

# THE CANDIDATE'S HANDBOOK

A  
Step  
By  
Step  
Guide to  
Becoming  
A  
Registered Long Term Care Aide  
In  
West Virginia

Professional Healthcare Development, LLC

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Following are the steps you must follow to apply and test to be a Registered Long Term Care Aide in West Virginia:

### **STEP 1: ARE YOU ELIGIBLE?**

You must find out if you are qualified or eligible to take the LTCA 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 Nurse Aide 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 nurse aides 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 Nurse Aide 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 nurse aide who has never been registered as a long term care aide in West Virginia and has completed an approved West Virginia nurse aid training program?*

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

*A new nurse aide who has never been registered as a long term care aide 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. (Your 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 nurse aide that 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 Nurse Aide Exam in the state of West Virginia once these prerequisites are completed.

*A registered long term care nurse aide in a state other than West Virginia who wants to work as a registered long term care nurse aide in West Virginia?*

West Virginia participates in issuing reciprocity with other states. That means if you are registered in another state, the West Virginia Nurse Aide 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  
Nurse Aide Registry  
WV Department of Health & Human resources  
1 Davis Square, Suite 101  
Charleston, WV 25301  
Phone: (800) 442-2888  
Fax: (304) 558-1442

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 nurse aide 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](http://www.profhd.com)

Because you are the nurse aide applicant, you have to fill out the application yourself. 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](mailto: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 Nurse Aide 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, Nurse Aide Evaluators giving the exam will be prepared to meet the needs of nurse aide candidates who are disabled registered. 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, 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.

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 ONE 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  
Buckhannon  
Institute (Charleston)  
Delbarton

Keyser  
Martinsburg  
New Cumberland  
Parkersburg

Petersburg  
Princeton  
Wheeling

**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.

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**2008**  
**REGISTERED NURSE AIDE APPLICATION**  
**RECEIPT DEADLINES**  
**PROFESSIONAL HEALTHCARE DEVELOPMENT, LLC**

<u>TEST DATE</u>	<u>RECEIPT DEADLINE</u>
November 11, 2007.....	October 26, 2007
November 24, 2007*.....	Call PHD*
December 8, 2007.....	November 23, 2007
December 22, 2007*.....	Call PHD*
January 12, 2008.....	December 28, 2007
January 26, 2008.....	January 11, 2008
February 9, 2008.....	January 25, 2008
February 23, 2008.....	February 8, 2008
March 8, 2008.....	February 22, 2008
March 22, 2008.....	March 7, 2008
April 12, 2008.....	March 21, 2008
April 26, 2008.....	April 11, 2008
May 10, 2008.....	April 25, 2008
May 24, 2008.....	May 9, 2008
June 14, 2008.....	May 30, 2008
June 28, 2008.....	June 13, 2008
July 12, 2008.....	June 27, 2008
July 26, 2008.....	July 11, 2008
August 9, 2008.....	July 25, 2008

**TEST DATE**

**RECEIPT DEADLINE**

August 23, 2008.....	August 8, 2008
September 13, 2008.....	August 22, 2008
September 27, 2008.....	September 12, 2008
October 11, 2008.....	September 26, 2008
October 25, 2008.....	October 10, 2008
November 8, 2008.....	October 24, 2008
November 22, 2008*.....	Call PHD*
December 13, 2008.....	November 21, 2008
December 27, 2008*.....	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:**

- |                    |                   |
|--------------------|-------------------|
| <b>CHARLESTON</b>  | <b>BUCKHANNON</b> |
| <b>PRINCETON</b>   | <b>WHEELING</b>   |
| <b>MARTINSBURG</b> |                   |

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

- |                       |                    |
|-----------------------|--------------------|
| <b>BECKLEY</b>        | <b>PARKERSBURG</b> |
| <b>PETERSBURG</b>     | <b>KEYSER</b>      |
| <b>NEW CUMBERLAND</b> | <b>DELBARTON</b>   |

**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

**November 10, 2007**  
**December 8, 2007**  
**January 12, 2008**  
**February 9, 2008**  
**March 8, 2008**  
**April 12, 2008**  
**May 10, 2008**  
**June 14, 2008\*\***

