

HEADMASTER LLP

P.O. Box 6609, Helena, MT 59604-6609 800-393-8664 – Fax: 406-442-3357 www.hdmaster.com Innovative, quality technology Solutions throughout the United States since 1985.

ARIZONA ASSISTED LIVING FACILITY CAREGIVER CANDIDATE HANDBOOK

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CONTACT INFORMATION

QUESTIONS REGARDING TEST APPLICATIONS-TEST SCHEDULING-ELIGIBILITY TO TEST:		
HEADMASTER, LLP		
3310 McHugh Lane P.O. Box 6609	8:00 am to 6:00 pm M-F (800) 393-8664 (MOUNTAIN TIME)	
Helena, MT 59604-6609 hdmaster@hdmaster.com	Fax: (406) 442-3357	
QUESTIONS ABOUT ASSISTED LIVING FACILITY CAREGIVER COMPLETION OF COURSE:		
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ARIZONA BOARD OF EXAMINERS OF NURSING CARE INSTIT		
ARIZONA BOARD OF EXAMINERS OF NURSING CARE INSTITE FACILITY MANAGERS (NCIA/ALFM)		
ARIZONA BOARD OF EXAMINERS OF NURSING CARE INSTIT FACILITY MANAGERS (NCIA/ALFM)	TUTION ADMINISTRATORS AND ASSISTED LIVING	
ARIZONA BOARD OF EXAMINERS OF NURSING CARE INSTITEMENT FACILITY MANAGERS (NCIA/ALFM) 1400 West Washington, Suite B-8 Phoenix, AZ 85007	8:00 am to 5:00 pm M-F (602) 364-2273	

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INTRODUCTION

The purpose of the Arizona Assisted Living Facility Caregiver competency evaluation program is to ensure that candidates who are seeking to be Assisted Living Facility Caregivers in Arizona understand the State standards and demonstrate entry level knowledge sufficient to perform the job of an Assisted Living Facility Caregiver.

This handbook describes the process of taking the Arizona Assisted Living Facility Caregiver competency test and is designed to help prepare candidates for testing. The Assisted Living Facility Caregiver competency test is a 62 question multiple-choice knowledge test. Candidates must pass the knowledge test and meet all requirements of the Arizona Board of Examiners of Nursing Care Institution Administrators and Assisted Living Facility Managers (NCIA/ALFM) for successful completion of the Arizona Assisted Living Facility Caregiver course.

The Arizona NCIA/ALFM Board of Examiners has approved HEADMASTER, LLP to provide knowledge tests and scoring services for the Assisted Living Facility Caregiver knowledge test. For questions not answered in this handbook please contact HEADMASTER at toll free 800-393-8664 or go to www.hdmaster.com. This handbook should be kept for future reference.

SCHEDULING YOUR ASSISTED LIVING FACILITY CAREGIVER EXAM

Your training program will have completed your Assisted Living Facility Caregiver registration online. You may schedule you exam date online at www.hdmaster.com (click on Assisted Living Facility Caregiver under the Assisted Living bar, click on WebETest© Start Page, click on Select Test Event/Reschedule and then log-in with your secure Test ID# and Pin# provided to you by your training program or from Headmaster at 800-393-8664. Securely processed VISA or MASTERCARD credit card or debit card information is required first. You will then be able to schedule your test date online.) If you wish, you may schedule a test date by mailing to Headmaster a Scheduling and Payment Form 1402 indicating your test date choices along with your payment (money order, cashier's check, facility check, Visa or MasterCard – no personal checks or cash.)

The Headmaster application, scheduling and payment forms and three month regional test site schedule are available from the Arizona Assisted Living Facility Caregiver page of the Headmaster website, www.hdmaster.com. Please call Headmaster at 800-393-8664, Monday through Friday 8 am to 6 pm mountain time if you have questions or problems.

Complete your Scheduling and Payment Form 1402 by including first and second date choices for your testing. Please keep in mind we need lead time to prepare and ship tests. Therefore, we cannot schedule you for a test date if we do not receive your form at least eight business days prior to your requested test date. Saturdays, Sundays and Holidays are not counted as business days.

Many training programs host and pre-schedule test dates for their graduating students. Check with your instructor/training program to see if this is the case before you request an exam date. Regional test sites are open to all candidates. Regional test dates are posted on the Arizona Assisted Living Facility Caregiver page of our website, www.hdmaster.com under the "Candidate Forms" column. Click on the button "Three Month Test Schedule". Be sure to read the important notes at the top of the first calendar.

