25545**

**Phone: (304) 733-6145
 Fax: (304) 733-6146
 E-mail: info@profhd.com**

The following sites normally test on the second Saturday of each month as listed*:

Buckhannon
Charleston
Martinsburg

Princeton
Wheeling

January 9, 2010
February 13, 2010
March 13, 2010
April 10, 2010
May 8, 2010
June 12, 2010**

July 10, 2010
August 14, 2010
September 11, 2010
October 9, 2010
November 13, 2010
December 11, 2010

The following sites normally test on the fourth Saturday of each month as listed*:

Beckley
Delbarton
Keyser

New Cumberland
Parkersburg
Petersburg

January 23, 2010
February 27, 2010
March 27, 2010
April 24, 2010
May 22, 2010
June 26, 2010

July 24, 2010
August 28, 2010
September 25, 2010
October 23, 2010
November 27, 2010*-call PHD
December 25, 2010*-call PHD

***Site dates may change without notice due to registration requests at each site or other conflicts, such as holidays. Any candidate that requests a site that for some reason will not be available will be contacted by PHD to make other testing arrangements.**

****For the month of *JUNE ONLY*, the Charleston test date will be June 19, 2010—all others are as above.**

TEST SITES

| | |
|----------------|---|
| BECKLEY | Academy of Careers and Technology 390 Stanaford Road Beckley, WV |
| BUCKHANNON | Fred W. Eberle Technical Center Route 5 Box 2 Buckhannon, WV |
| CHARLESTON | Charleston Job Corps 1000 Kennawa Drive Charleston, WV |
| KEYSER | Mineral County Vocational Technical Center 600 Harley O. Staggers, Sr. Drive Keyser, WV |
| MARTINSBURG | James Rumsey Technical Institute 3274 Hedgesville Road Martinsburg, WV |
| PARKERSBURG | Wood County Technical Center 1515 Blizzard Drive Parkersburg, WV |
| PETERSBURG | South Branch Vocational Technical Center 401 Pierpont Street Petersburg, WV |
| PRINCETON | Mercer County Technical Education Center 1397 Stafford Road Princeton, WV |
| WHEELING | Wheeling Park High School 1976 Park View Road Wheeling, WV |
| DELBARTON | Mingo County Vocational Technical Center Route 2 Box 51A Delbarton, WV |
| NEW CUMBERLAND | John D. Rockefeller IV Vo-Tech Center 95 Rockyside Road New Cumberland, WV |

REQUEST FOR DUPLICATE SCORE REPORT

DIRECTIONS: You may use this form to ask PHD for a copy of your score report. Please print or type all information on the back of this form and include the correct fee, or your request will be returned.

FEE: \$20 Please include a certified check or money order made payable to "Professional Healthcare Development". Do not send cash or personal checks. Write your social security number on your payment.

SEND TO: Professional Healthcare Development, LLC
P.O. Box 399
Ona, WV 25545

Please complete the following form with your current name and address. All information must be complete and accurate to ensure proper processing.

Name _____

Street _____

City _____ State _____ Zip _____

Tel. _____ Social Security Number _____

If the above information was different at the time you were tested, please indicate original information.

Name _____

Street _____

City _____ State _____ Zip _____

I hereby authorize PHD to send me at the address above a duplicate of my score report.

Your signature _____ Date _____

LEFT BLANK

SUBSTITUTE FOR PHOTO IDENTIFICATION

PART 1: TRAINING INSTRUCTOR SHOULD COMPLETE THIS PORTION

I have been authorized by PHD's application staff to prepare this Substitute for Government Issued Photo Identification

Training Instructor Name _____ Training Instructor Signature _____ Today's Date _____

Candidate Name _____ Test Site _____ Test Date _____

Eye Color _____ Hair Color _____ Height _____ Weight _____ Age _____

Sex _____ Race _____ Birthdate _____ Social Security Number _____

To be signed by candidate in presence of the training instructor:

Candidate Signature _____ Date _____

PART 2: NURSING ASSISTANT CANDIDATE SHOULD SIGN THIS WHEN REPORTING TO THE TEST SITE.

I am the candidate named and described on the opposite side of this form and am signing this document in the presence of an Test Site Coordinator/Evaluator.

Candidate Signature _____ Date _____

PART 3: SITE COORDINATOR/EVALUATOR SHOULD SIGN BELOW:

The candidate named above and described on the opposite side of this form signed this document in my presence.

