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FOR MORE INFORMATION

All questions and requests for information about examinations should be directed to:

Prometric
FL CNA Program
P.O. Box 6535
Princeton, NJ 08541
888.277.3500
Fax: 888.229.7337

Visit our Web site at www.prometric.com/NurseAide/FL

Questions about certification regulations should be directed to:

Department of Health
CNA Registry/Board of Nursing
4052 Bald Cypress Way
BIN # C13
Tallahassee, FL 32399-3263
850.245.4567
www.doh.state.fl.us/mqa

PROCESS SUMMARY

- Read the candidate bulletin to learn the steps required to become certified and the requirements for testing.
- Mail your certification application and the correct exam fees to Prometric at least three weeks before you want to take the exam. If application information or fees are incorrect or the application is incomplete, it will be returned.
- After your eligibility has been determined, Prometric will mail your Admission Letter to your address of record within three business days.
- Take the exam on the day you have scheduled, and bring proper identification — see *Taking the Examination(s)* on Page 3.
- After completion of the exam, you will receive your preliminary pass/fail reports at the testing site. Candidates who fail will be mailed an official score report within 11 business days of taking the examination(s). Results will be reported to the Florida Board of Nursing. The Board will add individuals to the FL CNA Registry and issue a certificate when both the written and the clinical skills tests are passed within two years of each other and the background check is cleared.

OBTAINING A FLORIDA NURSING ASSISTANT CERTIFICATION

General Guidelines

This Bulletin provides information about the examination and application process for becoming certified as a Florida Nursing Assistant. The Florida Department of Health has contracted with Prometric (Prometric) effective January 1, 2002 to deliver the testing services for the Florida Certified Nursing Assistant (CNA) Testing.

To be certified as a nursing assistant in Florida, there are three important steps:

1. You must apply to take the exam for certification. Once your eligibility has been determined, you must take and pass the required written (knowledge) and clinical skills examinations to confirm that you have attained a minimum level of knowledge and skills required to provide safe and competent care. New rules approved in 2005 now require that the written and clinical skills examinations must be taken and passed within two years of each other.
2. When your exam application is received, a criminal background check will be conducted and results submitted to the Board of Nursing. If you have been a Florida resident during the last five years, the background check will be conducted by the Florida Department of Law Enforcement. If you have not resided continuously in Florida during the last five years, the background check will be conducted by the Federal Bureau of Investigation and a set of fingerprints will be required for submission to the FBI. The results of the background check must be approved by the Florida Board of Nursing.
3. You must submit your Social Security number to receive your certification.

After all steps are completed, you will be certified and your name will be added to the CNA Registry with the Florida Department of Health.

Certification Training Routes

You may apply for your certification under **any** one of the following training routes:

E1. Completed a State-approved Nursing Assistant Training Program*. You finished your Florida-approved nursing assistant training and you have never been a nursing assistant in any other state.

E2. Enrolled in a State-approved Nursing Assistant Training Program*. You are taking a state-approved training program and are planning to graduate. You have never worked as a nursing assistant in any state.

*If you are enrolled in or have completed a state-approved training program, it is important that you indicate the training program code on the exam application form, question #11 (A). This code may be obtained from your training program instructor or coordinator.

E3. Challenger. You have never been trained as a nursing assistant in Florida or any other state and have no nursing assistant experience.

E4. Other Nursing Training. You have:

- completed a non-state-approved Nursing Assistant Training Program that is federally compliant and the training was in a nursing home facility; *or*
- some training or experience in nursing but have not completed a nursing assistant training program, or
- graduated from a state-approved RN or LPN training program.

E5. Lapsed Nursing Assistant. You were a nursing assistant in Florida or another state and your certification has lapsed. You are retesting to become active on the Florida Nursing Assistant Registry.

Lapsed Certificates

Beginning in 2005, certificates issued by the Florida Board of Nursing will include expiration dates. To keep their certificate current (active), nursing assistants will need to renew their certificate before the expiration date. The process to renew certificates will be handled by the Florida Board of Nursing. The renewal process will include a fee and completion of a form to document that the nursing assistant worked during his or her certification period performing nursing-related services for monetary compensation. Certificates that are not renewed before they expire will be considered lapsed. In order to become certified again, the nursing assistant must again pass both written and clinical skills parts of the competency exam and complete a new background check.

THE EXAMINATION PROCESS

Examinations by Prometric

Prometric administers the certified nursing assistant examinations in test site locations throughout the state of Florida (see table on Pages 17-18). To register for testing, you must submit your completed application form and required test fees to Prometric. Once Prometric has received your application and required fees, Prometric will notify you of the date, time and location of your examinations. All questions and requests for information about examinations should be directed to:

Prometric
FL CNA Program
P.O. Box 6535
Princeton, NJ 08541
888.277.3500
Fax: 888.229.7337

Summary of Steps in the Examination Process

1. Obtain a Certified Nursing Assistant Application Form, which is located on Page 19 of this Bulletin or may be obtained:
 - from **Prometric's Web site** (www.prometric.com/NurseAide/FL);
 - by phone at **888.277.3500**; or
 - from the **facility** or **school** where you trained.

This application is your request to take the CNA exam. Fill out the application completely, sign and date it. **INCOMPLETE AND/OR UNSIGNED APPLICATIONS WILL BE RETURNED, WHICH WILL DELAY GETTING A TESTING DATE.**

Submit the completed Certified Nursing Assistant Application and your exam fees to **Prometric** at the above address.
2. Within three business days of receipt of the completed application, Prometric will mail your TESTING ADMISSION LETTER.
3. Take the exam at the scheduled time and place.
4. You will receive your preliminary pass/fail reports from **Prometric** at the test site.
5. If you fail any portion of the exam, in order to retest, you must submit a new application and pay the appropriate fee for that portion of the exam you failed.
6. The names of candidates who successfully pass both the written (knowledge) and clinical skills examinations, have completed the appropriate background screening, and have provided their Social Security number will be added to the Florida Registry as a Certified Nursing Assistant (CNA).

Examination Registration

EXAMINATION FEES

	<u>Standard</u>	<u>With Audio*</u>
Written-English and Clinical Skills-English	\$92.00	\$97.00
Written-Spanish and Clinical Skills-English	\$102.00	\$107.00
Written-English	\$35.00	\$40.00
Written-Spanish	\$45.00	\$50.00
Clinical Skills-English	\$57.00	

*The written exam is available as an audio exam. The exam is administered with the candidate listening to the test questions read from a prerecorded compact disc. The candidates are provided with a printed test booklet and will record their answers on an answer sheet. The candidate will be provided with a compact disc player and headset for the test.

ADDITIONAL FEES FOR BACKGROUND SCREENING

	<u>Fee</u>
Level 1 - FDLE Screening (Background report for those residing in Florida longer than five years.)	\$33.00
Level 2 - FBI Screening (Nationwide background report for those residing in Florida less than five years.)	\$57.00

No independent background reports obtained from an employer or otherwise will be accepted. Background screening fees are required to be paid only once in a 12-month period. If you have not passed the exam within the 12 months, another background screening and associated fees will be required.

Payment may be made by including a MasterCard or Visa number, money order, company check or cashier's check. **PERSONAL CHECKS AND/OR CASH ARE NOT ACCEPTED.** ALL money orders, certified checks or company checks **MUST** display the name of the candidate(s) so it can be applied to the correct candidate.

You are responsible for test fee payment unless a facility or other entity pays on your behalf. If you become employed by a nursing home within 12 months of completing certification, under federal law and Florida facility handbook guidelines, the facility is required to reimburse nursing assistants' fees for training and testing. Contact the District Medicaid Office in your area if you have any questions regarding reimbursement.

EXAMINATION RE-REGISTRATION

If you were unsuccessful in your exam attempt, you may re-register by mailing in another examination registration form and exam registration fee to Prometric.

Candidates have three opportunities to take and pass both the written examination and the clinical skills examination. If you have not passed both your written and clinical skills exams in three attempts, you will be unable to test again until you have completed an approved training program with a minimum of 120 hours.

FEES AND REFUND POLICY

All exam registration fees may be included in one payment using a MasterCard or Visa charge, money order or company check. PERSONAL CHECKS AND/OR CASH ARE NOT ACCEPTED. EXAMINATION REGISTRATION FEES ARE NOT REFUNDABLE OR TRANSFERABLE.