Please note:

- 1. Forms with missing information, payment or signatures will be returned to the candidate.
- 2. If you fax your forms, a credit card payment is required and a \$5 Priority Fax Service Fee applies.
- 3. If we are able to schedule you to test within 8 business days of your requested test date a \$15 Express Service Fee and/or a \$29.50 Overnight Express Shipping Fee per candidate may apply.
- 4. We do not accept personal checks or cash for testing fees.
- 5. We accept Money Orders, Cashiers Checks, Facility Checks, MasterCard or Visa cards.
- 6. If you must reschedule, call us or leave us a message immediately at 800-393-8664!

Headmaster will notify the candidate via mail or email of their test date and time. If you do not hear from Headmaster within 5 business days of sending us your scheduling request and payment, call us immediately or leave us a message on the answering machine at 1-800-393-8664.

TEST DAY

- You should arrive at your confirmed test site between twenty and thirty (20-30) minutes before your test is scheduled to start. (*For example*: if your test start time is 8:00 a.m. you need to be at the test site for check-in no later than 7:30 to 7:40 a.m.)
- You must bring a GOVERNMENT ISSUED, SIGNED, NON-EXPIRED, PHOTO
 IDENTIFICATION. Examples of the forms of government issued, signed, non-expired, photo
 ID's that are acceptable are:
 - ♦ Driver's License
 - ◆ State issued Identification Card (no expiration date on this card, but it is an acceptable form of ID per NCIA/ALFM Board)
 - US Passport (Passport Cards and foreign passports are not acceptable)
 - Military Identification
 - ◆ Alien Registration Card
 - ◆ Tribal Identification Card
 - Work Authorization Card
- Your FIRST and LAST printed names on your ID that you will present to the RN Test
 Observer/Knowledge Test Proctor during sign-in at your test event <u>MUST EXACTLY MATCH</u> your FIRST
 and LAST names that were entered in the Arizona Assisted Living Facility Caregiver database by your
 training program. You may call Headmaster at 1-800-393-8664 to confirm that your name of record is
 matching your government issued ID.
- You will not be admitted for testing if you do not bring proper ID, your ID is invalid or if your FIRST and LAST printed names on your ID do not match your current name of record. You will be considered a NO SHOW. You will forfeit your testing fees and will have to pay for another test and date.
- We recommend that you read and bring your test notification letter with you on your test day although it is not required for test admission.

TESTING POLICY

The following policies are observed at each test site—

- If you arrive late for your confirmed test, or if you do not bring appropriate government issued ID, your ID is invalid or your FIRST and LAST printed names on your ID do not match your current name of record, you will not be admitted to the test and any test fees paid will NOT be refunded.
- If you NO SHOW for your testing day you must repay your testing fees to schedule another test date.
- Cell phones, electronic devices and personal items are not permitted in the testing room and there is no place for storage of personal belongings. Anyone caught using these devices during testing will be removed, forfeit all testing fees and will not be permitted to test for 6 months. You may, however, use them during your free time.
- You are encouraged to bring a jacket, snack, drink or study material to have while waiting to test.
- You are not permitted to bring personal belongings such as briefcases, large bags, study materials, extra books, or papers into the testing room. Any such materials brought into the testing room will be collected and returned to you when you have completed the test. You may not take any notes or other materials from the testing room.
- You are not permitted to eat, drink, or smoke during the test.
- Translation dictionaries are not allowed during testing.
- If you are discovered causing a disturbance of any kind or engaging in any kind of misconduct, you will be dismissed from the test and reported to your training program and the Arizona NCIA/ALFM Board of Examiners.
- No visitors, guests, pets or children are allowed.

RESCHEDULE / CANCELLATION / NO SHOW POLICIES

Reschedules - All candidates are entitled to <u>one</u> free reschedule any time up until **1 business day** preceding a scheduled test day, **excluding** Saturdays, Sundays and holidays. Additional reschedules are subject to a \$35 fee that must be paid in full prior to a reschedule taking place. **RESCHEDULES WILL NOT BE GRANTED LESS THAN 1 BUSINESS DAY PRIOR TO A SCHEDULED TEST.**

<u>Cancellations</u> – A request must be made *in writing* to cancel a test any time up until 1 business day preceding a scheduled test day, **excluding** Saturdays, Sundays, and Holidays, and qualify for a full refund of any testing fees paid minus a \$25 cancellation fee. We accept faxed or emailed requests for cancellation.