Signature of Test Site Staff _____ Date _____

**Take this with you to the test site as a substitute for a photo ID.
DO NOT send this form to PHD.**

LEFT BLANK

Step Four: Go to your scheduled test site

You must bring the following items with you to the test site:

- Your admission ticket
- Two (2) forms of ID. One must be a photo ID (i.e., driver's license, government issued ID, employment badge) with a current photo and the other **MUST** be your actual (not a copy) social security card. If you arrive without the proper ID, you will not be able to take the exam and you will lose your fees. You may use the substitute ID (in place of the photo ID only) on page 18 of this handbook. Your instructor will fill out part of it and you take it to the test site with you. Take care of this **BEFORE** the day of your exam.
- Three (3) No. 2 pencils
- Eraser
- Your social security card and photo ID
- A watch with a second hand (no sharing of watches is permitted)

No other materials will be allowed.

Remember that all of the test materials, test questions, etc., are the property of PHD and may not be copied or given to anyone other than the candidates the day of the exam. Giving anyone copies of the exam is prohibited. Anyone who takes test material or information from the test site will be reported to the Nursing Assistant Registry.

You **MUST** follow strict rules at the test site:

- *If you are late for your scheduled exam, or do not bring all of your required items* (see above) you may not be allowed to take the exam, depending on the site policy. If you are too late to take the written/oral exam, but arrive in time to take the skills performance portion, you will be allowed to take the skills portion.
- *If you help anyone take the exam or if anyone helps you*, the exam will be stopped. Your exam will not be graded and you will be reported to the Nursing Assistant Registry.
- *Cell phones, beepers, or any other electronic devices* are not permitted during the exam. There will be no place to store personal items at the test site.

- No personal belongings will be permitted at the test site. No large bags, briefcases, study materials, books, etc. will be allowed. The proctor/monitor will collect these items and they will be returned to you after the test. The test site will not be responsible for any misplaced, lost, or stolen items.
- You may not eat, drink, or smoke during the exam.
- If you cause a disturbance, or do not behave yourself at the test site, your test will not be scored and you will be reported to the Nursing Assistant Registry.
- You may not bring visitors, guests, pets, or children with you to the test site.
- If you come to the test site under the influence of any substance, whether prescribed by a physician or not, you will not be permitted to take the exam. The site coordinator will decide whether you will be permitted to take the exam and the site coordinator's decision will be final. If you are asked to leave the test site, your test fee will be forfeited.
- If you come to the test site, are pregnant, and have not submitted a full doctor's release you will not be permitted to take the skills portion of the exam and the fee for that portion (\$58) will be forfeited.
- If you come to the test site, are injured, and have not submitted a full doctor's release, you will not be permitted to take the skills portion of the exam and the fee for that portion (\$58) will be forfeited. If you are not physically able to work, you are not physically able to take the skills portion of the exam.

Now that you know what to bring with you, leave at home or in your car, and the rules that MUST BE followed, you are ready for Step Five: Take the exam.

Step Five: Take the exam

Once you get to your test site, you must show your admission ticket, photo ID and Social Security card to the proctor of the exam. Only then will you be allowed to take the exam.

The Evaluator will hand out the exams and give the instructions necessary to complete the exam. The written portion has 100 questions that are multiple-choice, each with four possible answers. There is only one correct answer for each item. If you erase an answer, make certain you erase thoroughly. Only one answer is acceptable and if the registered nurse grading your exam cannot be certain of your intended answer, the item will be counted as incorrect. You will have two (2) hours to take the exam. Circle only one answer for each item directly on the exam booklet. You will be told when there are fifteen (15) minutes left to finish the exam. There are five (5) sample questions on the next page.

An oral version may be taken in place of the written examination if you have trouble reading. The oral test will be given by a reader and each question will be read twice. The oral version also has 100 multiple choice questions and is the same written exam being administered to the other candidates. Included only on the oral version will be a flow sheet you might encounter in a long-term care facility, such as an Intake and Output Sheet. You will be asked questions that you will answer by referring to the flow sheet. You will also have two (2) hours to take this exam. If you need to take this optional test, you must request it at the time you send PHD your application and include the additional fee for this service. Documentation from your instructor is also necessary to verify your need.

Remember, you are not allowed to receive or give any help to anyone during the exam and if you do, you will be made to leave the exam and you will forfeit your exam fee. Your name will also be reported to the Nursing Assistant Registry.

Sample Questions

1. How many times during a shift should a nurse aide wash his/her hands?
 - A. before and after serving meals
 - B. at the beginning and end of the shift
 - C. at least once before the shift begins
 - D. before and after each contact with a resident
2. A resident complains to the nursing assistant that another nursing assistant neglected her. The nursing assistant should:
 - A. tell the resident she is mistaken
 - B. stand up for the other nursing assistant
 - C. listen to the complaint, but do nothing
 - D. report the complaint to the supervisor
3. A resident gives the nursing assistant \$25 for taking care of him. The nursing assistant should:
 - A. use the money to buy a gift for the resident
 - B. accept the money and thank the client
 - C. share the money with other nursing assistants
 - D. politely refuse the gift
4. To avoid falls caused by spilled liquids, the nursing assistant's first response for safety should to:
 - A. tell people to be careful
 - B. walk carefully around the spill
 - C. tell housekeeping to place a "wet floor" sign at the spill
 - D. clean up the spill
5. When a resident starts to share spiritual beliefs with the nursing assistant, the nursing assistant should:
 - A. listen to what the resident has to say
 - B. tell the resident to stop talking
 - C. start to talk about personal beliefs
 - D. report it to the doctor

Answers:

1. D 2. D 3. D 4. D 5. A

THE SKILLS EVALUATION

After you have taken the Written Examination, you must report to the Skills Evaluation as directed by the exam site coordinator. Depending on the site, you may take the Skills Evaluation first.