Scheduling the Examination(s)

APPOINTMENTS AND CANCELLATIONS

Once Prometric has processed your certification application and exam registration, and received all appropriate fees, you will be scheduled for testing. Within three business days of receipt, Prometric will mail your Testing Admission Letter. Your Admission Letter will be sent to the address listed on your application. Applications and fees must be received for processing at least 15 business days before your desired test date.

Please note: Prometric cannot guarantee your desired test date if your application is received less than 15 business days before the requested test date.

Your Admission Letter has important information about the examination. If you do not get your letter within 10 business days of mailing your application, call Prometric. Prometric is **NOT** responsible for lost, misdirected or delayed mail.

Requests to reschedule your exam must be made at least **five business days before your scheduled appointment**. You may reschedule your exam once at no charge if notification is given at least five business days prior to the exam. Any subsequent change made during the five business days will be subject to a \$25 rescheduling fee. Candidates will forfeit their full testing fee for failing to:

- reschedule at least five business days before exam;
- arrive on time for testing appointment;
- appear for scheduled exam; or
- provide valid identification for admission to exam.

(If you are sponsored by a facility you may **not** reschedule yourself; the facility must call to reschedule you.) Rescheduling fees also apply to sponsoring facilities.

The rescheduling fee may be waived in the case of documented illness or emergency.

EMERGENCY CLOSINGS

In the event of severe weather or an emergency, Prometric may need to cancel scheduled exams. Prometric will attempt to contact you by phone or e-mail; however, you may check for test site closures by calling Prometric. If the site is closed, your exam will be rescheduled without a rescheduling fee.

If a test center is open for testing and you choose not to appear for testing, your fee will be forfeited and you will need to reschedule your exam and pay another full examination fee.

Special Test Considerations

AMERICANS WITH DISABILITIES ACT (ADA)

If you require testing accommodations under the *Americans with Disabilities Act* (ADA), please call Prometric at 888.226.9406 to obtain an Accommodation Request Form. Reasonable testing accommodations are provided to allow candidates with documented disabilities, which are recognized under the *Americans with Disabilities Act* (ADA), an opportunity to demonstrate their skills and knowledge. Candidates should submit professional documentation of the disability with their application to help determine the necessary testing arrangements. Thirty days' advance notice is required for all testing arrangements. There is no additional charge for these accommodations.

Note: If English is your second language, a language barrier is not considered a disability.

Taking the Examination(s)

Your paper-and-pencil written (knowledge) and clinical skills examinations will be administered at the test site location indicated on your Testing Admission Letter. **You should arrive at least 30 minutes before the scheduled start time for your examination appointment(s)** in order to allow time for the admission process, which will include verifying your identification and signing in.

To be admitted to the test, you must present **one valid form of signature identification** before you may test. The signature identification must meet the following criteria:

- the document must be government-issued such as a driver's license or passport (nonexpired);
- it must have a current photo or physical description and your signature; and
- the name on the identification must be the **same as the name used on your Social Security Card and used to register for the examination** (including designations such as "Jr." or "III," etc.).

FAILURE TO PROVIDE APPROPRIATE IDENTIFICATION AT THE TIME OF THE EXAMINATION IS CONSIDERED A MISSED APPOINTMENT. If you cannot provide the identification as listed above, contact Prometric before scheduling your exam appointment to arrange for an alternative form of meeting this requirement.

WHAT TO WEAR AND BRING TO THE EXAMINATION

What to bring:

1. Admission letter
2. An official, government-issued picture identification, such as a driver's license or passport. No admission to the examination without proper ID.
3. A watch with a second hand
4. Two sharpened No. 2 pencils with erasers

What to wear:

1. Uniform or scrubs
2. Flat, nonskid shoes with enclosed toes
3. Candidates are expected to play the part of the client for other candidates who are testing that day. You will be read specific instructions to explain what is expected of you in playing the role of a client.

Do not bring purses, backpacks, brief cases, study materials, notes or textbooks to the exam. Leave those items at home or in your car.

Note:

- (1) Failure to bring proper ID or failure to dress appropriately will result in forfeiture of the exam fees and you will have to reapply for the examination(s).
- (2) Children are not allowed at the test site.

PAPER-AND-PENCIL EXAMINATION PROCEDURES

After candidate check-in, the examination supervisor will distribute materials and read aloud a set of instructions for completing forms and taking the written (knowledge) examination.

- Listen to the directions carefully.
- Read all directions in your examination booklets.
- Ask any questions about the administrative procedures before the start signal is given.

You may write in the test booklet, if necessary. Your responses must be marked on the answer sheet if you are to receive credit for them. You will not be given credit for answers written anywhere else, including in the test booklet. When you are recording your answers on the answer sheet, take care not to make any stray marks.

HINTS FOR TAKING THE WRITTEN EXAMINATION

Read the following suggestions carefully. They are designed to help you do your best on the examination.

- Each question on the test is in a four-option, multiple-choice format with one correct answer. (See *Practice Test Questions for the Written (Knowledge) Test* for samples of the question format.) There is only one correct answer for each question.
- Read each question carefully.
- Do not waste time on questions that are difficult or unfamiliar to you. It is better to select the best answer and come back to the difficult questions later.
- There are no "trick questions" on the exam.

- Answer every question. The answers you record on the answer sheet determine your final score. If you are unsure of an answer, it may be better to guess because you will **not** receive credit for any question, which is left blank, answered incorrectly, or marked with more than one answer.
- Note such qualifying words in the questions as **FIRST**, **MOST**, **LEAST** and **BEST**. They are often critical in determining the correct answer.
- Be very precise in marking your answer sheet. Be sure to darken the appropriate bubble and completely erase any incorrect marks.

Regulations at the Test Center

To ensure that all candidates are tested under equally favorable conditions, the following regulations and procedures will be observed at each test center:

- Candidates may not use any reference materials, papers or study materials at the test center. Candidates found with these or any other aids will not be allowed to continue the exam, they will be removed from the test center and their answers will not be scored. Reference/study materials will be confiscated and sent to Prometric to conduct an investigation.
- During the exam administrations, any candidate or actor caught talking when not required to do so, will not be allowed to continue the exam, the candidate/actor will be removed from the test center and his/her answers will not be scored.
- Candidates or actors caught prompting, directing or moving when not directed to do so, both candidate and actor will not be allowed to continue the exam. the candidate/actor will be removed from the test center and their answers will not be scored
- Prometric is not responsible for items brought into the testing center. It is recommended that personal items not be brought into the test center. Any personal items that are brought into the testing room will need to be placed in the front of the room and candidates will not have access to these items during the entire examination.
- Electronic equipment, such as cameras, tape recorders, cell phones, PDAs and pagers, is not permitted in the testing room and must be stored in your car. Items brought into the testing room will need to be powered off and left in the front of the testing room. Candidates will not have access to these items during the examination.
- Other personal items not allowed in the testing room include digital watches, outerwear that is not being worn while testing (sweater, jacket, etc.), brief cases, purses, etc.
- Pocket items (wallet, keys, etc.) must remain in candidate's pocket during testing or placed in a vehicle.
- Weapons are not allowed at the testing center.

- Candidates who leave the examination room while an exam is in progress must sign out/in on the roster and will lose exam time.
- Candidates will not be permitted to use any electronic devices or phones during breaks. Candidates found using these devices will not be allowed to continue the exam, they will be removed from the test center and their answers will not be scored.
- No guests, visitors or family members are allowed at the testing center.
- Candidates who engage in any kind of misconduct or disruptive or offensive behavior, such as giving or receiving help, taking part in an act of impersonation, removing test materials or notes from the testing room, rude or offensive language, or behavior that delays or interrupts testing, will be removed from the test center and their answers will not be scored.

Failure to follow any of these security procedures may result in the disqualification of your examination. Prometric reserves the right to audio and videotape any examination session.

Practice Test Questions for the Written (Knowledge) Test

Note: The state of Florida refers to the title nursing assistant, however, for the written examination the questions use the terminology “nurse aide” to refer to the same position.