<u>No Shows</u>- If you are scheduled for your test and do not show up without notifying Headmaster at least 1 business day prior to your scheduled testing event, **excluding** Saturdays, Sunday, and Holidays, you will be considered a **NO SHOW** and must submit a new application (with payment) to be scheduled for a new test date.

These fees partially offset Headmaster cost incurred for services requested and resulting work that is performed. If a reschedule or cancellation request is not received within 1 business day preceding a scheduled test date, excluding Saturdays, Sundays, and Holidays, a NO SHOW status will exist and your Re-test Request Form with payment must be submitted to Headmaster to secure a new test date.

If you No Show for any of the following reasons please provide the following documentation:

<u>Car breakdown</u>: Headmaster must be contacted within one business day via phone call, fax or email and a tow bill or other appropriate documentation must be submitted within **2 business days** of the test date, if we do not receive proof within the 2 business day time frame you will have to pay as though you were a No Show.

<u>Medical emergency</u>: Headmaster must be contacted within one business day via phone call, fax or email and a doctor's note must be submitted within 5 business days of the missed exam date, if we do not receive proof within the 5 business days time frame you will have to pay as though you were a No Show.

<u>Death in the family</u>: Headmaster must be contacted and an obituary for <u>immediate</u> family only submitted within 14 business days from a missed test date.

SECURITY

Anyone who removes or tries to remove test material, takes notes or information from the test site will be prosecuted to the full extent of the law, will be recorded as a test failure, and will not be allowed to retest for a minimum period of six months. If you give or receive help from anyone during testing, the test will be stopped, your test will not be scored, you will be dismissed from the testing room, you will forfeit any testing fees paid, will have a NO SHOW status in our computer scoring system, and your name will be reported to the appropriate agency.

THE KNOWLEDGE TEST

The Knowledge Test Proctor will hand out materials and give instructions for taking the Knowledge Test. You will have a maximum of ninety (90) minutes to complete the 62 question Knowledge Test. You will be told when fifteen (15) minutes remain. You may not ask questions about the content of the Knowledge Test (such as "What does this question mean?") For paper tests, fill in only one (1) oval on the answer sheet for each question. **DO NOT** mark in the testing booklet. Marks in the test booklet will not be accepted as answers. Your answers must appear on the separate scan form answer sheet. You must have a score of **75**% or better to pass the knowledge exam. The cost of the Assisted Living Facility Caregiver test is \$65.00.

Electronic testing called WebEtest© using Internet connected computers is utilized at several sites in Arizona. For electronic tests, the Knowledge test portion of your exam will be displayed on a computer screen for you to read and key in your answers. Testing online with WebEtest© allows next business day scoring of tests and eliminates examination material shipping time so test results are available days sooner than with traditional paper and pencil testing.

KNOWLEDGE TEST CONTENT

The Knowledge Test consists of 62 multiple-choice questions. Questions are selected from subject areas based on the approved Arizona Assisted Living Facility Caregiver test plan and include questions from all the required categories as defined in the Arizona NCIA/ALFM Board of Examiners regulations. The subject areas are as follows:

Resident Rights – Legal & Ethical (4) Communication & Interpersonal Skills (3) Job Management (3) Service Plans (3) Infection Control (4) Nutrition & Food Preparation (4) Medication Management (11) Fire – Safety – Emergency Procedures (4) Environment & Maintenance (4) Basic Skills (8) Mental Health & Social Services (5) Impaired Resident Care (5) Restorative Services (4)

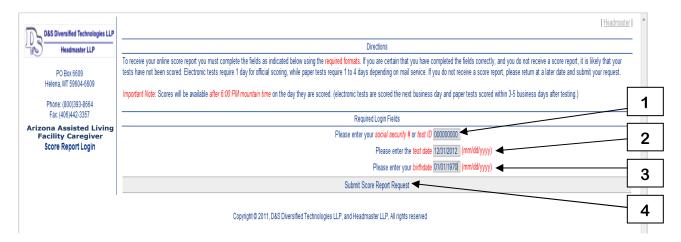
TEST RESULTS

After you have completed the Knowledge Test, your test results will be sent to the Arizona NCIA/ALFM Board of Examiners and your training program (via email). If you fail the knowledge test, you must reapply to retake the knowledge test. Procedures for reapplying and detailed test results are included in a failure notification letter mailed or emailed to your address on record.