The Setting

The skills evaluation is set up to look like an actual care-giving situation. It will have all the equipment you need to perform the assigned skills. You will be able to see the equipment and ask questions. The Nurse Assistant Evaluator will not tell you how to perform the skill.

The Skills

You will be asked to perform five (5) nursing assistant skills. These skills are selected from the complete skills listing as provided to all nursing assistant training instructors. Each skill represents a task that you will be asked to perform in your job and has been broken down into a series of steps. In addition to performing each step correctly, you must also correctly demonstrate enough steps to pass each skill. You must successfully perform all five (5) skills in order to pass the Skills Evaluation. You will have fifty (50) minutes to demonstrate all five (5) skills. If you perform with disregard to the safety of the resident you will fail the exam. If you refuse to perform a particular skill or state that you do not know how to perform a skill, you will fail the exam regardless of the number of points you have accumulated for the skills portion of the exam.

*You must take a watch with a second hand with you to the skills exam. You will not be permitted to share a watch with another candidate. Come to the site prepared.

Rating the Skills

A trained Registered Nurse, trained as an evaluator will rate your performance of the skills. Tell the evaluator if you make a mistake and you will be allowed to go back and begin from where you feel you made the mistake. The evaluator will not answer questions during the Skills Evaluation and will not be able to tell you whether you performed a skill correctly. The Evaluator will simply mark “yes” or “no” on each given step and if necessary, make pertinent comments on the form. When your exam is scored, a point value will be placed on each step according to its importance to the skill. A passing score will be determined when all points for each skill are tallied and all comments from the skills rater have been

evaluated. You may not receive help from anyone during the Skills Evaluation. Please ask any questions you have before you begin.

The Resident

The “resident” will be played by an actor pretending to be a weakened elderly person. While you perform the tasks, speak to the resident as you would speak in an actual work setting. You should speak to the resident not only because it is part of good care, but also because it will help you to relax as you perform the skills.

Step 6: Get the exam results

PHD will mail your exam results approximately fourteen (14) days after the date of your exam. If you have not received your exam results from PHD within thirty (30) days of the exam, call PHD directly. PHD will not release any scores until all exam fees have been paid. Exam results will not be given over the telephone. You may request your scores in writing and they will be mailed to your home address. Your instructor will automatically receive your scores. **DO NOT CALL PHD FOR YOUR EXAM RESULTS, AS PHD IS NOT AUTHORIZED TO RELEASE ANY SCORES TO ANY ONE OVER THE PHONE.**

IF YOU PASS THE EXAM

Once you have passed both the Written Examination and the Skills Evaluation and have met all other requirements, you will be certified as a Long Term Care Aide in West Virginia. **A certificate from PHD will be issued to your sponsoring facility and your name will be placed on the West Virginia Nursing Assistant Registry. You are responsible for obtaining the certificate from your sponsor. If you change your address or your name for any reason you must notify the Nursing Assistant Registry.** You may access the Nursing Assistant web site at www.wvdhhr.org/ohflac to obtain your Eval-code (once called the registration number). You may print that page from the web site for your records. The Registry no longer issues cards containing your registration number.

IF YOU FAIL THE EXAM

If you fail all or part of the exam, you will be notified to contact your instructor for instruction on how to retest. If you do not pass both portions of the exam within a two-year period (or do not pass within three attempts) you must retake the Written Examination and the Skills Evaluation. Send an original completed application with appropriate fees to PHD to register to retest. See STEP TWO: Send in your application for details. Please check to make sure your address is current on any resubmitted paperwork. Please call PHD as well as the Nursing Assistant Registry if your address or name has changed.

The Registry

After you have been registered as a nursing assistant, you **MUST** inform the West Virginia Nursing Assistant Registry about any changes in your name or address. Your name will not be updated to reflect a change until the required legal documentation has been received at the Registry. To change your name or address after you have been registered send a letter to the West Virginia Nursing Assistant Registry:

West Virginia Nursing Assistant Registry
West Virginia Department of Health & Human Resources
1 Davis Square, Suite 101
Charleston, WV 25301
(800) 442-2888
(304) 558-0050

Your letter should list both the old information and the new information, including your name, address, birth date, Social Security number, and telephone number. If you change your name, you must send with your letter of Change of Address or Name Form a copy of a marriage certificate, divorce decree, passport, or other court document that changes your name. You risk not receiving notification or re-registration if your address has not been updated. **YOUR NAME WILL NOT BE UPDATED TO REFLECT ANY CHANGES UNTIL THE APPROPRIATE LEGAL DOCUMENTATION HAS BEEN RECEIVED BY THE REGISTRY.**

A QUICK LOOK.....

