

NEW YORK

Department of Health

Nursing Home Nurse Aide Certification Handbook

October 1, 2011

Prometric

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*Registration information available online at
www.prometric.com/NurseAide*

Published by

PROMETRIC



***Providing Nursing Home Nurse Aide Certification Examinations and
Nurse Aide Registry Services to the State of New York***

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REVISED 20111215

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Introduction

A message from the NYSDOH

The New York State Department of Health (NYSDOH) has contracted with Prometric to develop and administer the New York State (NYS) Nursing Home Nurse Aide Competency Examination and manage the NYS Nursing Home Nurse Aide Registry (NAR).

All individuals performing nurse aide duties in a nursing home on a full-time, part-time or contractual basis must meet minimum training and competency requirements in accordance with state and federal regulations and be listed in good standing on the NAR.

The majority of nurse aides on the registry become certified by successfully completing a NYS-approved nursing home nurse aide training program and passing the Competency Examination. The exam consists of two parts: 1) a Clinical Skills exam (practical portion); and 2) a Written (oral) exam.

This handbook contains general program information and instructions regarding the procedures nurse aide candidates must complete to become certified as a nurse aide and be listed on the NAR. It also gives instructions for certified nurse aides who are currently listed on the NAR and need to complete recertification.

At a glance



Follow these main steps if you are interested in becoming a certified nurse aide.

To become a NYS nurse aide and listed on the NAR

- 1 Complete a NYS-approved training program.
- 2 Review this handbook thoroughly to understand exam application, registration process, and scheduling provisions.
- 3 Complete the New York State Nursing Home Nurse Aide Registry (NYS NAR) application form (see Page 31) and send it to Prometric at the address below.

The application form is also online at www.prometric.com/NurseAide.

- 4 If required, take the scheduled exams, bringing the necessary identification to the exam center. (See Page 13.)

Once you pass both exams, you will receive your Nurse Aide Certificate and wallet card, and you will be listed on the NAR. (See Page 16.)

- 5 **If applicable**, complete the recertification or reciprocity process within the appropriate timeframe. (See Page 18.)



To get answers not provided in this handbook

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Criminal history record check

The NYSDOH requires that all nursing homes and home care agencies conduct fingerprint-based criminal history record checks (CHRC) for all new unlicensed individuals employed or used to provide direct care to or supervision of residents or clients. Nursing home certified nurse aides (CNAs) and facility-paid nurse aide trainees are required to submit to a CHRC by the nursing home.

Fingerprint submission

The CHRC consists of a 10-point rolled fingerprint submitted to the Division of Criminal Justice Services (DCJS) for a state criminal background check and to the Federal Bureau of Investigation (FBI) for a comparison against the national database.

There is no charge to you for the cost of the fingerprinting or the fingerprinting check. The nursing home will have your fingerprints taken and submit the fingerprints and any applicable fees to the NYSDOH. The NYSDOH will submit your fingerprints to the DCJS for its and the FBI review.

The NYSDOH will receive and review the results of the fingerprint search and provide a letter to you and your employer about your suitability for employment. You have the opportunity to review and explain the information on the criminal history record report and may withdraw your application for employment without prejudice prior to the nursing home's decision on employment and, upon such withdrawal, any criminal history records obtained pursuant to the CHRC will be destroyed.

Conviction categories

There are specific categories of convictions that will affect your ability to work in a nursing home or home care agency. These may be found in Department of Health Regulations Title 10, NYCRR Part 402. If you have been convicted of one of the following offenses, employment in a nursing home or home care agency providing resident care will be disapproved.

- Any Class A felony defined in the Penal Law;
- Any Class B or C felony occurring within the 10 years preceding the date of the criminal history check;
- Any Class D or E felony listed in Article 120, Article 130, Article 155, Article 160, Article 178 or Article 220 of the Penal Law occurring within the 10 years preceding the criminal history check;
- Any crime defined in Sections 260.32 or 260.34 of the Penal Law occurring within the 10 years preceding the criminal history check; or
- Any comparable offense in any other jurisdiction.

In addition to these specific categories, there are other criminal convictions or open charges that may affect your ability to work. For crimes that do not fall within the criteria above, the NYSDOH has the discretion to disapprove you for work.

In all cases, you will be notified by the NYSDOH if you are not considered suitable for employment and provided with an opportunity to submit evidence of your rehabilitation.

Understanding certification routes

New York State (NYS) has seven routes for establishing your eligibility to take a certification exam to become a nurse aide. Read the route descriptions on the following pages. Select the route that best fits your situation.

For all routes, if you need to submit documentation that does not have the same name as your current legal name, you must also submit documentation of the name change.



Important Once you determine which certification route you should use, be sure to select (mark) that route on the application form on Page 31.

Certification route 1 - new nurse aides

Select this certification route if you have never been a nurse aide.

To complete route 1, you must:

- Complete a NYS-approved nursing home nurse aide training program within the last 24 months (your training program coordinator must complete Section 5 of the application form).
- Complete the application form found on Page 31. If you are currently employed by a NYS nursing home, your employer must complete Section 4 of the application form.
- Submit the completed application form and the required exam fee to your training program coordinator or employer. If you are employed in a nursing home, your employer **must pay** your exam fee. If you are not able to take your exam at your nursing home or training program, mail your application and fees to Prometric. You will be scheduled at a regional exam site.
- Pass the Clinical Skills exam and the Written or Oral exam within two years of completing your training. You will have three attempts to pass the Clinical Skills exam and three attempts to pass the Written or Oral exam.

Certification route 2 - reciprocity/CNA from another state

Select this certification route if you are a nurse aide listed in another state's Registry and would like to become certified in New York.

To complete route 2, you must:

- Complete and submit the application form found on Page 31.
- Provide a copy of your current out-of-state nurse aide certificate(s).
- If the name on your nurse aide certificate is different from your current name, submit proof of name change (i.e., marriage license).
- Pay the appropriate fees.

If the state in which you are currently certified does not provide expiration dates on its registry, you must provide proof of employment. This must be at least on facility letterhead from your employer. It must indicate that you have worked seven hours for pay in the past 24 months. The letter must state that you have performed nurse aide duties and must be signed by your supervisor.

*Certification
route 3 -
graduate nurses*

Select this certification route if you are a U.S.-trained graduate nurse. You will not be required to complete further training but you must take the exam.

Submit your application materials to:

New York State Department of Health
NATP/NAR Program
Mailstop: CA/LTC
Empire State Plaza
Albany, NY 12237

The items that must be submitted in order to determine your eligibility to take an exam under route 3 include:

- A completed application form found on Page 31.
- A copy of your nursing program diploma.



Important If your nursing school does not have a nurse aide training program code, advise your school to contact the New York State Education Department.

To complete route 3, you must:

- Be approved by the NYSDOH to take an exam under route 3 and have received your application back from the NYSDOH.
- Submit the approved application form along with appropriate fees.
- Pass the Clinical Skills exam and the Written or Oral exam within two years of submitting your application. You will have three attempts to pass the Clinical Skills exam and three attempts to pass the Written or Oral exam within two years.

*Certification
route 4 - RNs
and LPNs
licensed in
the U.S.*

Select this certification route if you are a currently active RN or LPN licensed in the United States. You will not be required to complete further training or take the exam.

To complete route 4, you must:

- Complete and submit the application form found on Page 31. If you are employed in NYS as a nurse aide in a nursing home, your employer must complete Section 4 of the application form.
- Provide a copy of your current RN/LPN license.

*Certification
route 5 - foreign-
trained nurses*

Select this route if you are a foreign-trained nurse. Before you can take an exam under route 5, you must first receive approval from the NYSDOH. You must submit your application materials to:

New York State Department of Health
NATP/NAR Program
Mailstop: CA/LTC
Empire State Plaza
Albany, NY 12237

The items that must be submitted in order to determine your eligibility to take an exam under route 5 include:

- A completed application form found on Page 31. If you are employed in NYS as a nurse aide in a nursing home, your employer must complete Section 4 of the application form.
- A copy of your Social Security card.
- A copy of your nursing license.
- A copy of your nursing school diploma.
- Documentation of your nursing school coursework.
- A copy of your admission letter or score report if you have taken or will take the NYS RN or LPN examination.

To complete route 5, you must:

- Be approved by the NYSDOH to take an exam under route 5 and have received your application back from the NYSDOH.
- Submit the approved application form along with appropriate fees.
- Pass the Clinical Skills exam and the Written or Oral exam within two years of submitting your application. You will have three attempts to pass the Clinical Skills exam and three attempts to pass the Written or Oral exam within two years.

*Certification
route 6 - trained
and lapsed*

Select this certification route if your certification is currently lapsed and you successfully completed a NYS-approved nursing home nurse aide training program **on or after July 1, 1989**. Your certification is considered lapsed if you have not worked for pay as a NYS nurse aide in the last 24 months at a NYS nursing home or other approved facility.

To complete route 6, you must:

- Complete and submit the application form found on Page 31, along with the appropriate fees. If you are employed in NYS as a nurse aide in a nursing home, your employer must complete Section 4 of the application form.
- Provide your NYS certification number on your application form.
- Pass the Clinical Skills exam and the Written or Oral exam within two years of submitting your application. You will have three attempts to pass the Clinical Skills exam and three attempts to pass the Written or Oral exam within two years.