Test results will be available the same day that they are graded on our website at www.hdmaster.com (3-5 days after a paper testing event). If you tested at a WebETest© facility your test results will be available 24 to 48 hours after an electronic test event (**Excluding** Saturdays, Sundays and Holidays). A hard copy of your official test results will be sent to you by mail the same day your test is scored.

You may also check your test results on-line by going to www.hdmaster.com, click on ARIZONA ASSISTED LIVING FACILITY CAREGIVER. Under the CANDIDATES COLUMN, click on On-Line Test Results.

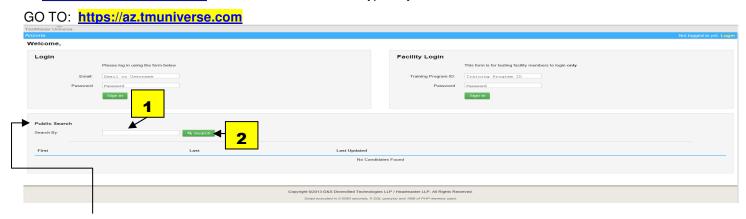
- 1. Type in your social security number
- 2. Type in your test date
- 3. Type in your birth date
- 4. Click on Submit Score Report Request



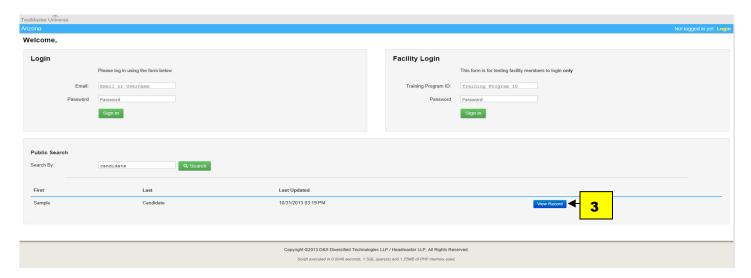
YOU ARE ELIGIBLE TO TEST TWO TIMES. IF YOU FAIL BOTH ATTEMPTS, YOU WILL BE REQUIRED TO GO THROUGH AN APPROVED ASSISTED LIVING FACILITY CAREGIVER TRAINING COURSE AGAIN BEFORE BEING ELIGIBLE TO TEST.

ASSISTED LIVING FACILITY CAREGIVER & MANAGER REGISTRY

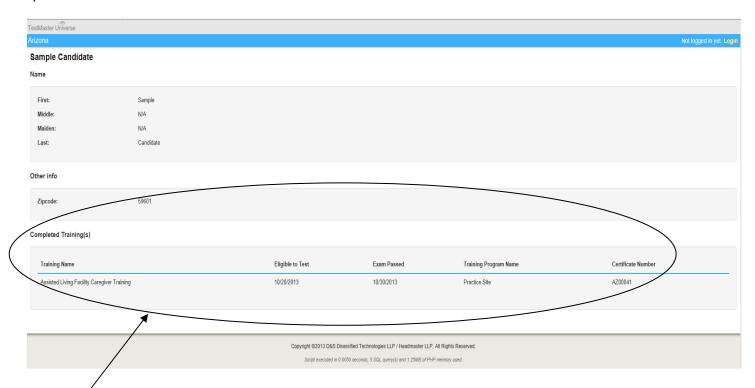
Once you pass the Assisted Living Facility Caregiver Knowledge Test, your name will be placed on the Assisted Living Facility Caregiver and Manager Registry for prospective employers, etc., to verify that you have passed an Arizona Assisted Living Facility Caregiver course. The Assisted Living Facility Caregiver and Manager Registry can be accessed at: https://az.tmuniverse.com under PUBLIC SEARCH, type in your last name and click SEARCH:



- 1) Under PUBLIC SEARCH Type in the LAST NAME of the candidate you wish to verify has completed training
- 2) Click on Search



3) Click on VIEW RECORD



Completed training information is shown to verify the candidate has completed the required training.