1. A nurse aide meets a new resident who is being admitted to the nursing home. What should the nurse aide do first?
 - (A) Get ice water for the resident
 - (B) Greet the resident and introduce self
 - (C) Arrange the resident’s personal belongings
 - (D) Talk with the resident’s family
2. A nurse aide finds clean linen lying on the floor near the linen cart. What should the nurse aide do?
 - (A) Place the linen back on the cart and cover the cart.
 - (B) Place the linen in a resident’s room for immediate use.
 - (C) Discard the linen in the soiled linen hamper.
 - (D) Leave the linen on the floor for housekeeping staff to remove.
3. A resident needs to ambulate for his daily exercise. The nurse aide enters the room and greets the resident. What should the nurse aide do next?
 - (A) Help the resident put on his shoes.
 - (B) Explain what the nurse aide plans to do.
 - (C) Lower the height of the resident’s bed.
 - (D) Get the resident’s walker.
4. A nurse aide suspects abuse of a resident. What should the nurse aide do?
 - (A) Discuss this with another nurse aide.
 - (B) Report this to the charge nurse.
 - (C) Talk with the resident’s family.
 - (D) Call the resident’s doctor.
5. A resident has an indwelling urinary catheter. When caring for this resident, which of the following should the nurse aide report to the charge nurse immediately?
 - (A) The urine in the drainage bag is clear and light yellow in color.
 - (B) The urine drainage bag is hanging below the level of the bladder.
 - (C) The resident complains of pain and burning.
 - (D) The resident tells the nurse aide that he hates to have a catheter.
6. A resident dresses herself, but her skirt is on backwards. What should the nurse aide say to the resident?
 - (A) “That isn’t the way to dress. Why not let me dress you?”
 - (B) Say nothing and ignore that the shirt is on backwards.
 - (C) “Nice choice in your outfit today. Can I help you turn your skirt around?”
 - (D) “I think you need me to help you dress. You got your skirt on backwards again.”
7. A nurse aide finds a resident crying in her room. Which of the following is the best response by the nurse aide?
 - (A) “It’s okay. We all have bad days.”
 - (B) “This is the best place to have a good cry.”
 - (C) “I will tell the social worker that you are upset.”
 - (D) “Will it help to tell me why you are crying?”
8. As a person ages the skin normally becomes
 - (A) more red and flaky
 - (B) more yellow and wrinkled
 - (C) looser and drier
 - (D) tighter and smoother
9. A nurse aide brings a breakfast tray to a resident who is usually alert. The resident’s eyes are open but she does not respond to her name. What should the nurse aide do?
 - (A) Try to ambulate the resident back to bed.
 - (B) Give the resident something to eat or drink.
 - (C) Apply restraints to the resident.
 - (D) Call the charge nurse at once.

10. Before taking a resident's oral temperature, what question should the nurse aide ask the resident?
- (A) "Would you like to wash out your mouth with mouthwash?"
 - (B) "Have you had anything hot or cold to eat or drink within the last ten minutes?"
 - (C) "Would you like to remove your dentures?"
 - (D) "Would you like your breakfast before I take your temperature."

Answers: (1) B (2) C (3) B (4) B (5) C
(6) C (7) D (8) C (9) D (10) B

Copyrighted Exam Questions

All test questions are the copyrighted property of Prometric. It is forbidden under federal copyright law to copy, reproduce, record, distribute or display these test questions by any means, in whole or in part, without our written permission. Doing so may subject you to severe civil and criminal penalties, including up to five years in prison and/or a \$250,000 fine for criminal violations.

Understanding the Examination Results

You will receive your preliminary score report the same day you take the examination. The score report will show PASS or FAIL. The preliminary score report is considered unofficial. All exams are rescored at Prometric to determine an official score. While it is rare, there are occasions when there is a reversal in the result of the preliminary result. We realize that when the reversal is unfavorable to the candidate, it is very upsetting. However, candidates are advised that the preliminary report is not official. If you have provided your valid Social Security number and your background screening has been cleared by the Board of Nursing, your official score report(s) will be mailed to your address of record within 11 business days of taking your examination(s). Your score will not be released until you have provided your Social Security number. If you pass, you will receive your certification. The official results will also be reported to the CNA Registry. Results of the criminal background screening are reviewed by the Board of Nursing prior to issuing certification. If additional information is required, you will be contacted by the Board of Nursing office.

Candidates who do not pass their examination(s) will receive a Strength/Weakness report with their official score report. The score report will also give information about retaking the exam. **Candidates have three opportunities to take and pass both the written examination and the clinical skills examination. If you have not passed both your written and clinical skills exams in three attempts, you will be unable to test again until you have completed an approved training program with a minimum of 120 hours. Candidates are also required to pass**

the written examination and clinical skills examinations within two years of each other.

Official results that have been lost may be replaced at no charge by calling 888.277.3500 or by sending a written request to: Prometric, FL CNA Program, P.O. Box 6535, Princeton, NJ 08541. Results will be released only to the CNA Registry or the candidate who took the exam and only with proper picture identification.

Actual scores are confidential and will be revealed only to you and the state upon request. Any questions or comments you have about your examination should be directed to Prometric. Scores are not given over the telephone.

Background - Screening Process

Level 1 – FDLE (Florida Department of Law Enforcement) screening began November 1, 2002. Candidates are required to submit \$33 with their application for processing and background-screening along with their examination fee. Level 1 background reports are required on those who have lived in Florida longer than five years.

Level 2 - FBI screening began November 1, 2003. Candidates who have lived in the state of Florida less than five years will be required to submit a \$57 processing and screening fee for this report along with their examination fee.

Prometric will mail the appropriate fingerprint card to candidates. Candidates are responsible for completing the personal information required on the card and getting fingerprints on the card. Contact your local or state police department for information on how and when you can go to their offices to have your fingerprints placed on the card. You should not attempt to take your own fingerprints. Return the completed fingerprint card to Prometric.

All candidates must comply with the above state mandated background-screening requirements.

Frequently Asked Questions and Answers Regarding Prior Criminal History and Disciplinary Actions

The Florida Board of Nursing receives numerous questions from applicants regarding prior criminal offenses. Following are the most frequently asked questions to assist applicants:

Question: What crimes or license/certification discipline must be reported on the application?

Answer: All convictions, guilty pleas and *nolo contendere* pleas must be reported, except for minor traffic violations not related to the use of drugs or alcohol. This includes misdemeanors, felonies, "driving while intoxicated (DWI)" and "driving under the influence (DUI)." Crimes must be reported even if they are a suspended imposition of sentence. All prior or current

disciplinary action against another professional certification must be reported, whether it occurred in Florida or in another state or territory.

Question: Can a person obtain a certificate as a certified nursing assistant if he has a misdemeanor or felony crime in his record?

Answer: Each application is evaluated on a case-by-case basis. The Board of Nursing considers the nature, severity, and when offenses occurred, as well as rehabilitation and other factors. The Board cannot make a determination for approval or denial of licensure without evaluating the entire application and supporting documentation.

Question: Do I have to report charges if I completed a period of probation and the charges were dismissed or closed?

Answer: Yes. Offenses must be reported to the Board even if you received a suspended imposition of sentence and the record is now considered closed.

Question: What types of documentation do I need to submit in support of my application if I have a prior criminal record or certification discipline?

Answer:

- Do not submit any documents until you are requested to do so by the Board of Nursing. Documents that may be required include: Official court document(s) relative to your criminal record, showing the date(s) and circumstance(s) surrounding your arrest(s)/conviction(s), sections of the law violated, and disposition of the case. This would normally consist of the Complaint or Indictment, the Judgment, Docket Sheet or other documents showing disposition of your case. This can also be referred to as the Order of Probation. The court clerk in the county where the offense happened can provide these court documents.
- Certified copy of the documents relative to any disciplinary action taken against any certification. The documents must come from the agency that took the disciplinary action and must be certified by that agency.
- A detailed description of the circumstances surrounding your criminal record or disciplinary action and a thorough description of the rehabilitative changes in your lifestyle since the time of the offense or disciplinary action which would enable you to avoid future occurrences. It would be helpful to include factors in your life which you feel may have contributed to your crime or disciplinary action, what you have learned about yourself since that time, and the changes you have made that support your rehabilitation.