*Certification
route 7 - lapsed -
other*

Select this certification route if your nurse aide certification is currently lapsed and was obtained through **Deeming, Waiving, Reciprocity, or if you completed training before July 1, 1989**.

To complete route 7, you must:

- Complete retraining. Your training program coordinator must complete Section 5 of the application form found on Page 31.
- Complete and submit the application form found on Page 31, along with appropriate exam fees. If you are employed in NYS as a nurse aide in a nursing home, your employer must complete Section 4 of the application.
- Provide your NYS certification number on your application.

- Pass the Clinical Skills exam and the Written or Oral exam within two years of the new training completion date. You will have three attempts to pass the Clinical Skills exam and three attempts to pass the Written or Oral exam within two years.

Scheduling your exams

The New York State (NYS) Nursing Home Nurse Aide Competency Examination consists of two separate parts: the Clinical Skills exam and the Written/Oral exam. The Clinical Skills exam is a hands-on skills exam that requires you to demonstrate five skills performed in the care of nursing home residents; and the Written exam consists of 60 multiple-choice questions that evaluate your overall knowledge and skills in providing safe and competent care. If you are testing for the first time, you must register for both exams.



Important You must pass both exams within two years from the date you completed your Nurse Aide training program.

This section gives you information on:

- Completing your application.
- Exam locations.
- Fee information.
- Rescheduling procedures.
- Special exam considerations.

Completing the application form

Before you can take an exam, you must submit the following to Prometric:

- 1 The New York State Nursing Home Nurse Aide Registry (NYS NAR) application form. This form can be found on Page 31 of this handbook, online at www.prometric.com/NurseAide, from your training program or from the nursing home where you are employed. You may also apply using the online application that can also be found on the website.
- 2 The appropriate fee(s). You are responsible for paying any fees unless a facility or other entity pays the fees on your behalf.



Important Complete all forms clearly and accurately. Incomplete, incorrect, illegible and/or unsigned applications will be returned, which will delay the scheduling of your examination.

Exam locations

There are two location options for taking your exam.

In-facility exams

In-facility means exams are taken at the same place where you received your training. The training may have taken place in a nursing home or training program facility. If you are taking your exam In-facility, a representative from the nursing home or training program will schedule your exam appointment and notify you of the scheduled time and date. You will receive an admission letter confirming your exam date. You do not need this letter to take your exam.

If you are working at a nursing home, the facility is required to pay for your exam fees.

Regional exam sites

If you cannot take your exam at a nursing home or training program location, you may take your exam at a regional exam site. If you are taking your exam at a regional exam site, send your application form and exam fees to Prometric. Be sure to enter the city where you would like to take your exam on the application form. Prometric will schedule your exam at the regional exam site you list on your application form.

Admission letter. Once your application is processed, you will receive an admission letter. The letter has the time, date and location of your exam. In order to get your admission letter as fast as possible, please provide your email address on the registration form. Prometric will then send your admission letter to that email address. If you do not have an email address, your admission letter will be sent by mail, which will take longer to arrive. If you are taking an exam at a regional exam site, you **must bring this letter with you** when you take your exam.

If the scheduled exam date will not work for you, contact Prometric immediately to have your exam rescheduled. You may reschedule up to five full business days before your scheduled exam date. Fees are forfeited for appointments cancelled or rescheduled within five business days of the exam date and you will be required to pay the exam fees again. Prometric will schedule you in the next available time slot, but cannot guarantee an exam within 20 business days if you choose to reschedule.



Important If you are taking an exam at a regional exam site, you will be asked to play the role of the resident for another candidate taking the clinical skills exam.

New York State Nursing Home Nurse Aide Competency Examinations are administered at the following regional exam sites.

Regional Exam Site	Exam Site Code
Albany	NYNAALBA
Beacon	NYNABEAF
Binghamton/Vestal	NYNABING
Bronx	NYNABRONMO
Brooklyn	NYNABROF
Buffalo	NYNABUFF2
Canton	NYNACANT
Corning/Hornell	NYNACORN
Jamaica	NYNAJAMHOM
Lake George/Glens Falls	NYNALAKE
Long Island-Nassau	NYNALON2
Long Island-Suffolk	NYNALONG
Manhattan	NYNAMAN2
Manhattan	NYNAMANH

Poughkeepsie	NYNAPOU
Queens	NYNAQUE2
Rochester	NYNARoch
Staten Island	NYNASTAWIL
Syracuse	NYNASYRA
Utica	NYNAUTIC
Watertown	NYNAWATE



Important Regional exam center locations are subject to change. For an up-to-date list of regional exam facilities go to www.prometric.com/NurseAide or call 800.805.9128.

Fee information

Nursing homes must cover all training and exam costs for their employees. If you **are not** working at a nursing home, you must pay your own exam fees.

If you become employed at a nursing home as a nurse aide or get an offer to work in a nursing home as a nurse aide within one year of the completion of your training or exam date, your fees will be repaid by NYS for part of the training and/or exam fee that you paid. You should give copies of the receipts for these fees to the nursing home when you are offered a job or on your first day of work. The nursing home will process the reimbursement paperwork on your behalf. Payment is made by the state to the nursing home that will reimburse you. The state will determine the amount you will be reimbursed.

If you are paying your own exam fees, you must send a money order or certified check, made payable to the **“New York State Commissioner of Health, NYNA.”** Fees must be included with the application form. **Personal checks and cash are not accepted. Money orders that are older than 30 days will not be accepted as payment.**

Exams and related fees are as follows:

Service	Fee
Clinical Skills and Written exams - first-time tester	\$115
Clinical Skills and Oral exams - first-time tester	\$135
Clinical Skills Retest	\$68
Written Retest	\$57
Oral Retest	\$67
Reciprocity/CNA From Another State and RNs and LPNs	\$50
Duplicate Score Report	\$15
Duplicate Certificate	\$15
Hand Score Report	\$25
Recertification (paid by employer)	\$40



Important Your name **must** be on the money order or certified check. **Exam fees are nonrefundable and nontransferable.**

Rescheduling your exam

At an In-facility exam site. Contact your facility **five full business days before the scheduled exam date** to reschedule your exam or your exam fees will be forfeited.

At a regional exam site. Contact Prometric **at least five full business days before your scheduled appointment** to reschedule your exam or your exam fees will be forfeited.

Last day to reschedule without penalty.

Call by 5 p.m. EST on:	For an exam scheduled on the following:
Monday	Monday, Saturday or Sunday
Tuesday	Tuesday
Wednesday	Wednesday
Thursday	Thursday
Friday	Friday

This schedule **does not** include holidays. Since holidays are not business days, they do not count against the five days (call earlier).

If absent or late. If you are late or miss your exam, your exam fees will be forfeited. You are allowed to take an exam scheduled later in the day without forfeiting your entire exam fee.

Emergency closing. Severe weather or an emergency could require canceling scheduled exams. If this occurs, Prometric will try to contact you by phone. If the site is closed, your exams will be rescheduled without an additional cost. If **you** were involved in a **documented** emergency that prevented you from being at the exam, contact Prometric.

Special exam considerations

ADA accommodation. Reasonable exam accommodations are provided to allow candidates with documented disabilities recognized under the Americans with Disabilities Act (ADA) an opportunity to demonstrate their skills and knowledge.

If you will be taking an exam at a regional exam site and you require special accommodations under the ADA, the request form must be submitted with your application form. If you are taking exams in-facility, the request for accommodations must be sent in with the request for an exam date. All requests for accommodations must describe the accommodation(s) being requested and include documentation, such as a physician’s note on official letterhead, that supports the special need.

Thirty days’ advance notice is required for all exam arrangements. There is no additional charge for these accommodations.

If you are requesting an ADA accommodation for a reader, you will be provided an oral version of the exam administered using a prerecorded CD and CD player. The Nurse Aide Evaluator will administer this version of the exam unless there is documentation that proves the CD is not a reasonable accommodation. The Reading Comprehension section of the exam is not administered to ADA candidates.

Additional exam considerations. You are not allowed to bring anything with you into the exam room except your ID and pencils. If you have a condition that requires you to bring other items into the exam room, such as an inhaler, food, drink or pillows, you must also make this request at the time you submit your application form. These items will not be allowed in the exam room without prior approval from Prometric.

English as a Second Language (ESL) accommodation. The NYS Nursing Home Nurse Aide Competency Examination is offered only in English. Translators and translation dictionaries are not permitted during the exam administration. ESL candidates should review the Oral exam information on Page 12 to determine if this is an alternative.

Overview of the exams

This section contains:

- General information about the Clinical Skills exam.
- An overview of the Written exam.
- How to take an Oral exam.

General information about Clinical Skills exam

The Clinical Skills exam is a timed exam. The skills that you will be asked to perform are assigned by computer at the time you are scheduled for testing. For your exam, you will be scored on five skills. While performing three assigned skills, you will also be scored on two additional skills - Handwashing and Indirect Care. Indirect Care is care related to resident rights and preferences, communication with the resident, resident safety, comfort and needs, and infection control.