Training Name – Assisted Living Facility Caregiver Training OR Assisted Living Facility Manager Training

Eligible to Test – this is the date the candidate was ELIGIBLE TO TEST (completed the course requirements)

Exam Passed – this date is the date the candidate passed the exam and is the COMPLETION OF COURSE DATE

Training Program Name – the name of the training program where the candidate completed their training

Certificate Number – the number that will be on the candidate's completion certificate

<u>CERTIFICATE OF COMPLETION</u>: Once candidates successfully pass their Assisted Living Facility Caregiver exam, Training Programs are required to print Certificates of Completion for their candidates as proof for employment that their candidates have successfully completed an Arizona Assisted Living Facility Caregiver course. *Please contact your training program after you pass your exam and request your Certificate of Completion.*

Your Certificate of Completion from your Training Program and/or your Official Test Results letter that you will receive in the mail from Headmaster after you have passed your exam and verification that your name is on the Assisted Living Facility Caregiver and Manager Registry is proof for employment that you have successfully completed an Arizona Assisted Living Facility Caregiver course. Please direct any prospective employer requests to the PUBLIC SEARCH on the Assisted Living Facility Caregiver and Manager Registry or they may call Headmaster at 1-800-393-8664.

RETAKING THE ASSISTED LIVING FACILITY CAREGIVER TEST

If paying with money order or cashier's check:

- 1. Make address corrections to the top portion of your failure results letter Re-Test Request Form (Form 1301).
- 2. Choose test dates from the test schedule (Form 1700) and write them on the Re-Test Request Form.
- 3. Check the Exam type and Method of Payment and sign the bottom of your Re-Test Request Form and mail or *fax to Headmaster. *If faxed, we only accept credit card payments (Visa or Mastercard), be sure to include credit card information on your Re-Test Request Form.
- 4. If you lost your failure letter (Form 1301), complete a new Scheduling and Payment Form (1402):
 - a. Fill out Exam types and Fee payment on a new Scheduling and Payment Form (Form1402) and choose test dates from the test schedule (Form 1700) and write them on the Scheduling and Payment Form (1402) under Option 1. (Regional Test Site Schedule.)
- 5. Headmaster cannot accept payments over the phone. You will need to submit your Re-Test Request Form (Form 1301) or Scheduling and Payment Form (1402) to Headmaster either by *fax (\$5.00 extra fax fee for credit card payments only via fax) or by mail.

If paying on-line with a credit card:

6. You can schedule a test or re-test on-line at www.hdmaster.com with a VISA or MASTERCARD (click on Arizona Assisted Living Caregiver, click on WebETest© Start Page, click on Select Test Event/Reschedule and then log-in with your secure Test ID# and Pin# located on your test results letter, you will need to pay with a VISA or MASTERCARD first and then will be able to schedule. Call Headmaster at 800-393-8664 if assistance is needed or to get your ID# and Pin#.)

KNOWLEDGE TEST VOCABULARY LIST

abandonment abdominal thrust abnormal vital signs abuse

accidents activities adaptive devices adaptive equipment addiction

adequate drop of blood

ADL

AIDS

apnea

administration admission advance directives

afebrile affected side aging process agitation

allergic reactions Alzheimer's ambulance ambulation anemia angina antibiotics antiembolitic antiepsychotic anxiety aphasia apical

appropriate response

arthritis
aspiration
assault
assistive devices
atherosclerosis
atrophy
attitudes

axillary temperature bacteria basic needs

bath water temperature

oatning

battery bed making bed position bedpan bedrest behavior

behavioral care plan beliefs biohazard

bipolar disorder

bleeding blindness blood glucose blood in urine blood pressure blood sample blood sugar bodily fluids body alignment body language

body systems body temperature bone loss

body mechanics

bowel program BP breathing brittle bones burnout burns

cancer carbohydrates cardiovascular system

care impaired care plan care planning caregiver's role

cast

catastrophic reactions

catheter catheter care cc's in an ounce central nervous system chemical disinfection chemotherapy chest pain

chronic circulation circulatory system cleaning

clear liquid diet

clergy

choking

cognitively impaired cold application colostomy colostomy bag colostomy care combative resident communicable communication competency evaluation

competency evaluation confidentiality

conflict confused resi

confused resident congestive heart failure

constipation constrict contamination contracture contributing factors converting measures

COPD

countable medication cross checking

cultural
culture
CVA
dangling
death and dying
decubitus ulcer
de-escalation
defamation

defense mechanism

dehydration delusions dementia denture care dentures dependability depression

developmental disabilities

diabetes diabetic dialysis diastolic diet digestion digestive system

dilate dirty linen

discharging resident discoloration disease disease process disinfection disoriented disposal disrespect

disrupting behavior dizziness DNR

documentation dose drawing insulin dressing

droplets
drug loss
drug tolerance
dying
dysphagia
dyspnea
edema
effects

elastic stockings elevate head elimination emesis emesis basin emotional abuse emotional needs

emotional support empathy enema epilepsy ethics evacuation expiration date eye glasses falls

false imprisonment fasting

faxed order fecal impaction

feces feeding financial abuse fingerstick fire first aid

five rights flatus flexed Foley catheter foot care foot drop fraud frayed cord

frequent urination FSBS gait belt gangrene gastrostomy tube geriatrics germ transmission gestures gloves glucagon glucometer glucose levels

glucose management Glucotrol grieving process group settings G-tube hand care hand tremors hand washing HCP order HCP visit