NOTE: The burden of proof lies with the applicant to demonstrate evidence of rehabilitation. Examples of rehabilitation evidence include, but are not limited to:

- If applicable to your crime or discipline, documented evidence of professional treatment and counseling you may have completed. Please provide a discharge summary, if available.
- Letters of reference on official letterhead from employers, nursing program administrator, nursing instructors, health professionals, professional counselors, support group sponsors, parole or probation officers, or other individuals in positions of authority who are knowledgeable about your rehabilitation efforts.
- Proof of community work, education, and/or self-improvement efforts.
- Court-issued certificate of rehabilitation or evidence of expungement, proof of compliance with criminal probation or parole, and orders of the court.

Question: How can I help facilitate how quickly my background report is reviewed?

Answer: The Board of Nursing strongly encourages all individuals with a criminal or discipline history to be fully prepared with information regarding their background and to get all background documents together prior to the application process.

Question: Can the CNA candidate take the exam before the background has been cleared?

Answer: Yes, once the candidate has provided a complete application with all required fees to the testing company, he will be scheduled to take the exam. If he passes the exam, he will not receive the certificate until the background screening has been processed and cleared.

Question: How will the candidate know if he is not clear to be certified?

Answer: Depending on the results of his background report, he will receive a notification from the Board office requesting additional information, or that the Board will hear his case, or that he has been denied certification.

If denied, he will have right of appeal.

Question: If the Board denies the candidate certification, will he receive any refund of testing and background fees?

Answer: No, there are no refunds due to non-licensure in any other healthcare practitioner application or testing process.

Question: Is a background check required when entering a CNA training program/school?

Answer: The training program/school may have a background requirement, but the Department of Health does not have any statutory requirement for a background check prior to training.

Question: If a background check is completed at time of entry into a training program, must it be completed again at time of application for CNA exam to become certified?

Answer: Yes, a new background check is required on all new applications for the CNA exam.

Question: If a background check is completed at time of employment and the candidate then applies to take the CNA exam, can the employment background check be submitted to the testing company to meet the background requirement?

Answer: No, a new background check is required at time of initial application for the CNA exam.

Question: What is an exemption?

Answer: An exemption is a process under Chapter 435, Florida Statutes, which allows certain employers to employ those healthcare practitioners, who may have certain disqualifying offenses, if the Board grants the exemption. These offenses, as specified in Chapter 435, are identified by the employer when he runs a background check for employment purposes.

Question: What is the difference between a background check used for employment screening and a background check used for licensing/certification purposes?

Answer: The difference is that all criminal offenses are reviewed prior to licensure or certification, not just a specified disqualifying list. In addition, Chapter 435 does not allow an exemption to be granted prior to certification.

Question: Can the same FDLE report obtained for testing and certification purposes be used to process an exemption?

Answer: Yes, if the FDLE report is not older than six months.

Question: If the candidate repeatedly fails the exam, how long is the FDLE report good?

Answer: If the candidate reschedules to take the exam within the 12-month window from his initial application, no new background check will be required.

Question: When the background report is clear, meaning no criminal history, how long will it take to obtain the FDLE background report, screen it and notify the testing company of the results?

Answer: If the application is properly completed, all fees are received, the request to the FDLE agency has no

errors, and the background results are clear, it is anticipated the turn around notice to the testing company will take approximately two weeks from the time the testing company submits the background request to FDLE.

Question: When the background report has some serious criminal offenses, how long will it take before the candidate will know if he may be certified?

Answer: If background reports with serious convictions are going before the Board for review, it may potentially take two to three months, since the Board meets alternate months.

CNA Registry

Certified Nursing Assistants are regulated through the Board of Nursing in the state agency, Department of Health. They are regulated by Chapter 464, Part 2, Florida Statute and may be disciplined by the Board of Nursing.

When the certified nursing applicant passes the exam and becomes certified, the name is entered on the Certified Nursing Registry. This Registry is available to the CNA and the public for verification of certification at www.doh.state.fl.us/mqa.

The CNA is responsible for reporting address changes to the Registry. If a CNA has a name change or loses his certificate, he may contact the Registry for a replacement certificate. The replacement fee is \$25.

Review Process

The state requires that we provide candidates the opportunity to review their examination. If you are asking Prometric to provide information on why you failed the test or what you got wrong, you must request a review session. This service is available for both the written or clinical skills examination for a fee of \$50. Your request for a review must be received within 21 days of your receipt of your exam results. The review must be completed within 60 days of receipt of scores.

To request a review you must make this request to Prometric in writing. Your request must include your name, address, Social Security number and your \$50.00 fee payable by MasterCard or Visa, money order, company check or cashier's check. **PERSONAL CHECKS AND/OR CASH ARE NOT ACCEPTED.** You will be scheduled for the review at the same test site location where the exam was taken unless you specify otherwise, or there is an earlier appointment available at another test site in the same area. A review session will be scheduled at a test site location. You are only allowed to review a test that you have failed. When requesting to review the written exam, you will be allowed to review the questions you missed and the incorrect answers you selected. If you request a review of your clinical skills exam, you will be provided a copy of the Clinical Skills Checklist for each skill on your test with the

checkpoints you did not perform or did not perform correctly highlighted.

The following are rules for the review session:

- You are allowed 15 minutes for the clinical skills exam review session and one hour for the written exam review session.
- You are not permitted to leave the room with any notes that you may have taken during the review. All security requirements for the exam apply to the review session.
- You must wait 30 days following the review session to reschedule for a new examination.

Appeal Committee

Our goal is to provide a quality examination and a pleasant testing experience to 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 concerning the exam content, registration, scheduling or test administration (testing site procedures, equipment, personnel, etc.), please submit an appeal in writing. Your appeal letter must include your name, Social Security number, exam title, date tested and details of your concern, including relevant facts, your signature and return address. Mail your appeal letter to:

Prometric
ATTN: FLCNA Appeal Committee
2000 Lenox Drive, Third Floor
Lawrenceville, NJ. 08648

It is important that your concerns be addressed in a timely manner so that we can appropriately research the situation. Therefore, we must receive your written concerns within 21 days of your receipt of your exam results.

The Appeal Committee and the Department will review your concern and send you a written response within 10 business days of receipt. **Faxed appeals will not be accepted, as an original signature is required.**

If you have concerns about your exam results, a review session can be scheduled for a \$50.00 fee. (See *Review Process* in the previous section.)

FLORIDA CNA EXAMINATION CONTENT OUTLINES

Written (Knowledge) Examination Content Outline

60 Questions –Two-hour Time Limit

Note: The written (knowledge) portion of the CNA examination can be administered in Spanish upon request. There are ten (10) questions on this examination that are used for statistical purposes only and will not be included in the scoring process.

I. ROLE OF THE NURSE ASSISTANT

- Job duties and responsibilities—reporting, personal health and safety, resident’s rights, values, ethics, and legal considerations, reporting abuse and neglect
- The health care team—care plans, resident care conferences, roles of team members
- Communication skills

II. PROMOTION OF HEALTH AND SAFETY

- Accident prevention
- Infection control
- Use of restraints
- Fire prevention and safety
- Educating residents about health and safety

III. PROMOTION OF FUNCTION AND HEALTH OF RESIDENTS

- Personal care skills—feeding, bathing, perineal care, nail care, skin care, toileting, grooming, dressing
- Health maintenance—hydration and nutrition, protective devices, mobility and ambulation, range of motion, turning and positioning, transfer and appliances, bowel and bladder training, grooming, self care, assistive devices
- Age-related changes
- Psycho-social needs

IV. BASIC NURSING SKILLS

- Routine situations—vital signs, height, weight, skin, blood pressure, elimination, circulation, dietary, alertness, memory loss, confusion, sadness, fear, anxiety, withdrawn behavior
- Emergency situations—chest pain, respiratory distress, choking, seizures, difficulty swallowing, diabetes, level of consciousness, falls

V. SPECIALIZED CARE

- Physical problems—hearing and vision loss, speech difficulty, mobility, paralysis, incontinence, constipation, diarrhea, nausea, catheter, tube feeding, oxygen therapy, dietary restrictions, pain
- Psychological problems—confusion, memory loss, anxiety, combativeness, depression, fear, grief, mental retardation, pain
- Care of the dying resident

Clinical Skills Examination Content Outline

35-minute Time Limit

The clinical skills examination is a timed examination. The candidate is given 35 minutes to complete the skills they are asked to perform. The clinical skills examination is only administered in English. The candidate will be given instructions to perform three skills which will be scored. Candidates are also scored on handwashing and on a skill called Indirect Care. Indirect Care represents aspects of care related to resident rights, communication with the resident, resident safety and comfort and infection control that are a part of every skill.