**July 12, 2008**  
**August 9, 2008**  
**September 13, 2008**  
**October 11, 2008**  
**November 8, 2008**  
**December 13, 2008**

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

Beckley  
Delbarton  
Keyser

New Cumberland  
Parkersburg  
Petersburg

**November 24, 2007\***  
**December 22, 2007\***  
**January 26, 2008**  
**February 23, 2008**  
**March 22, 2008**  
**April 26, 2008**  
**May 24, 2008**  
**June 28, 2008**

**July 26, 2008**  
**August 22, 2008**  
**September 27, 2008**  
**October 25, 2008**  
**November 22, 2008\*-call PHD**  
**December 27, 2008\*-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 21, 2007—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 \_\_\_\_\_

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# 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: NURSE AIDE 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.

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## 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. Both need to have your signature and one **MUST** have your picture. (i.e., driver's license, government issued ID, employment badge). 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 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 number
- A watch with a second hand

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 Nurse Aide 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 Nurse Aide 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 Nurse Aide 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 and ID 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 Nurse Aide 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 patient
  
2. A patient complains to the nurse aide that another nurse aide neglected her. The nurse aide should:
  - A. tell the patient she is mistaken
  - B. stand up for the other nurse aide
  - C. listen to the complaint, but do nothing
  - D. report the complaint to the supervisor
  
3. A patient gives the nurse aide \$25 for taking care of him. The nurse aide should:
  - A. use the money to buy a gift for the patient
  - B. accept the money and thank the client
  - C. share the money with other nurse aides
  - D. politely refuse the gift
  
4. To avoid falls caused by spilled liquids, the nurse aide'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 patient starts to share spiritual beliefs with the nurse aide, the nurse aide should:
  - A. listen to what the patient has to say
  - B. tell the client 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 Aide Evaluator will not tell you how to perform the skill.

## **The Skills**

You will be asked to perform five (5) nurse aide skills. These skills are selected from the complete skills listing as provided to all nurse aide 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.

## **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. **You will be issued a certificate from PHD and your name will be placed on the West Virginia Nurse Aide Registry. If you change your address or your name for any reason you must notify the Nurse Aide Registry.** You may access the Nurse Aide web site at [www.wvdhhr.org/ohflac](http://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, 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 Nurse Aide Registry if your address has changed.

## The Registry

After you have been registered as a nurse aide, you **MUST** inform the West Virginia Nurse Aide Registry about any changes in your name or address. To change your address after you have been registered send a letter to the West Virginia Nurse Aide Registry:

West Virginia Nurse Aide Registry  
West Virginia Department of Health & Human Resources  
1 Davis Square, Suite 101  
Charleston, WV 25301  
(800) 442-2888

Your letter should list both the old information and the new information, including your name, address, 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.

# A QUICK LOOK.....

## Applications

Contact your training program, PHD's web site or 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 nurse aide, your employer must 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
- Proper identification
- Three (3) No. 2 pencils (sharpened)
- Eraser
- Your social Security number
- A watch with a second hand

**LEFT BLANK**

**WEST VIRGINIA  
REGISTERED NURSE AIDE EVALUATION  
APPLICATION**

**Part 1: General Information**

Name \_\_\_\_\_ Social Security No. \_\_\_\_\_  
Last First MI

Home Address  
(where you want your results sent) \_\_\_\_\_  
\_\_\_\_\_

Home phone: \_\_\_\_\_ Birth date \_\_\_\_\_

**Part 2: Evaluation Choices**

**NEW CANDIDATE & RESCHEDULING NO SHOWS**

\_\_\_\_\_ Written & Skills Exams \$100

\_\_\_\_\_ Oral & Skills \$150

**RE-TAKES**

\_\_\_\_\_ Written \$42

\_\_\_\_\_ Skills \$58

\_\_\_\_\_ Oral \$92

**NURSE AIDE REFRESHER COURSE  
CANDIDATE**

\_\_\_\_\_ Written & Skills Exams \$100

\_\_\_\_\_ Oral & Skills \$150

\_\_\_\_\_ Written & Skills \$100

\_\_\_\_\_ 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.

**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: Nurse Aide 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?
- ✓ Signed the application?
- ✓ Included the correct fee? (no personal checks or cash)
- ✓ Included the correct documentation for special needs?

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.**