HCP visit health-care team hearing hearing aid hearing impaired hearing loss heart attack height Heimlich maneuver hemiplegia

heredity high incidence of diabetes

HIPAA
hoarding
holistic care
hormone
hormones
hospice
hospice care
hyperglycemia
hypertension

hepatitis A

hyperventilation hypoglycemia I&O ice bag

identifying residents immobility impaired impairment incident report

incontinence indication indwelling catheter infection infection control inhaler

initial observations injections in-service programs

insomnia
insulin
insulin administration
insulin classification
insulin dosage
insulin injection
insulin manufacture

insulin measurement insulin potency insulin syringe intake integumentary system interactions interpersonal skills isolation isolation precautions job application

lancet
liability
lift/draw sheet
limping resident
linen

liquid administration

log roll loose teeth

Maslow

masturbation

making occupied bed male perineal care mask

mealtime
measuring height
measuring temperature
mechanical lift
medical asepsis
medical record

medication administration medication categories medication effect medication interaction medication label medication occurrence medication sheet medication storage memory loss mental health metastasis microorganism

minerals
misappropriation of property

missing documentation
mistakes
mixing
mixing insulin
mobility
mouth care
moving
MSDS

musculoskeletal nares

nasal cannula nausea needle piercing needles negligence

nonverbal communication normal blood glucose

normal blood glucose nosocomial NPH reactions NPO nutrition objective objective data objective information observation observation types obsessive compulsive

obtaining medications occupied bed official records ointment ombudsman open insulin open-ended questions

opthalmic
oral care
oral hygiene
oral temperature
orientation
orthopneic
osteoporosis
OTC
output
overbed table
oxygen
oxygen use
palliative care

paralysis paranoia Parkinson's partial assistance partial bath passive

pathogen patience perineal care

peripheral vascular disease

perseveration personal care personal items personal values pet therapy pharmacy label physical therapist

physician's authority

podiatrist positioning post mortem care postural supports

PPE precautions prescription pressure ulcers preventing injury

privacy PRN

professional boundaries

progressive pronation prosthesis protection

protective equipment providing privacy psychological needs psychosocial **PTSD**

pulse pureed diet QID quadriplegia quality control quality of life RACE (acronym)

radial ramps

range of motion reality orientation recalling observations

recreational drugs rectal refusal regulation

rehabilitation religious service reminiscence therapy reminiscing reporting reposition resident abuse resident belongings

resident identification resident independence

resident information resident pain resident pictures resident rights resident treatment resident trust resident unit

residents Resident's Bill of Rights resident's chart

resident's environment resident's families

resident's rights respectful treatment respiration

respiratory symptoms

responding to resident behavior

responsibilities restorative care restraints resuscitation right dose rights rigidity rigor mortis risk factor risk factors role

role & responsibility

rotation safety sanitizer scale seclusion seizure self-esteem self-medication semi fowlers sensory system sexual abuse sexual activity sexual expression sexual harassment sexual needs sexuality

sharing information sharps container

shaving

shearing of skin side effect skin skin integrity skin observation skin rashes slander sliding scale smoking social needs

soiled linen specimen spilled food spills spiritual needs sputum

standard precautions

state survey state tested stealing sterilization stethoscope stress stroke subjective suicide sundowning

supplemental feedings

survey suspected abuse swelling symptoms syringe units syringes systolic

telephone etiquette temperature terminal illness terminology thick fluids

threatening resident

tips toenails trachea

transfer belt transfers transporting transporting food transporting linens

treating residents with respect

tub bath tubing twice daily tympanic Type I diabetes
Type II diabetes unaffected unconscious unsteady urethral

urinary catheter bag urinary elimination urinary problems urinary system urinary tract urination urine UTI validation

validation therapy verification violent behavior vision change vital signs vitamins vocabulary vomitus walker

wandering resident water faucets water intake water pitcher water temperature weak side weakness

wearing gloves weighing weight

wheelchair safety workplace violence wrong dose