To pass the clinical skills exam the candidate must pass all five skills. Each checkpoint is assigned points; the number of points assigned to the checkpoint depends on how critical the checkpoint is to the safe and correct performance of the skill. A panel of nurse experts made recommendations on what score should be required to pass each skill. When administering the exam, the nurse who administered the examination watches the candidate perform the skill and compares the candidate’s performance to the checkpoints that comprise each skill.

When the examination is finished, the candidate will be given a preliminary (unofficial) score report. This report will only indicate whether the candidate passed or failed the examination. The official score report, which will be mailed within 11 business days of taking the examination(s) pending the result of criminal background screening, will indicate a pass or fail for each of the five skills scored. The nurse who administers the clinical skills examination is not permitted to discuss your results or performance with you. The nurse is also not permitted to provide teaching or coaching to candidates, nor debate with candidates their test results. Candidates who fail a skill may find it helpful to return to the skills checklist to review the checkpoints.

WHO WILL ACT AS A CLIENT?

Candidates are expected to play the part of the client for other candidates who are testing that day. You will be read specific instructions to explain what is expected of you in playing the role of a client.

HOW TO USE THE CLINICAL SKILLS CHECKLIST

The checklists that are provided below are comprised of the checkpoints the nurse will use to evaluate the candidate's performance of each skill. The checkpoints are not procedures and should not be used to learn the performance of the skills. The checkpoints are not necessarily in the order in which the candidate may perform the skill. Procedures for each skill can be learned during your training and may also be found in nurse aide/nursing assistant textbooks. The most effective use of the checklist is for your instructor to use them to evaluate your performance in the classroom or clinical setting.

Clinical Skills Checklist

INDIRECT CARE

Indirect Care represents behaviors that are part of every skill related to communication, resident rights, safety, comfort and Standard Precautions (infection control). In every skill, except Handwashing, the Indirect Care checkpoints are the first two checkpoints and the last four checkpoints. Indirect Care is rated during your performance of a skill; however, you are provided a separate score for Indirect Care. Your result for Indirect Care represents your attention to these requirements throughout your test.

First two checkpoints (Indirect Care)

- greet resident, address by name and introduce self?
- provide explanations to resident before beginning and throughout procedure?

Last four checkpoints (Indirect Care)

- utilize Standard Precautions throughout procedure?
- promote resident comfort throughout procedure?
- promote resident rights throughout procedure?
- promote resident safety throughout procedure?

HANDWASHING

Does the candidate:

- wet hands and apply soap?
- work up lather cleansing front and back of hands and wrists, between fingers, around cuticles and under nails?
- provide cleansing friction for a minimum of 15 seconds?
- remove all soap, rinsing while holding fingers lower than wrists?
- dry hands with paper towel and limit contact of towel to cleansed skin surfaces? turn off water with paper towel and dispose of towel?
- complete task without contaminating hands, such as against sink?

Notes about Handwashing

Your handwashing technique is evaluated at the beginning of the test. 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. Demonstrating when handwashing is necessary is evaluated as a part of Indirect Care—Standard Precautions.

BEDPAN

Does the candidate:

- greet resident, address by name and introduce self?
- provide explanations to resident before beginning and throughout procedure?
- place protective pad on bed over bottom sheet, under buttocks before placing bedpan?
- position bedpan under resident according to form/shape of the selected bedpan to allow for comfort and collection?
- raise the head of bed to level of resident's comfort, after positioning the resident on the bedpan?
- provide resident with toilet paper before removing bedpan?
- lower head of bed before removing bedpan?
- empty contents of bedpan into toilet?
- rinse, dry, and store bedpan in bottom shelf/drawer of bedside cabinet?
- utilize Standard Precautions throughout procedure?
- promote resident comfort throughout procedure?
- promote resident rights throughout procedure?
- promote resident safety throughout procedure?

BLOOD PRESSURE

Does the candidate:

- greet resident, address by name and introduce self?
- provide explanations to resident before beginning and throughout procedure?
- expose the resident's antecubital area?
- position the resident's arm with palm up, and elbow at the level of the heart?
- wrap cuff evenly around arm (bladder over brachial artery), with bottom of cuff within inch above the antecubital?
- locate the brachial artery before placing the stethoscope?
- position diaphragm of stethoscope over brachial artery, and place stethoscope earpieces in his/her ears, before inflating cuff?

- inflate cuff safely (e.g., inflate not more than 30mm past point pulse last felt or heard)?
- control slow deflation of cuff?
- record blood pressure within +4mm of nurse's systolic and diastolic readings?
- clean earpieces and diaphragm of stethoscope and store equipment at completion of procedure and leave work area tidy?
- utilize Standard Precautions throughout procedure?
- promote resident comfort throughout procedure?
- promote resident rights throughout procedure?
- promote resident safety throughout procedure?

CATHETER CARE

Does the candidate:

- greet resident, address by name and introduce self?
- provide explanations to resident before beginning and throughout procedure?
- apply gloves before beginning catheter care?
- place incontinent pad under buttocks before beginning procedure?
- ensure water is at safe and comfortable temperature?
- use soapy washcloth to clean around catheter at insertion site?
- change spot on soapy washcloth for each washing stroke, wiping inside labia from front to back?
- cleanse catheter, washing away from body and down the catheter about 3-4 inches?
- use clean wet washcloth for rinsing?
- change spot on washcloth for each rinsing stroke, wiping inside labia from front to back?
- dry perineal area, from front to back after completing cleaning and rinsing?
- leave tubing coiled on bed, free of kinks or obstructions, or tubing hanging over side of bed?
- remove incontinent pad at completion of procedure?
- clean and store equipment at completion of procedure and leave work area tidy?
- utilize Standard Precautions throughout procedure?
- promote resident comfort throughout procedure?
- promote resident rights throughout procedure?
- promote resident safety throughout procedure?

CHANGE POSITION

Does the candidate:

- greet resident, address by name and introduce self?
- provide explanations to resident before beginning and throughout procedure?

- position and align resident to ensure safe turning?
- position device/padding/pillow behind resident's back to maintain side-lying position?
- align legs with knees slightly bent with resident in side-lying position?
- position device/padding/pillow between legs to avoid contact between bony prominences of knees and ankles?
- position device/padding/pillow between legs to align upper hip and leg?
- adjust resident's left arm and shoulder to avoid pressure?
- position pillow to support/align neck and head?
- provide positioning device/padding/pillow to support right shoulder/arm?
- utilize Standard Precautions throughout procedure?
- promote resident comfort throughout procedure?
- promote resident rights throughout procedure?
- promote resident safety throughout procedure?

CHANGE OCCUPIED BED

Does the candidate:

- greet resident, address by name and introduce self?
- provide explanations to resident before beginning and throughout procedure?
- lower head of bed before changing linen?
- position resident safely on side and on nonworking side of bed?
- roll dirty bottom linen and tuck under resident?
- place clean bottom linen on working side, securing under mattress at head of bed and along working side?
- extend clean bottom linen on working side, across bed and tuck under resident?
- assist resident to turn to face opposite side of bed?
- complete placement of bottom linen, securing flat sheet at head of bed and on side (using fitted sheet secure all four sides)?
- leave bottom linen free of wrinkles?
- place clean top linen?
- avoid exposure of resident throughout procedure?
- secure top linen under foot of mattress allowing room for foot movement?
- leave top linen untucked on sides?
- replace pillowcase?
- utilize Standard Precautions throughout procedure?
- promote resident comfort throughout procedure?
- promote resident rights throughout procedure?
- promote resident safety throughout procedure?