The amount of time you will have to take your exam is based on the skills you are asked to perform. The times for this exam vary since some skills take longer to perform than other skills. When you are given the instructions for the skills on your exam, you will be told how much time you have to complete the exam. You will be reminded how much time you have just before you begin your exam. The time allowed for the Clinical Skills exam ranges from 31 minutes to 40 minutes based on the skills you are asked to perform.

To pass the Clinical Skills exam, you must pass all five skills. To pass a skill, you are not required to perform the skill perfectly, but you are required to demonstrate competency of the skill. Each skill has a list of checkpoints. The Nurse Aide Evaluator (NAE) will watch you perform the skill and compare your performance to the checkpoints for the skill. A Clinical Skills Checklist is available online at www.prometric.com/NurseAide.

The rules for the Clinical Skills exam allow you to make corrections while performing a skill. You must tell the NAE that you are making a correction during the skill and you must actually perform the correction. Once you have completed a skill, you may not go back to correct a previous skill. There are times when a safety issue will be addressed by the NAE. If a safety issue has occurred, you will not be able to make a correction.

The NAE who administers the Clinical Skills exam is not permitted to teach, coach, or discuss your results or performance with you.

While you are waiting to take the Clinical Skills exam, you will be given a copy of the **General Instructions for the Nurse Aide Clinical Skills Test** to read. These instructions describe the basic rules for the exam and other candidate considerations. A copy of this document, along with samples of the forms you will use to document measurements during your exam, are available for review at www.prometric.com/NurseAide.

Resident actor

You should expect to act as the resident for other candidates who are taking the Clinical Skills exam. The person acting as the resident is playing the part of a resident who is not confused, is able to speak and follow directions, and is able to move when told to do so. Specific instructions explaining this will be read before the exam begins. The chart below lists the skills that may be performed on you when playing the role of the resident.

Skills to be performed	
Assisting you to walk	Measuring your breathing
Brushing your teeth	Moving you from the bed into a wheelchair
Changing bed linens while you are in bed	Moving your arm or leg through simple exercises
Cleaning and shaping your nails	Placing you on a bedpan (clothes on)
Feeding you a small snack	Turning you on your side in bed
Measuring your pulse	Washing and applying lotion to one foot

When you are playing the role of the resident, you must be able to participate in the skills identified above. If you are unable to participate in any of the skills, speak with the NAE administering the test when you check-in at the test site.

Procedures and rules

When the NAE brings you and the resident actor into the exam room, you will both be read a set of instructions. You will also be given an overview of the exam room and you will have an opportunity to look around at the equipment and supplies. Next, you will be given a card listing the three skills you will perform for your exam. Each skill includes a set of instructions. You must perform the skills in the order listed on the instruction card. You are allowed to look at the instruction card at any time during your exam.

Use of gloves

Standard precautions require that you wear gloves for the following skills: bedpan, catheter care, measuring contents of urinary drainage bag, mouth care (brushing teeth and denture) and perineal care. You will not be marked incorrect for applying gloves when they are not required. However, you will be rated on the correct removal of the gloves.

Stopping the Clinical Skills exam

During the Clinical Skills exam, the NAE will stop the exam if the resident actor is in immediate danger. The exam may also be stopped if you fail to progress in the performance of the skill.

An overview of the Written exam



The Written exam consists of 60 multiple-choice questions. You will have 90 minutes to complete the exam. The content outline for the Written (and Oral) exam is located on Page 21. The questions on the exam will cover the information listed in the content outline. Questions are in multiple-choice format with only one correct answer.

Sample test

A Nurse Aide Certification Sample Test is located on Page 23 of this bulletin. The sample test is intended to help you become familiar with the exam format. How well you do on this sample test does not predict your results on your actual exam.

Hints for taking the Written exam

The following hints may be useful to keep in mind when taking your exam:

- Read each question carefully and find the response that best answers the question; there are no “trick questions” on the exam.
- If you are not sure of an answer, do not spend a great deal of time on it. It may be better to select the best answer or mark it for review later.
- Answer every question; you will not receive credit for any question left blank.
- Be sure to completely fill the appropriate bubble on your answer sheet and completely erase any incorrect marks. Answers recorded in the exam book but not on the answer sheet will be counted as incorrect.
- Double-check your answer sheet(s) before turning it in to ensure that you have provided only one answer to each question. Questions with more than one answer marked will be considered incorrect.

Taking the Written exam in Oral format



The Written exam can be taken in an oral format. The oral format may be helpful if you have a reading disability, marginal reading skills or if you consider English your second language. The Reading Assessment on Page 28 may help you decide if you should consider taking the Oral exam. If you would like to take the Oral exam, you should select this option on the application form. This request **cannot** be made on the day of testing.

If you take the Oral exam, you will be given a CD player and a headset. You will hear the exam questions read to you from a prerecorded CD. You are allowed to replay any question. You will be provided with a printed exam booklet and will answer questions on the same answer sheet used by candidates taking the Written exam.

The Oral exam has an additional Reading Comprehension section. The Reading Comprehension section of the Oral exam is given separately and consists of 16 questions. You will be allowed an additional 30 minutes to complete this section. You must pass the Reading Comprehension section in order to pass the Oral exam. Each time you take the Oral exam, you will be required to take the Reading Comprehension section, even if it was passed in a previous attempt.

The results of the Reading Comprehension section will be reported on the official score report as pass or fail.

If you fail the Reading Comprehension section of the Oral exam, you may want to ask your nursing home or training program about literacy programs offered in your community. These programs may help you improve your reading skills.

You have three opportunities to pass the Written and/or Oral exam. For example, if you take the Written exam and fail, and then decide to take the oral administration of the Written exam, you will have only two opportunities to pass the Oral exam since one attempt was already made with the Written exam.

Taking your exam

You should arrive **30 minutes before** your scheduled exam appointment. This allows time for you to sign in and for staff to verify your identification.

This section contains information about:

- What identification is required.
- What to bring to your exam.
- Exam site regulations.
- Your exam results.
- Appeals process.

Required identification

You must present **two valid pieces of identification** (ID) before you may take an exam. The name on both identifications must **exactly** match the name you used to register for the exam and that is on your Admission Letter. Photocopies of either identification will not be accepted.

- 1 The **first** piece of identification **must be** current (non-expired), contain **both** a current photo **and** your signature, and be:
 - A government-issued (e.g., driver's license, state-issued identification card, alien registration card, military identification or passport); or
 - An official employment ID (if it has your photo and signature) from the facility where you are working and where you will be taking your examination; or
 - An official school ID (if it has your photo and signature) from the school where you are currently enrolled and where you will be taking your examination.

2 The **second** piece of identification **must be a** signature ID. The name must match the name on your first piece of identification. Examples of acceptable signature IDs include:

- Social Security card;
- Credit card (with signature on back);
- Library card (with signature on back); or
- Gym card (with signature on back).

Your identification will be held by the NAE while you are taking the Written or Oral exam and will not be returned to you until your examination booklet (with CD for Oral exam) and answer sheet have been returned.

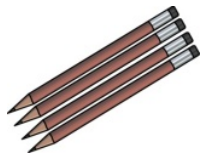


Important If you do not provide correct identification at the time of the exam, you **will not** be allowed to take the exam. You will be required to pay the entire exam fee again in order to be scheduled for another exam date.

Exam personnel have the right to refuse admission to any candidate when the identification presented:

- Appears to have been falsified or tampered with.
- Has a signature on the primary form of ID that is not clear and easily read.
- Has a photo that does not appear to resemble the candidate (please make sure your identification has a recent photograph).
- Has a signature that does not match the candidate's.

What to bring to your exam



Besides the identification noted above, you should bring the following items with you to the exam site:

- Admission Letter (if you are taking your exam at a regional exam site).
- Two sharpened No. 2 pencils with erasers.
- Flat, nonskid, closed-toed shoes for the Clinical Skills exam.
- A watch with a second hand (required for the pulse and respiration skill).

Important The Competency exam may take several hours to complete. It is recommended that you bring lunch and beverages (nonalcoholic). While eating and drinking are not allowed during the exam, you will be directed to areas where you are allowed to eat while waiting for the exam. Do not depend on vending machines being available at the exam facility.

Exam site regulations

The following regulations will be observed at each exam site. If you do not follow these regulations, it will result in the disqualification of your exam. Prometric reserves the right to audiotape and videotape any examination session.

References. No reference materials, papers, study materials, dictionaries, notes, textbooks, translators or calculators are allowed in the exam area. If you are found with these or any other aids, you will not be allowed to continue the exam and your answers will not be scored. Your exam fees will be forfeited.

Personal items. Prometric is not responsible for personal items brought to the exam site. It is recommended that personal items, including purses, not be brought into the exam site. Note the following:



- Electronic equipment is **not** permitted in the exam area. This includes **cell phones**, PDAs, pagers, cameras, tape recorders, etc. All of these items will be collected by the Nurse Aide Evaluator (NAE).
- Other personal items are not permitted in the exam area. This includes purses, briefcases, backpacks, coats, hats, etc.



Important Every time you enter the exam room, you will be asked to turn your pockets inside out to confirm that you have no prohibited items. The NAE will collect any materials that violate the rules.