Applications

Contact your training program, visit PHD's web site or contact PHD directly to get a Registration by Examination Application. You must fill out this application and send it to PHD, along with the appropriate fees at least two weeks before the date you want to take the exam.

Fees

The exam fee must be sent to PHD along with your application. If you are working at a nursing home as a nursing assistant, your employer may pay the fee for you. If you are not working at a nursing home, you may pay the fee yourself. The fee must be paid by money order, facility check or certified check. PHD **will not accept** cash, personal checks, and/or credit/debit cards. There are no refunds, and you cannot transfer a fee.

Admission Ticket

PHD will send you an admission ticket approximately one week before you are scheduled to test. The ticket will tell you where and when you will take your exam. Bring it with you to the test site. ***IF THE ADMISSION TICKET HAS AN ERROR, YOU MUST NOTIFY PHD BEFORE GOING TO THE TEST SITE. CORRECTIONS MADE THE DATE OF THE TEST WILL NOT BE HONORED.***

Test Sites

You must choose a test site when you fill out the application. Remember to list your second choice for testing. A test site will not be available if enough candidates do not request that particular site. You will be notified if this happens with the site you chose. The admission ticket will list the test site where you will take the exam.

Exam Day

You must bring to the test site with you:

- ❑ Your admission ticket
- ❑ Current photo ID
- ❑ Three (3) No. 2 pencils (sharpened)
- ❑ Eraser

- Your social Security card
- A watch with a second hand

LEFT BLANK

**WEST VIRGINIA
REGISTERED NURSING ASSISTANT EVALUATION
APPLICATION**

Part 1: General Information

Name _____ Soc. Sec. No. _____
Last First Middle

Is there any other name(s) you may have used in the past? If so, please list here:

Home Address _____

Home phone: _____ Birth date _____

Part 2: Evaluation Choices

NEW CANDIDATE & RESCHEDULING NO SHOWS

RE-TAKES

_____ Written & Skills Exams \$100

_____ Written \$42

_____ Oral & Skills \$150

_____ Skills \$58

_____ Oral \$92

**NURSING ASSISTANT REFRESHER COURSE
CANDIDATE**

_____ Written & Skills Exams \$100

_____ Written & Skills \$100

_____ Oral & Skills \$150

_____ Oral & Skills \$150

***CORRECT FEES MUST ACCOMPANY THIS APPLICATION FOR CONSIDERATION**

PART 3: SPONSOR INFORMATION (WHO IS PAYING FOR YOUR EXAM)*

Sponsor Name _____ Sponsor Code _____

Address _____ Phone _____

***If you do not have a sponsor, write SELF in the blank and the admission ticket will be sent to your home address.**

PART 4: TRAINING PROGRAM (WHERE YOU TOOK YOUR TRAINING PROGRAM)

Training Program _____ Training Code _____

Address _____ Phone _____

When did you complete this training course _____

Part 5: Nursing Assistant Refresher Course Information (required as applicable)

Location of in-service _____ Date completed _____

Part 6: Location of Evaluation

First Choice _____ Date _____

Second Choice _____ Date _____

Part 7: Special Testing Needs

_____ I do not require special accommodations for the evaluation—*Sign the bottom of this page, then go to Part 8.*

_____ I DO require special accommodations for the evaluation*

Please explain _____

If an oral version is required, make sure your sponsor requests an oral version two weeks before you want to test.

*Please attach proof from a profession who treats or specializes in treating your condition. This proof must include:

- Diagnosis of physical/mental condition
- Changes the professional thinks are needed

PHD and/or the Department of Health are not responsible for any costs incurred by you in obtaining this information.

To the best of my knowledge, the above information is truthful. I have not deliberately misled PHD or the Department of Health in any way.

Candidate Signature

Date

Part 8: CHECKLIST

HAVE YOU:

- ✓ Filled out the application completely?
- ✓ Listed any other first, middle or last name you have used?
- ✓ Signed the application?
- ✓ Included the correct fee? (no personal checks or cash)
- ✓ Included the correct documentation for special needs?
- ✓ Included any medical releases that are necessary?

Then you're ready to mail this application* to:

Professional Healthcare Development, LLC
P.O. Box 399
Ona, WV 25545

If you have questions regarding this application or the Evaluation, call PHD directly at (304) 733-6145.

***You only need to mail Parts 1 – 7.**