DRESSING

Does the candidate:

- greet resident, address by name and introduce self?
- provide explanations to resident before beginning and throughout procedure?
- include resident in decision-making about clothing to wear?
- collect all garments before removing hospital gown?
- support affected right arm while undressing and dressing?
- remove hospital gown from affected right arm last?
- dress affected right arm first?
- gather up sleeve to ease pulling over affected arm?
- assist resident to put on pants, shirt with sleeves and socks?
- move resident's extremities gently, without over-extension or force when undressing and dressing?
- adjust all clothing for comfort, neatness and alignment; close all fasteners?
- place dirty gown in hamper?
- utilize Standard Precautions throughout procedure?
- promote resident comfort throughout procedure?
- promote resident rights throughout procedure?
- promote resident safety throughout procedure?

FEEDING

Does the candidate:

- greet resident, address by name and introduce self?
- provide explanations to resident before beginning and throughout procedure?
- raise head of bed with resident in sitting position (minimum 60°) and in proper alignment, before feeding?
- offer and assist resident to wash hands before feeding?
- sit to maintain eye level contact with resident while feeding?
- apply clothing protector before feeding?
- offer fluids to drink during feeding?
- use spoon to feed?
- offer fluids to drink throughout feeding (after at least every 3-4 bites of food)?
- check to see if resident has swallowed before offering next bite?
- offer encouragement to resident towards maximizing food and fluid intake?
- converse with resident during meal?
- leave area around resident's mouth clean and dry?

- remove clothing protector and tidy work area to completion of task?
- accurately record percent of food intake on Food Acceptance Record?
- utilize Standard Precautions throughout procedure?
- promote resident comfort throughout procedure?
- promote resident rights throughout procedure?
- promote resident safety throughout procedure?

HAIR AND NAIL CARE

Does the candidate:

- greet resident, address by name and introduce self?
- provide explanations to resident before beginning and throughout procedure?
- use comb to groom hair, pulling gently through hair without breaking hair or causing discomfort to the resident?
- soak nails in water of safe, comfortable temperature before removing residue from under nails?
- remove residue from under nails with orangewood stick?
- dry hand after soaking?
- leave nails smooth and free of jagged edges?
- apply lotion to hand after nails are cleaned and shaped?
- clean and store equipment at completion of procedure and leave work area tidy?
- utilize Standard Precautions throughout procedure?
- promote resident comfort throughout procedure?
- promote resident rights throughout procedure?
- promote resident safety throughout procedure?

MEASURE AND RECORD CONTENT OF URINARY DRAINAGE BAG

Does the candidate:

- greet resident, address by name and introduce self?
- provide explanations to resident before beginning and throughout procedure?
- empty urinary drainage bag into graduated container without touching tubing against the container?
- wipe drain with alcohol swab after emptying urine contents?
- close and protect drain (e.g., clamp and tuck drain into pocket)?
- leave bag secured to nonmovable part of bed, ensuring drainage bag and tubing are not touching floor?
- set graduated container on flat surface in bathroom to read?
- position self to read urine amount in graduated container at eye level?

- empty urine in graduated container into toilet, rinse container and store?
- remove gloves and wash hands before recording output?
- record output within +/- 50cc's of nurse's reading?
- record output as urine and indicate the correct time on the I&O sheet?
- utilize Standard Precautions throughout procedure?
- promote resident comfort throughout procedure?
- promote resident rights throughout procedure?
- promote resident safety throughout procedure?

MEASURE AND RECORD WEIGHT

Does the candidate:

- greet resident, address by name and introduce self?
- provide explanations to resident before beginning and throughout procedure?
- balance scale at zero before measuring weight?
- provide assistance to help resident onto scale?
- provide assistance to help resident off scale?
- record resident's weight within +/-2 lbs. of nurse's measurement?
- utilize Standard Precautions throughout procedure?
- promote resident comfort throughout procedure?
- promote resident rights throughout procedure?
- promote resident safety throughout procedure?

MOUTH CARE: BRUSH TEETH

Does the candidate:

- greet resident, address by name and introduce self?
- provide explanations to resident before beginning and throughout procedure?
- position resident in a sitting position (minimum of 45 degrees) before beginning mouth care?
- place protective covering over clothing before providing mouth care?
- moisten toothbrush with water and apply toothpaste before brushing teeth?
- brush all surfaces of teeth and the gum-line with a gentle motion?
- offer resident the opportunity to rinse out mouth and spit into emesis basin as needed?
- leave area around resident's mouth clean and dry?
- clean and store equipment at completion of procedure, remove protective clothing cover and leave work area tidy?
- utilize Standard Precautions throughout procedure?
- promote resident comfort throughout procedure?

- promote resident rights throughout procedure?
- promote resident safety throughout procedure?

MOUTH CARE ~ CARE OF DENTURE

Does the candidate:

- greet resident, address by name and introduce self?
- provide explanations to resident before beginning and throughout procedure?
- transport denture to sink in a denture cup or emesis basin?
- line sink with washcloth or paper towels, or fill sink with water to reduce risk of denture breakage?
- use cool or tepid running water to clean and rinse denture?
- brush all surfaces of the denture?
- brush denture over sink?
- rinse denture to remove toothpaste/denture cleaner?
- store clean denture in denture cup filled with clean cool or tepid water?
- protect resident's clothing before beginning mouth care?
- provide mouth care to resident using a toothbrush/toothette/swab?
- offer resident the opportunity to rinse mouth and spit into emesis basin?
- leave area around resident's mouth clean and dry?
- clean and store equipment after use and leave area tidy?
- utilize Standard Precautions throughout procedure?
- promote resident comfort throughout procedure?
- promote resident rights throughout procedure?
- promote resident safety throughout procedure?

PARTIAL BEDBATH

Does the candidate:

- greet resident, address by name and introduce self?
- provide explanations to resident before beginning and throughout procedure?
- ensure water is at safe and comfortable temperature?
- drape/cover resident to expose only area being cleansed?
- use washcloth without soap to wash face?
- wipe eye from the inside to out, changing to clean area of washcloth before returning to inner eye and cleansing other eye?
- leave face clean and dry?
- contain corners of washcloth while washing and rinsing (e.g., forming mitt)?
- protect bedding by repositioning towel under resident throughout washing and rinsing?

- wash neck, hands, arms and chest using small amount of soap applied directly to washcloth?
- rinse neck, hands, arms and chest removing soap residue?
- dry neck, hands, arms and chest?
- assist resident to turn safely on side to wash back?
- wash, rinse and dry back?
- warm lotion in hands before applying to resident's back?
- provide backrub from base of spine toward neck/shoulders using gentle strokes and circular motions?
- remove excess lotion on resident's back?
- replace hospital gown without exposing resident and secure gown in back?
- clean and store equipment at completion of procedure and leave work area tidy?
- utilize Standard Precautions throughout procedure?
- promote resident comfort throughout procedure?
- promote resident rights throughout procedure?
- promote resident safety throughout procedure?

PERINEAL CARE: FEMALE

Does the candidate:

- greet resident, address by name and introduce self?
- provide explanations to resident before beginning and throughout procedure?
- apply gloves before beginning perineal care?
- replace soiled pad under resident's buttocks before beginning perineal care?
- ensure water in basin is at a safe and comfortable temperature?
- use soapy washcloth to cleanse genital area?
- pass over urinary meatus with first stroke of washcloth?
- change spot on washcloth for each washing stroke?
- wipe from front to back with all washing and rinsing strokes?
- remove all soap from perineal area using a fresh wet washcloth for rinsing?
- change spot on washcloth for each rinsing stroke?
- cleanse skin folds of perineal area?
- dry entire perineal area, from front to back, after completing cleansing and rinsing?
- replace basin of water during task if it becomes cold or soapy?
- position resident on side for cleansing of buttocks and rectal area?
- cleanse, rinse and dry rectal and buttocks area?

- leave resident on dry underpad at completion of procedure?
- clean and store equipment at completion of procedure and leave work area tidy?
- utilize Standard Precautions throughout procedure?
- promote resident comfort throughout procedure?
- promote resident rights throughout procedure?
- promote resident safety throughout procedure?

PULSE AND RESPIRATIONS

Does the candidate:

- greet resident, address by name and introduce self?
- provide explanations to resident before beginning and throughout procedure?
- support resident's forearm while taking pulse?
- place fingers over radial pulse?
- count pulse for at least one full minute?
- record pulse rate?
- report pulse within +/- 4 beats per minute of nurse's measurement?
- refrain from telling residents respirations are being counted?
- count respirations for at least one full minute?
- record rate of respirations?
- report respirations within +/- 2 breaths per minute of nurse's measurement?
- utilize Standard Precautions throughout procedure?
- promote resident comfort throughout procedure?
- promote resident rights throughout procedure?
- promote resident safety throughout procedure?