Restroom breaks. If you leave the exam room while an exam is in progress, you must sign out/in on the attendance roster and you will lose exam time. During a restroom break:

- You will not have access to any personal items.
- You are not allowed to use any electronic devices or phones.
- You may not leave the exam room to smoke.

Visitors. No guests, visitors, children, or family members are allowed at the exam center. School and/or training program personnel are not allowed in the exam room.

Weapons. No weapons of any kind are allowed at the exam center.

Misconduct or cheating. Candidates who engage in any kind of misconduct or cheating will be dismissed from the examination; the NYSDOH will be notified and the candidates involved will receive failing scores. Examples are: giving or receiving help, cell phones ringing in the exam center, taking part in an act of impersonation, referring to notes, viewing another candidate's exam, resident actors prompting or moving when not directed to do so, removing exam materials or notes from the exam room, using rude or offensive language, or discussions among candidates.



Disruptive behavior. Disruptive behavior by a candidate may result in a warning to the candidate or dismissal from the exam at the NAE's discretion. To protect the safety of the candidates, the NAE may refuse to give an exam to any candidate whom she/he believes is impaired due to the use of drugs or alcohol. Dismissed candidates will receive failing scores.

If questions arise

NAEs are not allowed to answer any questions pertaining to the exam content. If you do not understand a question on the examination, you should answer the question to the best of your ability.

Copyrighted questions

All exam questions are the property of Prometric Inc. and are protected by copyright. Federal law provides severe civil and criminal penalties for the unauthorized reproduction, distribution, or exhibition of copyrighted materials. Discussing exam questions with others, including candidates and training programs instructors is a violation of the copyright laws.

Your exam results

Exam results are released to the NYSDOH and to the sponsoring nursing home and/or training program in mandatory reports. Exam results are confidential and **are not given out over the phone.**

Passing results

If you pass both the Clinical Skills and Written or Oral exams, you will receive a New York State (NYS) Nursing Home Nurse Aide Certificate and wallet card. The card should arrive about 10 business days after you pass your exam. If you think you passed, before calling to check on the status of your results, please check the registry. Successful candidates typically show up on the registry several days before certificates reach their homes in the mail. A link to the nurse aide registry is online at www.prometric.com/NurseAide.

Clinical Skills exam results

Your Clinical Skills exam will be taken and scored by computer at Prometric to determine your official result. If you fail the exam, you will receive the official score report within five business days of your exam date, along with information about retesting.

Within 48 hours of completing the Clinical Skills Exam, you may also go online to see your official results. Follow these steps:

- 1 Logon to <https://ibt.prometric.com/nycna>.
- 2 Click on secure sign in.
- 3 Enter your Prometric ID as your username and password (this number is on your ATT letter). If you do not have your letter, you can contact customer service to get it.
- 4 In the Main Menu, click on the link that says Review Scores.
- 5 Click on the date of the exam results listed in the history box to obtain your Clinical Skills exam score report.
- 6 To see which checkpoints you missed on your exam, click on the link in the score report that says Item Feedback.

Written (Oral) exam results

The Written or Oral exam is not scored on the day of the exam. If you fail the Written or Oral exam, an official score report will be sent to your address of record within five business days of your exam date. Your score report will include diagnostic information that provides feedback on your areas of strength and weakness for the various sections of the exam. If you did not pass the exam, you will also receive information about retesting.

Retesting

If you did not pass an exam, you must re-register in order to retest. To re-register, you **must complete** another application or you can apply online at www.prometric.com/NurseAide after you receive your official score report.

If you will be retesting at a Regional Exam Site, send the application to Prometric along with the appropriate exam fees. If you are retesting through a nursing home or training program, give the application to the person who scheduled your initial exam.



Important Both exams must be passed within two years from the date you completed your nurse aide training program.

Training program pass rates

Information on your facility's or training program's pass rates is located online at www.prometric.com/NurseAide.

Retraining

If you applied through **Routes 1** or **7** and do not pass both exams within the required timeframe, you must retrain through a **different** NYS-approved nurse aide training program before reapplying.

Optional services

Hand scoring. If you would like your exam scored again by hand, complete the Service Request Form available online at www.prometric.com/NurseAide or on Page 30 of this handbook. The charge for hand scoring is \$25.

Duplicate score report. You may request a duplicate of your official score report by completing the Service Request Form available online at www.prometric.com/NurseAide or on Page 30 of this handbook. There is a \$15 processing fee per report.

Duplicate nurse aide certificate. You may request a duplicate NYS Nursing Home Nurse Aide Certificate by completing the Service Request Form available online at www.prometric.com/NurseAide or on Page 30 of this handbook. There is a \$15 fee for the duplicate certificate.

Appeals process

Our goal is to provide a quality exam and a pleasant exam experience for every candidate. If you are dissatisfied with either and believe we can correct the problem, we would like to hear from you. We provide an opportunity for general comments at the end of your exam. Your comments will be reviewed by our personnel, but you will not receive a direct response.

If you are requesting a response about exam content, registration, scheduling or exam administration (exam site procedures, equipment, personnel, etc.), please submit an appeal in writing.

Your appeal letter must include your name and candidate ID number, the exam title, the date you tested and the details of your concern, including all relevant facts. Be sure to include your signature and return address. Mail your appeal letter to:

Prometric
ATTN: Appeals Committee
1260 Energy Lane
St. Paul, MN 55108

The Appeals Committee will review your concern and send you a written response with acknowledgement of receipt within 10 business days.



Important **Faxed appeals will not be accepted** because an original signature is required.

Nurse Aide Registry

The New York State (NYS) Nursing Home Nurse Aide Registry (NAR) contains the names of nurse aides who hold a Certified Nurse Aide (CNA) certificate in New York.

This section contains information about:

- Registry verification.
- Recertification.
- Lapsed certificate.
- Change of address or name.

Registry verification

Before an individual can work as a nurse aide in a nursing home, the facility must contact the NAR and verify the person has met the state's certification requirements and that the individual is listed as active and in good standing on the NAR. Verification may be done by calling 800.321.6443 or online at www.prometric.com/NurseAide.



Important You are responsible for keeping your address and name information up-to-date in the NAR.

Documentation of sustained findings and/or convictions for resident abuse, neglect, mistreatment or misappropriation of resident property is reported to the NAR. These findings and/or convictions make the nurse aide ineligible to work in any capacity in a nursing home. Findings and convictions are public information and are disclosed to anyone who calls to verify a nurse aide's standing on the Registry.

Recertification

Your NYS Nursing Home Nurse Aide Certificate is valid for 24 months. It will expire two years from the last day of the month in which you were certified. For example, if you were certified on January 15, 2010, your certification will expire on January 31, 2012. You will be mailed a reminder notice approximately 45 days before your certification expiration. The notice will go to your home address currently listed on the Registry. Contact your current or most recent employer about your recertification.

To be eligible to recertify, you must have worked for pay as a nurse aide in a NYS nursing home or at a NYS-approved nurse aide employer for at least seven hours within the previous 24-month period. All NYS licensed Residential Health Care Facilities (RHCFs) are approved as nurse aide employers. If you currently work for a NYS nursing home or a NYS-approved nurse aide employer, your employer **must** recertify you and pay the recertification fee. This includes any nurse aide employed by and paid by a staffing or employment agency who physically worked in the nursing home as a nurse aide but did not work for the nursing home.



Important If you have not worked for pay for a minimum of seven hours during the previous 24 consecutive months, or your health care employer is not approved by the NYSDOH, your certificate cannot be renewed. You will be required to retest or retrain and retest using one of the certification routes described on Page 3.

If you **are currently working** as a nurse aide in a NYS RHCFC or for another NYS-approved nurse aide employer, you will be recertified for 24 months from the last day of the month in which your current certification expires.

If you **are not currently working**, you will be recertified for 24 months beginning from the last day you worked as a NYS nurse aide at the NYS-approved nurse aide employer. The last work date is reported on the NYS NAR recertification form by your last nurse aide employer. If you are eligible to be recertified, the nursing home where you were last employed is responsible for completing and submitting your NYS NAR recertification form and paying the recertification fee.

When your NYS NAR recertification form is processed and you are determined eligible for renewal, a new certificate and wallet card showing your new expiration date will be mailed to you. The NYS NAR will be updated with your current information.

Your new expiration date will be the last day of the month that is 24 months (two years) from **either** the date your recertification form is processed by the Registry **or** the date you last worked as a NYS nurse aide for a NYS-approved nurse aide employer, **whichever is earlier**.

The following chart explains recertification dates based on the example of a CNA whose certification expires on January 31, 2012.

CNA worked	Nursing home recertifies in	New certification expires
in a NYS nursing home during January 2012	January 2012	January 31, 2014
in a NYS nursing home during January 2012	December 2011	December 31, 2013
last as a nurse aide on August 10, 2010	December 2011	August 31, 2012

Hold on your certificate. If the NYSDOH has placed a hold on your certificate, your renewal form will not be processed until the hold is removed. Any nurse aide denied renewal based on a hold should contact the NYSDOH directly at profcred@health.state.ny.us for more information.

Lapsed certificate

If you have not worked for pay as a nurse aide in a NYS nursing home (or for a NYSDOH-approved nurse aide employer) for a minimum of seven hours during the last 24 months, your certification is considered lapsed and cannot be renewed.

If your certification has lapsed, you should review the "Understanding routes" section beginning on Page 3 of this handbook to see what you can do to regain your certification.

*Change of
address or
name*

It is **your responsibility** to keep your information correct and current with the NYS Nursing Home Nurse Aide Registry.

Address change

If your address changes after you have been certified, you must send a completed Service Request form to Prometric. The form is available online at www.prometric.com/NurseAide or on Page 30 of this handbook. There **is no charge** for updating your address with the NAR.

Name change

If your name changes after you have been certified as a NYS Nurse Aide, you must send legal documentation of the name change. Mail your legal documentation and Service Request form to Prometric. The form is available online at www.prometric.com/NurseAide or on Page 30 of this handbook. Acceptable forms of legal documentation include a copy of your marriage certificate, divorce decree or legal name change decree.



Important There is no charge for updating your name or address with the NYS NAR. However, there is a \$15 fee to receive a new certificate reflecting your name change (see Page 17 for more information).

Exam content outlines

The following outlines describe the content of the Nurse Aide Written and Clinical Skills Competency Exams.

The exams will contain questions on the topics listed in the outlines.

Written (Knowledge) Exam Content Outline

60 questions—90 minutes

Note: Ten questions on this exam are used for statistical purposes only and will not be included in the scoring process.

I. Role of the Nurse Aide [9 questions, 18%]

A. Personal Responsibilities

1. Reporting requirements
2. Promoting personal health and safety
3. Protecting resident rights
4. Organizing work
5. Workplace standards including ethical and unethical behaviors

B. Nurse Aide as a Member of the Health Care Team

1. Understanding roles of multidisciplinary team members
2. Principles of teamwork (e.g., collaboration, cooperation, sharing information)
3. Resident care conferences
4. Resident plan of care
5. Responsibility to provide care according to plan of care

C. Interpersonal Relations and Communication Skills

1. Principles of communication
2. Types of communication
3. Factors affecting communication
4. Supportive communication techniques

II. Promotion of Safety [8 questions, 16%]

A. Potential hazards in the resident environment

B. Common injuries and related risk factors

C. Providing a safe and comfortable environment

1. Comfort needs of the resident
2. Accident prevention including fall prevention protocols
3. Use of restraints and restraint alternatives

D. Fire prevention and safety

E. Infection control

1. Maintaining a clean environment
2. Factors that contribute to spread of disease causing organisms
3. Practices that decrease the risk of exposure to disease causing organisms
4. Signs and symptoms of infections

F. Emergencies

1. Responses to emergency and disaster situations
2. Providing for immediate life-safety of residents
3. Evacuations procedures

III. Promotion of Function and Health of Residents [12 questions, 24%]

A. Personal care skills

1. Feeding
2. Bathing
3. Perineal care
4. Foot/nail care
5. Mouth care
6. Skin care
7. Toileting
8. Grooming
9. Dressing/undressing

B. Health maintenance and restoration

1. Circulation and skin integrity
2. Nutrition
3. Hydration
4. Elimination (bowel and bladder)
5. Mobility
6. Promoting self-care and independence

C. Age-related changes

1. Cognitive
2. Emotional
3. Physical

D. Psychosocial needs of residents

1. Basic human needs including support of diversity
2. Responses to change (e.g., role changes, living situation, finances, health and body image, aging)
3. Affects of institutionalization (e.g., socialization, dependency, loss of privacy)
4. Promoting resident sense of well-being including emotional support strategies

IV. Basic Nursing Skills [13 questions, 26%]

A. Routine, chronic, non-life-threatening situations

1. Observing, reporting and responding (physical status)
 - a. Basic anatomy and functions of body systems
 - b. Characteristics of body functions observable by nurse aide (including related measurement procedures)
2. Observing, reporting and responding (behavioral changes)
 - a. Level of alertness
 - b. Memory loss
 - c. Confusion
 - d. Impaired self-protection (judgment)
 - e. Emotional stress (e.g., crying, acting out, demanding-aggressive communication)
 - f. Sadness
 - g. Fear
 - h. Anxiety

- i. Agitation
 - j. Defense mechanisms (e.g., denial, withdrawal, projection, blaming)
- B. Acute Emergency Situations: observing, reporting and responding**
 - 1. Chest pain
 - 2. Respiratory distress
 - 3. Choking/aspiration
 - 4. Seizures
 - 5. Difficulty swallowing
 - 6. Diabetic situations
 - 7. Changes in level of consciousness
 - 8. Cardiac arrest
 - 9. Falls
 - 10. Bleeding
 - 11. Burns
 - 12. Vomiting
 - 13. Changes in mobility, speech or other potential signs of stroke
 - 14. Sudden onset of confusion or agitation
- V. Providing Specific Care [8 questions, 16 %]**
 - A. Physical problems**
 - 1. Common physical impairments and related care
 - 2. Impact of impairments on resident safety, care and comfort
 - 3. Providing for safety, care and comfort of residents with physical impairments
 - B. Psychological problems**
 - 1. Common psychological impairments and related care
 - 2. Impact of impairments of resident safety, care, comfort and ability to communicate needs
 - 3. Providing for safety, care and comfort of residents with psychological impairments
 - C. Care of the dying resident and post-mortem care**
 - 1. Grief process
 - 2. Responding to the emotional needs of the resident, other residents, family and caregivers in the grief process
 - 3. Factors influencing responses to grief such as spiritual beliefs, culture and past experience
 - 4. Physical changes and needs as death approaches
 - 5. Post-mortem care procedures
- VI. FOR ORAL EXAM ONLY - Additional Reading Comprehension Section [16 questions]**

Clinical Skills

The following is a list of the high level clinical skills that you may be asked to perform during the exam. A complete checklist for these skills may be found online at www.prometric.com/NurseAide.

Indirect Care includes behaviors that are part of every skill tested on the Clinical Skills exam. Indirect Care includes communication, resident rights, safety, comfort and Standard Precautions (infection control). Indirect Care is rated during your performance of each skill.

Handwashing Note: Your handwashing technique is evaluated at the beginning of the exam. This skill is not prompted, which means you will not be told to wash your hands. Nurse aides are expected to know to wash their hands before and after physical contact (touching) with the resident.

I. Clinical Skill List

- A. Ambulate the resident using a transfer/gait belt
- B. Assist resident needing to use a bedpan
- C. Change bed linen while the resident remains in bed
- D. Change resident's position to a supported side-lying position
- E. Dress a resident who has a weak arm
- F. Empty contents of resident's urinary drainage bag, and measure and record urine output on an Intake and Output (I&O) form
- G. Feed a resident who is sitting in a chair
- H. Measure and record a resident's radial pulse
- I. Measure and record a resident's respirations
- J. Provide catheter care to a female resident who has an indwelling urinary catheter
- K. Provide foot care to a resident who is sitting in a chair
- L. Provide mouth care to a resident who has a denture
- M. Provide mouth care to a resident who has teeth
- N. Provide perineal care to a female resident who is incontinent of urine
- O. Provide resident hand and nail care
- P. Provide resident a partial bed bath and back rub
- Q. Provide resident with passive range of motion (ROM) exercises to one elbow and wrist
- R. Provide resident with passive range of motion (ROM) exercises to one shoulder
- S. Provide resident with passive range of motion (ROM) exercises to one hip, knee and ankle
- T. Transfer the resident from the bed into a wheelchair using a pivot technique and a transfer/gait belt

Nurse Aide Certification Sample Test

Notice: This Sample Test is provided as a courtesy to individuals who are preparing to take a Prometric Nurse Aide Competency Examination. You are reminded that how well you do on these practice questions, does not predict results on your actual examination.

Directions: This test contains 50 questions. Each question has four suggested answers, (A), (B), (C) or (D). For each question, choose the ONE that best answers it.

1. A resident often carries a doll with her, treating it like her baby. One day she is wandering around crying that she can't find her baby. The nurse aide should
 - (A) ask the resident where she last had the doll.
 - (B) ask the activity department if they have any other dolls.
 - (C) offer comfort to the resident and help her look for her baby.
 - (D) let the other staff know the resident is very confused and should be watched closely.
2. A nurse aide is asked to change a urinary drainage bag attached to an indwelling urinary catheter. The nurse aide has never done this before. The best response by the nurse aide is to
 - (A) change the indwelling catheter at the same time.
 - (B) ask another nurse aide to change the urinary drainage bag.
 - (C) change the bag asking for help only if the nurse aide has problems.
 - (D) ask a nurse to watch the nurse aide change the bag since it is the first time.
3. Before feeding a resident, which of the following is the best reason to wash the resident's hands?
 - (A) The resident may still touch his/her mouth or food.
 - (B) It reduces the risk of spreading airborne diseases.
 - (C) It improves resident morale and appetite.
 - (D) The resident needs to keep meal routines.
4. Which of the following is a job task performed by the nurse aide?
 - (A) Participating in resident care planning conferences
 - (B) Taking a telephone order from a physician
 - (C) Giving medications to assigned residents
 - (D) Changing sterile wound dressings
5. Which of the following statements is true about range of motion (ROM) exercises?
 - (A) Done just once a day
 - (B) Help prevent strokes and paralysis
 - (C) Require at least ten repetitions of each exercise
 - (D) Are often performed during ADLs such as bathing or dressing
6. While the nurse aide tries to dress a resident who is confused, the resident keeps trying to grab a hairbrush. The nurse aide should
 - (A) put the hairbrush away and out of sight.
 - (B) give the resident the hairbrush to hold.
 - (C) try to dress the resident more quickly.
 - (D) restrain the resident's hand.
7. A resident who is lying in bed suddenly becomes short of breath. After calling for help, the nurse aide's next action should be to
 - (A) ask the resident to take deep breaths.
 - (B) take the resident's vital signs.
 - (C) raise the head of the bed.
 - (D) elevate the resident's feet.
8. A resident who has cancer is expected to die within the next couple of days. Nursing care for this resident should focus on
 - (A) helping the resident through the stages of grief.
 - (B) providing for the resident's comfort.
 - (C) keeping the resident's care routine, such as for bathing.
 - (D) giving the resident a lot of quiet time and privacy.
9. While giving a bedbath, the nurse aide hears the alarm from a nearby door suddenly go off. The nurse aide should
 - (A) wait a few minutes to see if the alarm stops.
 - (B) report the alarm to the charge nurse immediately.
 - (C) make the resident being bathed safe and go check the door right away.
 - (D) stop the bedbath and go check on the location of all assigned residents.