RANGE OF MOTION: LOWER EXTREMITY

Does the candidate:

- greet resident, address by name and introduce self?
- provide explanations to resident before beginning and throughout procedure?
- support extremity above and below joints throughout ROM exercises?
- take resident's hip and knee through ROM, flexing knee and hip, raising towards torso, returning back to mattress?
- take resident's hip through abduction/adduction ROM exercises?
- take resident's hip through rotation ROM exercises?
- flex and extend ankle through ROM exercises?
- rotate ankle through ROM exercises?
- provide three repetitions of each ROM exercise?

- ascertain resident's comfort with movement either verbally or by observing resident's face throughout ROM exercises?
- control extremity throughout ROM exercises providing smooth, slow, nonforceful movement?
- utilize Standard Precautions throughout procedure?
- promote resident comfort throughout procedure?
- promote resident rights throughout procedure?
- promote resident safety throughout procedure?

RANGE OF MOTION: UPPER EXTREMITY

Does the candidate:

- greet resident, address by name and introduce self?
- provide explanations to resident before beginning and throughout procedure?
- support extremity above and below joints throughout ROM exercises?
- take shoulder through ROM, raising and lowering straightened arm along side, towards head of bed (HOB) and back to mattress?
- take resident's shoulder through abduction/ adduction ROM exercises?
- take resident's shoulder through rotation ROM exercises?
- flex and extend elbow through ROM exercises?
- provide ROM exercises to wrist (e.g., gently rotate, or flex/extend and move side to side)?
- flex and extend finger and thumb joints through ROM exercises?
- provide three repetitions of each ROM exercise?
- ascertain resident's comfort with movement either verbally or by observing resident's face throughout ROM exercises?
- control extremity through ROM exercises providing smooth, slow, nonforceful movement?
- utilize Standard Precautions throughout procedure to include handwashing at the beginning and end of task?
- promote resident comfort throughout procedure?
- promote resident rights throughout procedure?
- promote resident safety throughout procedure?

TRANSFER

Does the candidate:

- greet resident, address by name and introduce self?
- provide explanations to resident before beginning and throughout procedure?
- place wheelchair near resident's bed before assisting resident to sit at edge of bed?
- lock wheelchair before beginning transfer?
- remove or swing footrests out of way before transferring resident?
- place nonskid footwear on resident before transferring resident?
- provide support to assist resident to sitting position on side of bed?
- apply gait belt securely around waist; avoid restricting circulation or breathing, or injury to skin?
- ensure resident's feet are flat on the floor before beginning transfer?
- position wheelchair before transfer with front interior wheel close to bed to facilitate pivot transfer?
- stand in front of resident, bracing resident's legs, reaching under resident's arms to hold gait belt at back?
- maintain own body mechanics in assisting resident to stand?
- complete transfer as a pivot?
- maintain own body mechanics in assisting resident to sit in wheelchair?
- provide support for controlled gentle lowering of resident into seat of wheelchair?
- position resident in proper body alignment in wheelchair with resident's hips against back of seat?
- place resident's feet on footrests?
- remove gait belt from resident's waist when transfer completed?
- utilize Standard Precautions throughout procedure?
- promote resident comfort throughout procedure?
- promote resident rights throughout procedure?
- promote resident safety throughout procedure?

FLORIDA TESTING CENTERS

Once you have been scheduled for your examination(s), you will be sent an Admission Letter containing directions to the test site. If you are unfamiliar with the area, please call 888.277.3500. Florida Certified Nursing Assistant examinations are available in the following locations:

City and Site Name	Test Site Code	Administrations per Month
Boca Raton — International Institute of Health	CNA-BOCAHC	4
Bonita Springs — Florida Health Academy	CNA-BONITA	3-6
Bradenton — Manatee Technical Institute	CNA-MANATA	4
Bradenton — Quality Health Services	CNA-BRADQH	6-8
Coconut Creek — Florida Medical Training Institute	CNA-FTLE	4
Crawfordville — Wakulla Education Center	CNA-WAKULL	1-2
Crystal River — Crystal River Health and Rehab	CNA-CRA	2
Daytona Beach — Daytona Beach Community College	CNA-DAYD	4
De Funiak Springs — Walton County Vocational Technical Center	CNA-DEFSPR	2
Delray Beach — FLC Nursing Tutorial Services	CNA-DELA	1
Dover — San Jose Mission	CNA-DOVSJ	4
Ft. Lauderdale — New Hope Training Center	CNA-FTLF	8
Ft. Lauderdale — West Broward School for Nursing	CNA-FTLC	4
Ft. Myers — Lee County High Tech Center	CNA-FTMA	4
Ft. Myers — New Hope Training Center	CNA-FTMNH	5
Ft. Walton Beach — Okaloosa Applied Technology Center	CNA-FTWALT	2
Gainesville — Gainesville Job Corps	CNA-GNVJC	8
Hudson — Bayonet Point Health and Rehab	CNA-HUDBAY	2
Jacksonville — Concorde Career Institute	CNA-JAXCON	1-2
Key West — Key West Convalescent Center	CNA-KEWA	1
Kissimmee — Professional Academy of Health	CNA-KISPRO	4
Lake Worth — Medical Career Institute of South Florida	CNA-LAKEWO	4
Marianna — Chipola Jr. College	CNA-CHIPOL	2
Melbourne — Casel Healthcare Training Center	CNA-MELBF	2
Merritt Island — The Health Center of Merritt Island	CNA-MERA	2
South Miami — Florida National College	CNA-SMIA	4
North Miami — International Academy Training Center	CNA-MIAIAT	8

City and Site Name	Test Site Code	Administrations per Month
Naples — Lorenzo Walker Institute of Technology	CNA-NAPA	2
North Miami Beach — Nursing Unlimited	CNA-NMIB	6
Ocala — Central Florida Community College	CNA-OCACFC	2
Ocala — Timber Ridge Nursing Home	CNA-OCAB	2
Orange Park — Superior Training	CNA-JAXSUP	5-6
Orlando — Florida Health Care Academy	CNA-ORLFHC	4
Orlando — Matrix Educational Center	CNA-MATRIX	8
Palm Bay — Allied Health Care	CNA-MELBE	4
Panama City — Tom P. Haney Vo-Tech	CNA-PANA	2
Pensacola — George Stone Vo-Tech Center	CNA-PENGEO	2
St. Petersburg — Bon Secours Maria Manor	CNA-STPA	4
St. Petersburg — Pinellas Technical Education Center	CNA-PINTEC	1
St. Petersburg — Quality Health Care Services	CNA-STPQHS	8
Stuart — Parkway Health and Rehab Center	CNA-STUPAR	2
Tallahassee — Westminster Oaks	CNA-TALAWE	2
Tampa — Carrollwood Care Center	CNA-TAMG	8
Tampa — Concorde Career Institute	CNA-TAMF	4
Tampa — Learey Technical Center	CNA-TAMD	8

FLORIDA CERTIFIED NURSING ASSISTANT APPLICATION

Complete this application, including the *Confidential and Exempt from Public Records Disclosure* form, and enclose a copy of your Social Security card as well as the appropriate fees. Mail to the address below. Candidates whose applications are complete will be scheduled for the next available test administration. Payment may be made by Visa or MasterCard, money order, cashier's check, certified check or company check made payable to Prometric. **Personal checks and cash will NOT be accepted. All fees are nonrefundable and nontransferable.**

Prometric
ATTN: FL CNA Program
P.O. Box 6535
Princeton, NJ 08541
Fax: 888.229.7337

Please print clearly. Applications that cannot be read or are incomplete, will be returned to the candidate.

1. **Name:** You must register to test in the same name as recorded on your Social Security card and your official identification that will be used for admission to testing.