10. Gloves should be worn for which of the following procedures?
- (A) Emptying a urinary drainage bag
 - (B) Brushing a resident's hair
 - (C) Ambulating a resident
 - (D) Feeding a resident
11. When walking a resident, a gait or transfer belt is often
- (A) worn around the nurse aide's waist for back support.
 - (B) used to keep the resident positioned properly in the wheelchair.
 - (C) used to help stand the resident, and then removed before walking.
 - (D) put around the resident's waist to provide a way to hold onto the resident.
12. Which of the following statements is true about residents who are restrained?
- (A) They are at greater risk for developing pressure sores.
 - (B) They are at lower risk of developing pneumonia.
 - (C) Their posture and alignment are improved.
 - (D) They are not at risk for falling.
13. A resident has diabetes. Which of the following is a common sign of a low blood sugar?
- (A) Fever
 - (B) Shakiness
 - (C) Thirst
 - (D) Vomiting
14. When providing foot care to a resident it is important for the nurse aide to
- (A) remove calluses and corns.
 - (B) check the feet for skin breakdown.
 - (C) keep the water cool to prevent burns.
 - (D) apply lotion, including between the toes.
15. When feeding a resident, frequent coughing can be a sign the resident is
- (A) choking.
 - (B) getting full.
 - (C) needs to drink more fluids.
 - (D) having difficulty swallowing.
16. When a person is admitted to the nursing home, the nurse aide should expect that the resident will
- (A) have problems related to incontinence.
 - (B) require a lot of assistance with personal care.
 - (C) experience a sense of loss related to the life change.
 - (D) adjust more quickly if admitted directly from the hospital.
17. A resident gets dressed and comes out of his room wearing shoes that are from two different pairs. The nurse aide should
- (A) tease the resident by complimenting the resident's sense of style.
 - (B) ask if the resident realizes that the shoes do not match.
 - (C) remind the resident that the nurse aide can dress the resident.
 - (D) ask if the resident lost some of his shoes.
18. A resident's wife recently died. The resident is now staying in his room all the time and eating very little. The best response by the nurse aide is to
- (A) remind the resident to be thankful for the years he shared with his wife.
 - (B) tell the resident that he needs to get out of his room at least once a day.
 - (C) understand the resident is grieving and give him chances to talk.
 - (D) avoid mentioning his wife when caring for him.
19. When a resident refuses a bedbath, the nurse aide should
- (A) offer the resident a bribe.
 - (B) wait awhile and then ask the resident again.
 - (C) remind the resident that people who smell don't have friends.
 - (D) tell the resident that nursing home policy requires daily bathing.
20. When a resident is combative and trying to hit the nurse aide, it is important for the nurse aide to
- (A) show the resident that the nurse aide is in control.
 - (B) call for help to make sure there are witnesses.
 - (C) explain that if the resident is not calm a restraint may be applied.
 - (D) step back to protect self from harm while speaking in a calm manner.

21. During lunch in the dining room, a resident begins yelling and throws a spoon at the nurse aide. The best response by the nurse aide is to
- (A) remain calm and ask what is upsetting the resident.
 - (B) begin removing all the other residents from the dining room.
 - (C) scold the resident and ask the resident to leave the dining room immediately.
 - (D) remove the resident's plate, fork, knife, and cup so there is nothing else to throw.
22. Which of the following questions asked to the resident is most likely to encourage conversation?
- (A) Are you feeling tired today?
 - (B) Do you want to wear this outfit?
 - (C) What are your favorite foods?
 - (D) Is this water warm enough?
23. When trying to communicate with a resident who speaks a different language than the nurse aide, the nurse aide should
- (A) use pictures and gestures.
 - (B) face the resident and speak softly when talking.
 - (C) repeat words often if the resident does not understand.
 - (D) assume when the resident nods his/her head that the message is understood.
24. While walking down the hall, a nurse aide looks into a resident's room and sees another nurse aide hitting a resident. The nurse aide is expected to
- (A) contact the state agency that inspects the nursing facility.
 - (B) enter the room immediately to provide for the resident's safety.
 - (C) wait to confront the nurse aide when he/she leaves the resident's room.
 - (D) check the resident for any signs of injury after the nurse aide leaves the room.
25. Before touching a resident who is crying to offer comfort, the nurse aide should consider
- (A) the resident's recent vital signs.
 - (B) the resident's cultural background.
 - (C) whether the resident has been sad recently.
 - (D) whether the resident has family that visits routinely.
26. When a resident is expressing anger, the nurse aide should
- (A) correct the resident's misperceptions.
 - (B) ask the resident to speak in a kinder tone.
 - (C) listen closely to the resident's concerns.
 - (D) remind the resident that everyone gets angry.
27. When giving a backrub, the nurse aide should
- (A) apply lotion to the back directly from the bottle.
 - (B) keep the resident covered as much as possible.
 - (C) leave extra lotion on the skin when completing the procedure.
 - (D) expect the resident to lie on his/her stomach.
28. A nurse aide finds a resident looking in the refrigerator at the nurses' station at 5 a.m. The resident, who is confused, explains he needs breakfast before he leaves for work. The best response by the nurse aide is to
- (A) help the resident back to his room and into bed.
 - (B) ask the resident about his job and if he is hungry.
 - (C) tell him that residents are not allowed in the nurses' station.
 - (D) remind him that he is retired from his job and in a nursing home.
29. Which of the following is true about caring for a resident who wears a hearing aid?
- (A) Apply hairspray after the hearing aid is in place.
 - (B) Remove the hearing aid before showering.
 - (C) Clean the earmold and battery case with water daily, drying completely.
 - (D) Replace batteries weekly.
30. Residents with Parkinson's disease often require assistance with walking because they
- (A) become confused and forget how to take steps without help.
 - (B) have poor attention skills and do not notice safety problems.
 - (C) have visual problems that require special glasses.
 - (D) have a shuffling walk and tremors.
31. A resident who is inactive is at risk of constipation. In addition to increased activity and exercise, which of the following actions helps to prevent constipation?
- (A) Adequate fluid intake
 - (B) Regular mealtimes
 - (C) High protein diet
 - (D) Low fiber diet

32. A resident has an indwelling urinary catheter. While making rounds, the nurse aide notices that there is no urine in the drainage bag. The nurse aide should first
- (A) ask the resident to try urinating.
 - (B) offer the resident fluid to drink.
 - (C) check for kinks in the tubing.
 - (D) obtain a new urinary drainage bag.
33. A resident who is incontinent of urine has an increased risk of developing
- (A) dementia.
 - (B) urinary tract infections.
 - (C) pressure sores.
 - (D) dehydration.
34. When cleansing the genital area during perineal care, the nurse aide should
- (A) cleanse the penis with a circular motion starting from the base and moving toward the tip.
 - (B) replace the foreskin when pushed back to cleanse an uncircumcised penis.
 - (C) cleanse the rectal area first, before cleansing the genital area.
 - (D) use the same area on the washcloth for each washing and rinsing stroke for a female resident.
35. Which of the following is considered a normal age-related change?
- (A) Dementia
 - (B) Contractures
 - (C) Bladder holding less urine
 - (D) Wheezing when breathing
36. A resident is on a bladder retraining program. The nurse aide can expect the resident to
- (A) have a fluid intake restriction to prevent sudden urges to urinate.
 - (B) wear an incontinent brief in case of an accident.
 - (C) have an indwelling urinary catheter.
 - (D) have a schedule for toileting.
37. A resident who has stress incontinence
- (A) will have an indwelling urinary catheter.
 - (B) should wear an incontinent brief at night.
 - (C) may leak urine when laughing or coughing.
 - (D) needs toileting every 1-2 hours throughout the day.
38. The doctor has told the resident that his cancer is growing and that he is dying. When the resident tells the nurse aide that there is a mistake, the nurse aide should
- (A) understand that denial is a normal reaction.
 - (B) remind the resident the doctor would not lie.
 - (C) suggest the resident ask for more tests.
 - (D) ask if the resident is afraid of dying.
39. A slipknot is used when securing a restraint so that
- (A) the restraint cannot be removed by the resident.
 - (B) the restraint can be removed quickly when needed.
 - (C) body alignment is maintained while wearing the restraint.
 - (D) it can be easily observed whether the restraint is applied correctly.
40. When using personal protective equipment (PPE) the nurse aide correctly follows Standard Precautions when wearing
- (A) double gloves when providing perineal care to a resident.
 - (B) a mask and gown while feeding a resident that coughs.
 - (C) gloves to remove a resident's bedpan.
 - (D) gloves while ambulating a resident.
41. To help prevent resident falls, the nurse aide should
- (A) always raise siderails when any resident is in his/her bed.
 - (B) leave residents' beds at the lowest level when care is complete.
 - (C) encourage residents to wear larger-sized, loose-fitting clothing.
 - (D) remind residents who use call lights that they need to wait patiently for staff.
42. As the nurse aide begins his/her assignment, which of the following should the nurse aide do first?
- (A) Collect linen supplies for the shift
 - (B) Check all the nurse aide's assigned residents
 - (C) Assist a resident that has called for assistance to get off the toilet
 - (D) Start bathing a resident that has physical therapy in one hour

43. Which of the following would affect a nurse aide's status on the state's nurse aide registry and also cause the nurse aide to be ineligible to work in a nursing home?
- (A) Having been terminated from another facility for repeated tardiness
 - (B) Missing a mandatory infection control inservice training program
 - (C) Failing to show for work without calling to report the absence
 - (D) Having a finding for resident neglect
44. To help prevent the spread of germs between patients, nurse aides should
- (A) wear gloves when touching residents.
 - (B) hold supplies and linens away from their uniforms.
 - (C) wash hands for at least two minutes after each resident contact.
 - (D) warn residents that holding hands spreads germs.
45. When a sink has hand-control faucets, the nurse aide should use
- (A) a paper towel to turn the water on.
 - (B) a paper towel to turn the water off.
 - (C) an elbow, if possible, to turn the faucet controls on and off.
 - (D) bare hands to turn the faucet controls both on and off.
46. When moving a resident up in bed who is able to move with assistance, the nurse aide should
- (A) position self with knees straight and bent at waist.
 - (B) use a gait or transfer belt to assist with the repositioning.
 - (C) pull the resident up holding onto one side of the drawsheet at a time.
 - (D) bend the resident's knees and ask the resident to push with his/her feet.
47. The resident's weight is obtained routinely as a way to check the resident's
- (A) growth and development.
 - (B) adjustment to the facility.
 - (C) nutrition and health.
 - (D) activity level.

48. Which of the following is a right that is included in the Resident's Bill of Rights?
- (A) To have staff available that speak different languages on each shift
 - (B) To have payment plan options that are based on financial need
 - (C) To have religious services offered at the facility daily
 - (D) To make decisions and participate in own care
49. Which of the following, if observed as a sudden change in the resident, is considered a possible warning sign of a stroke?
- (A) Dementia
 - (B) Contractures
 - (C) Slurred speech
 - (D) Irregular heartbeat
50. Considering the resident's activity, which of the following sets of vital signs should be reported to the charge nurse immediately?
- (A) Resting: 98.6°-98-32
 - (B) After eating: 97.0°-64-24
 - (C) After walking exercise: 98.2°-98-28
 - (D) While watching television: 98.8°-72-14

Answer Key			
1 – C	14 – B	27 – B	39 – B
2 – D	15 – D	28 – B	40 – C
3 – A	16 – C	29 – B	41 – B
4 – A	17 – B	30 – D	42 – C
5 – D	18 – C	31 – A	43 – D
6 – B	19 – B	32 – C	44 – B
7 – C	20 – D	33 – C	45 – B
8 – B	21 – A	34 – B	46 – D
9 – C	22 – C	35 – C	47 – C
10 – A	23 – A	36 – D	48 – D
11 – D	24 – B	37 – C	49 – C
12 – A	25 – B	38 – A	50 – A
13 – B	26 – C		

Reading assessment

This reading assessment is designed to help you determine whether you have the reading skills needed to take the Written exam.

There are seven short paragraphs below. After each paragraph, there are three questions. Each question has five choices. Only one answer is correct. Circle the correct response.

After you take this exam, a key is provided for you to score the exam. If you answered 13 or more questions correctly, you most likely have the reading skills required to take the Written exam. If you get 12 or fewer questions correct, you should consider requesting an oral administration of the exam (see Page 12).

It was spring. The young girl breathed the warm air, threw off her shoes and began to run. Her arms swung. Her feet hit sharply and evenly against the ground. At last she felt free.

1. **What time of year was it?**
 - A. Summer
 - B. Fall
 - C. Spring
 - D. December
 - E. July
2. **What was the young girl doing?**
 - A. Running
 - B. Jumping
 - C. Going to sleep
 - D. Driving a car
 - E. Fighting
3. **How did she feel?**
 - A. Hot
 - B. Free
 - C. Angry
 - D. Cold
 - E. Unhappy

There were footsteps and a knock at the door. Everyone inside stood up quickly. The only sound was that of the pot boiling on the stove. There was another knock. No one moved. The footsteps on the other side of the door got quieter and quieter as the person walked away.

4. **The people inside the room**
 - A. hid behind the stove.
 - B. stood up quickly.
 - C. ran to the door.
 - D. laughed out loud.
 - E. began to cry.
5. **What was the only sound in the room?**
 - A. People talking
 - B. Birds singing
 - C. A pot boiling
 - D. A dog barking
 - E. A man shouting
6. **The person who knocked at the door finally**
 - A. walked into the room.
 - B. sat down outside the door.
 - C. shouted for help.
 - D. walked away.
 - E. broke down the door.

Jesse could smell the fish market long before he could see it. As he came closer he could hear merchants calling out about fresh catches and buyers arguing about prices. Soon he could see the market itself, brightly lit and colorful. He could see fishing boats coming in. Their decks were covered with silver-gray fish.

7. **What kind of market did Jesse see?**
 - A. A vegetable market
 - B. A meat market
 - C. A fish market
 - D. A flower market
 - E. A fruit market
8. **What does he see coming in?**
 - A. Tug boats
 - B. Rowboats
 - C. Passenger boats
 - D. Fishing boats
 - E. Sailboats
9. **What covered the decks of the boats?**
 - A. Rope
 - B. People
 - C. Car
 - D. Boxes
 - E. Fish

Tiger is a large, yellow cat. At night she prowls outside and is very fierce. When she hears a noise, she lowers her head and walks with stiff legs. All the other cats are afraid to come into her yard.

10. **When does Tiger prowl?**
 - A. At dawn
 - B. At dinnertime
 - C. In the afternoon
 - D. In the morning
 - E. At night
11. **What does Tiger do when she hears a noise?**
 - A. She runs away
 - B. She walks with stiff legs
 - C. She hides under the bushes
 - D. She walks on tiptoe
 - E. She pretends she doesn't hear it
12. **Who is afraid to come into her yard?**
 - A. All the other cats
 - B. The dog next door
 - C. The people who live in the house
 - D. The mail carrier
 - E. Most of the birds

The model number of this radio is A-707. Weak sound may indicate weak batteries. Replace with fresh batteries. Failure of the radio to operate may indicate a loose connection. All connections should be checked. If the radio still does not work properly, bring it to our service department, 17-B West 17th Street.

13. What is the model number of the radio?
 A. A-707
 B. 17-B
 C. W-17
 D. B-17
 E. AB-17
14. What should be done if the sound is weak?
 A. Use weak batteries
 B. Send the model number to the service department
 C. Replace the batteries with fresh batteries
 D. Replace the connections
15. What is the address of the service department?
 A. 17-A West 17th Street
 B. 17-B West 17th Street
 C. 17-A West 7th Street
 D. A-707 West 71st Street
 E. 17-B West 71st Street

The cat brushed against the old woman. The woman did not move. She stood and stared into the window of the house. The party inside looked warm and friendly; no one noticed her. The old woman walked sadly on, followed by the cat.

16. What kind of animal was with the woman?
 A. Mouse
 B. Dog
 C. Horse
 D. Cat
 E. Bird
17. What did the woman see inside the house?
 A. A party
 B. Some dogs
 C. An old man
 D. A meeting
 E. A salesclerk
18. The woman is described as being?
 A. Old
 B. Young
 C. Thin
 D. Fat
 E. Small

His pen dropped from his hand. His head began to nod. All at once he was asleep. Everyone in the room laughed, for he had come to work only five minutes ago.

19. What dropped from his hand?
 A. A pen
 B. A pencil
 C. A piece of paper
 D. A telephone
 E. A book

20. What was he doing after his head began to nod?

- A. Talking
 B. Sleeping
 C. Crying
 D. Laughing
 E. Leaving

21. When had he come to work?

- A. Half an hour ago
 B. Three hours ago
 C. Yesterday
 D. Five minutes ago
 E. Forty minutes ago

Answer Key		
1 – C	8 – D	15 – B
2 – A	9 – E	16 – D
3 – B	10 – E	17 – A
4 – B	11 – B	18 – A
5 – C	12 – A	19 – A
6 – D	13 – A	20 – B
7 – C	14 – C	21 – D

Number Correct

13 to 21: You most likely have the reading skills to take the Written exam.