_____ *First* _____ *Middle* _____ *Last (include "Jr.," "Sr.," etc.)*

2. **Mailing Address:** _____
*Street Address or P.O. Box**
*(*If using a P.O. Box as your mailing address, you are also required to supply your address of legal residence)*
- _____ *Apt. # (if applicable)*
- _____ *City, State, ZIP code*
- _____ **Address of Legal Residence (for those using a P.O. Box as their mailing address)*

3. **Birthdate:** ____ / ____ / ____
MM / DD / YYYY

4. **Daytime Telephone # (include area code):** ____ - ____ - ____

5. **Gender:** Female Male

6. **Race:** White Black Native Asian Mexican American Other Hispanic
 Puerto Rican Pacific Islander Other

7. **Education:** Do you have a High School diploma or its equivalent? Yes No

8. **Have you taken the CNA Written Exam or Skills Evaluation before?** Yes No
If you respond "Yes," when was the last time you took the exam? ____ / ____ / ____

9. Registration for examination and fees:

Note: All clinical skill exams are provided in English only.

EXAMINATION (check the applicable boxes below):

TOTAL FEE*

- Written-English and Clinical Skills-English \$92.00
- Written-English with Audio and Clinical Skills-English \$97.00
- Written-Spanish and Clinical Skills-English \$102.00
- Written-Spanish with Audio and Clinical Skills-English \$107.00
- Written-English \$35.00
- Written-English with Audio \$40.00
- Written-Spanish \$45.00
- Written-Spanish with Audio \$50.00
- Clinical Skills-English \$57.00

ADDITIONAL FEES (check only one):

- FDLE Screening (resided continuously in Florida during the last five(5) years) \$33.00
- FBI Screening (resided in Florida less than five(5) years) **Effective 11-01-03** \$57.00

Please note that the FBI fingerprint card will be mailed to the applicant and it is the applicant's responsibility to have card completed and returned to Prometric prior to being authorized to test.

Card Type (Circle) MC Visa	Card Number	Expiration Date
Name of Cardholder (Print)		Signature of Cardholder

10. Test Site Code: _____ (see test site code list on Pages 17-18 of the Bulletin)

Note: If another test site is available in the same geographic area, you will be assigned to the first available appointment in that area unless you specify otherwise below. If there are openings at other test sites in your area, requesting to test at a specific site could affect how soon you are able to test.

- I want to test only at the test site listed above
- I will take the first available testing appointment in my area

11. Certification Training Route (See Page 1 of the Bulletin for explanation of routes. Mark one of the following which best describes your training.)

- E1 - Completed a State-approved Nursing Assistant Training Program (requires Training Program Code)**
Mark this block if you have completed an approved training program by the exam date.
- E2 - Enrolled in a State-approved Nursing Assistant Training Program (requires Training Program Code)**
Mark this block if you are currently enrolled and will complete an approved training program by the exam date.
- E3 - Challenger.** You have never been trained as a nursing assistant in Florida or any other state and have no nursing assistant experience (**no training program code is required**)
May test IF: You are at least 18 years of age, Or have a high school diploma, Or its equivalent. This category may be used by all whose training does not fit in the E1 or E2 routes].
- E4 - Other Nursing Training. (no training program code is required)**
Mark this block if you have:
 - completed a non-state-approved Nursing Assistant Training Program that is federally compliant and the training was in a nursing home facility
 - some training or experience in nursing but have not completed a nursing assistant training program
 - graduated from a state-approved RN or LPN training program
- E5 - Lapsed Nursing Assistant.** You were a nursing assistant in Florida or another state and your certification has lapsed.
Mark this block if you are retesting to become active on the Florida Nursing Assistant Registry.

Candidate's Name (Please print) _____

12. To Training Program Coordinator or Instructor

(To be completed ONLY if Training Route E1 was selected in Section 11)

A. Training Program Code: _____ (provided by Training Program)

B. Name of School or Facility: _____

C. Address of School or Facility: _____

D. Training/Proposed Completion Date: ____/____/____

E. Signature of Training Program Coordinator: _____

*(Signature required on initial application only **AND** when candidate has failed three times which requires training program completion in order to retest.)*

13. Criminal History (MANDATORY)

- Yes** Have you EVER been convicted of, or entered a plea of guilty, nolo contendere, or no contest to, a crime in any jurisdiction other than a minor traffic offense? You must include all misdemeanors, felonies, and juvenile offenses, even if adjudication was withheld. Driving under the influence (DUI) or driving while impaired (DWI) is not a minor traffic offense for purposes of this question. (Review Questions & Answers section in Bulletin.)
- No**

If you answered YES, please prepare a typed or printed letter with arrest dates, City, State, charges and final dispositions and be prepared to send to the Board Office upon request. (Do not send this information with your application for examination.)

Note: if you have been Convicted/Guilty of a felony, obtain documentation of restoration of civil rights. You are not eligible for certification/licensure without demonstrating that your civil rights have been restored. (Do not send this information with your application for examination.)

14. Disciplinary History (MANDATORY)

- Yes** Have you ever been denied or is there now any proceeding to deny your application for any healthcare certification to practice in Florida or any other state, jurisdiction or country?
- No**
- Yes** Have you ever had disciplinary action taken against your certification to practice any healthcare-related profession by the licensing authority in Florida or in any other state, jurisdiction or country?
- No**
- Yes** Have you ever surrendered a certification to practice any healthcare-related profession in Florida or in any other state, jurisdiction or country while any such disciplinary charges were pending against you?
- No**
- Yes** Do you have any disciplinary actions pending against your certification?
- No**

If you answered YES to any of the above questions, please prepare a typed or printed description of the discipline. You must contact the Board(s) in the States you were disciplined and request official copies of the administrative complaint and final order be sent directly to the CNA Registry/Florida Board of Nursing, 4052 Bald Cypress Way, BIN C13, Tallahassee, FL 32399.

Candidate's Name (Please print)

15. Residency MANDATORY

The following information is provided to identify the individual attesting to the residency requirement for background screening pursuant to s. 464.203, F.S.

- I have been a resident of Florida continuously during the last five years.
(Select FDLE Screening #8 Fees \$33)
- I have not lived in Florida continuously during the last five years. **Date moved to Florida** _____
(Select FBI Screening #8 Fees \$57)

16. Applicant’s Affidavit

Under penalty of perjury, I declare and certify that I have provided the information requested regarding my residency and good moral character. I understand that I am responsible for making sure that all of the information provided in this application is true and correct. I also understand that if any information is given that is not true and correct, my certification status as a certified nursing assistant may be jeopardized. Furthermore, I understand that if I pass both parts of the examination, I will be entered onto the Certified Nursing Assistant Registry for the State of Florida, and my pass/fail reports will be included on the Registry. I understand and agree to the use of all information for the purpose of background screening.

Applicant Signature

Date

17. Social Security Number: Please provide your Social Security Number on the *Confidential and Exempt from Public Records Disclosure* form on Page 23 and return it with a copy of your Social Security card. It is important that both Page 23 and the copy of your Social Security card be returned with your application to ensure proper processing of your application.

ATTENTION CNA APPLICANT:

Under the Federal Privacy Act, disclosure of Social Security numbers is voluntary unless specifically required by federal statute. In this instance, Social Security numbers are mandatory pursuant to Title 42 United States Code, Sections 653 and 654; and sections 456.013(11), 409.2577, and 409.2598, Florida Statutes. Social Security numbers are used to allow efficient screening of applicants and licensees by a Title IV-D child support agency to assure compliance with child support obligations. Social Security numbers must also be recorded on all professional and occupational license applications and will be used for licensee identification pursuant to the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (Welfare Reform Act), 104 Pub. L. 193, Section 317.



CONFIDENTIAL AND EXEMPT FROM PUBLIC
RECORDS DISCLOSURE*

**Florida Department of Health
Board of Nursing**

Name: _____
Last **First** **Middle**

Social Security Number: _____

* This page is exempt from public records disclosure pursuant to subparagraph 119.071(5)(a)2., Florida Statutes, which provides in relevant part: “An agency that collects social security numbers shall also segregate that number on a separate page from the rest of the record, or as otherwise appropriate, in order that the social security number be more easily redacted, if required, pursuant to a public records request.”

Mission Statement: To protect and promote the health of all persons in Florida by diligently regulating health care practitioners and facilities.

Web site: www.doh.state.fl.us/mqa/cna

**FL CNA Program
P.O. Box 6535
Princeton, NJ 08541
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**FIRST
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MAIL**