12 or less: You may prefer to take the oral version of the Written exam.

New York State Service Request Form



Mail this form and fees to: Prometric, Attention NY Nurse Aide, 1260 Energy Lane, St Paul MN 55108.

I am requesting the following service(s): Candidate name and candidate ID must be written on the form of payment in order to be accepted.

<input checked="" type="checkbox"/>	Service Requested	Sections to be Completed	Fee
	Name Change	1 and 2	No Charge
	Address/Phone Number Change	1 and 3	No Charge
	Duplicate Certificate	1	\$15 per copy*
	Hand Score Request	1 and 4	\$25 per copy*
	Duplicate Score Report	1 and 4	\$15 per copy**

*Payable to "NY Commissioner of Health, NYNA": Fee(s) may be paid by certified check or money order. **Personal checks and cash are not accepted.**

Payable to Prometric: Fee(s) may be paid by certified check or money order. **Personal checks and cash are not accepted.

Section 1. New York State Nurse Aide Information

Candidate ID Number	Nurse Aide Certification Number (if applicable)	
Last Name (as it appears on our records)	First Name and Middle Name (as they appear on our records)	
I authorize the services checked above to be performed. Any documents requested will be mailed to my address of record.		Date
Nurse Aide/Applicant Signature		

Section 2. Name Change

(Note: If you also want your certificate and wallet card to reflect your new name, you must also request a Duplicate Certificate and include the \$15 fee.)

NEW Last Name	NEW First Name and Middle Name
Copy of Documentation attached: <input type="checkbox"/> Marriage Certificate <input type="checkbox"/> Divorce Decree <input type="checkbox"/> Legal Name Change Decree <input type="checkbox"/> Other : _____	

Section 3. Address/Phone Number Changes

(Note: If you also want your certificate and wallet card to reflect your new address, you must also request a Duplicate Certificate and include the \$15 fee.)

NEW Address (include apartment number)		
NEW City	NEW State	NEW ZIP Code
NEW County	NEW Home Phone	

Section 4. Hand Score Request/Duplicate Score Request

<input checked="" type="checkbox"/>	Check exam(s) to be hand scored/or score report (s) needed	Date of Exam
	Clinical Skills exam	
	Written or Oral exam	

New York State Nursing Home Nurse Aide Registry Application

Section 1. Candidate Information: MUST be completed by all applicants.



Note: Before you enter your name below, check the government issued identification that you will use for admission to testing. If the name you use below does not match the name on the identification you provide on the day of testing, you will not be allowed to take your exam.

Last Name		First Name		Middle Name	Other/Maiden Name (if applicable)
Street Address (including Apt. number or P.O. Box, if applicable)					Gender (check one) <input type="checkbox"/> Female <input type="checkbox"/> Male
City		State	ZIP Code	County	
Home Phone Number (including area code) ()			Email Address		
Social Security Number			Date of Birth		
Current Nursing Home Employment Status: <input type="checkbox"/> Full Time <input type="checkbox"/> Part Time <input type="checkbox"/> Per Diem <input type="checkbox"/> Not Employed (If you are currently working in a nursing home, have your Employer complete Section 4 of this application)					
Do you currently hold a certification as a nurse aide or are you listed on the nurse aide registry in any state other than New York? If yes, list all the states below and indicate if you are in good standing on the Registry in that state. Good standing means that you have no findings or convictions of resident abuse, neglect or misappropriation of resident belongings. Add an additional sheet of paper if more space is required.					<input type="checkbox"/> Yes <input type="checkbox"/> No
Issuing State	Good standing?	Issuing State	Good standing?	Issuing State	Good standing?
	<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input type="checkbox"/> No
<input checked="" type="checkbox"/>	Certification Route (Check only one . See further explanation of routes in this handbook beginning on Page 2.)				
	Route 1. New Nurse Aides				
	Route 2. Reciprocity/CNA From Another State				
	Route 3. Graduate Nurses				
	Route 4. RNs and LPNs licensed in the U.S.: Enter RN/LPN License Number: _____				
	Route 5. Foreign-Trained Nurses				
	Route 6. Trained and Lapsed: Enter NYS Nurse Aide Certificate Number: _____				
	Route 7. Lapsed—Other: Enter NYS Nurse Aide Certification Number: _____				
Exam Site Information (Check one of the following options.)					
<input type="checkbox"/>	In-facility Site: My employer or training program is scheduling my exams and I will take the exams at their facility. I will give this application form to the facility coordinator (do not send it to Prometric).				
<input type="checkbox"/>	Regional Test Site: I am applying to take my exams at a Regional Exam Site. I will receive an admission letter with my specific exam date, time and location.				
	First Choice Exam Site:		Second Choice Exam Site:		

Section 2. Applicant's Affidavit: MUST be completed by all applicants.

Agreement of Authorization, Confidentiality, and Release Statement	
1	I agree that the New York State Division of Residential Care and Service may investigate the information in this application.
2	I understand that exam results will be sent to my approved training program and/or employing nursing home (when applicable).
3	I understand that if I have given false information in this application, my nurse aide certification may be invalidated and I could be prosecuted by New York State. Further, I understand that if I cheat or engage in other prohibited behavior during the exam I may be disqualified from continuing to take the exam or my exam results may be invalidated.
4	I understand that a record of the successful completion of this competency evaluation and information from and contained on this form will be included in my record in the New York State Nursing Home Nurse Aide Registry.
5	I have read and I understand the information in the New York State Nursing Home Nurse Aide Certification Handbook.
6	I understand that I may be asked to play the part of the resident for another candidate on exam day. I do not have any physical, medical or other condition that would be affected in any way by my participation in the exam. I agree that I am responsible for my own personal safety both while taking the exam and acting as a resident. I hereby release Prometric, the New York State Department of Health, and their agents and assigns from any responsibility or liability for any claim or damage that may result from my participation in the examination.
Signature of Applicant	
Date	

Section 3. Optional Applicant Information.

Education Level (Check the box next to your highest education level completed. Check only one box.)		
<input type="checkbox"/> 4th grade or less	<input type="checkbox"/> High School diploma or GED	<input type="checkbox"/> Two-year college degree
<input type="checkbox"/> Between 5th and 8th grades	<input type="checkbox"/> Trade or Technical School Certificate	<input type="checkbox"/> More than two years college, no degree
<input type="checkbox"/> Some High School, did not graduate	<input type="checkbox"/> One or two years college, no degree	<input type="checkbox"/> Four-year college degree or more
Ethnic Group (Check only one box.)		
<input type="checkbox"/> American Indian or Alaskan Native	<input type="checkbox"/> Mexican American	<input type="checkbox"/> Other: _____
<input type="checkbox"/> Asian American/Pacific Islander	<input type="checkbox"/> Other Hispanic or Latin American	
<input type="checkbox"/> Black/African American	<input type="checkbox"/> White	

Section 4. MUST be completed by your employer.

(This section must be completed by your employer if you are employed in NYS by a Health Care Provider with a Nurse Aide Employer Facility Code.)

Employer Facility Code Number: 3 3	Date of Hire: (MONTH/DAY/YEAR)
What Type of Nurse Aide Employer is the Facility? <input type="checkbox"/> Nursing Home <input type="checkbox"/> Home Health Agency <input type="checkbox"/> Hospital <input type="checkbox"/> Staff Agency <input type="checkbox"/> Other : _____	
Name of Facility or Agency Where Employed	
Address of Employer	
City	State ZIP Code
Employer's Signature	Date

Section 5. MUST be completed by the training program coordinator.

(This section must be completed for any applicant who has checked Certification Routes 1, 3, 5 or 7.)

Training Program Code Number: 3 3	Expected Program Completion Date: (MONTH/DAY/YEAR)
Name of Nurse Aide Training Program	
Training Program Mailing Address	
City	State ZIP Code
This exam taker has successfully completed a state-approved Nurse Aide Training Program. Training Program Coordinator/Instructor Signature	Date

Section 6. Fees.

Exam Title	Exam Fee	Total
Clinical Skills AND Written exams (first-time tester)	\$115	\$
Clinical Skills AND Oral exams (must have ADA paperwork)	\$115	\$
Clinical Skills AND Oral exams	\$135	\$
Clinical Skills Retest (Prometric ID number _____)	\$68	\$
Written Retest (Prometric ID number _____)	\$57	\$
Oral Retest (Prometric ID number _____)	\$67	\$
Additional Services		Fee
Reciprocity/CNA From Another State and NYS RNs and LPNs Application Processing	\$50	\$
Duplicate Score Report	\$15	\$
Hand Score Report	\$25	\$
	Total	\$

Payment: Fee(s) may be paid by money order or certified check made payable to "NY Commissioner of Health, NYNA." Your name and ID (if available) must be written on the form of payment. **Personal checks and cash are not accepted. Fees are nonrefundable.** Mail to: Prometric, ATTN: NY Nurse Aide Program, 1260 Energy Lane, St. Paul, MN 55108.

PROMETRIC
1260 Energy Lane
St. Paul, MN 55108

**FIRST
CLASS
MAIL**