

# **SPONSOR/CANDIDATE HANDBOOK**

## Registered Nursing Assistant

Professional Healthcare Development, LLC

P.O. Box 399

Ona, WV 25545

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**October 2024**

PHD will schedule you for testing once your application, fees, and any other required documentation have been received. You must include with your application the printed page from the OHFLAC web site stating that you are test eligible. This can be printed from:

<https://ohflac.wvdhhr.org/Apps/Lookup/NALookup>

PHD will mail an admission ticket directly to you at the address you listed on your application if you do not have a sponsor, or directly to your sponsor by fax or encrypted e-mail if you have one. If you move before you get your admission ticket, you need to notify PHD immediately. Your admission ticket will be mailed within one week of your scheduled test date, after receiving your completed application, fees, and any other information that is needed. The admission ticket will list the test site and directions, date, your name, social security number, and ID code number. You must bring the admission ticket with you to the exam. If you do not receive your admission ticket within one week of your test date, call PHD directly. If your admission ticket has an error(s), it must be corrected **BEFORE** you go to your test site.

If your application is incomplete, PHD will notify you or your sponsor and let you or your sponsor know what additional information is required. PHD will not send any admission ticket until all of the required information has been received.

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

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

Beckley	Keyser	Parkersburg
Buckhannon	Martinsburg	Milton
New Cumberland	Glen Dale	

**Rescheduling:** You must notify PHD, LLC by noon at least five (5) business days before the examination date to reschedule. Saturday, Sunday, and holidays are not considered business days. If you do not call PHD, LLC, at least five business days before your examination date to reschedule and do not show up on your scheduled examination date, your fees will **NOT** be refunded and cannot be transferred to a new examination date.

You may not give your exam date to another person. If your employer paid your fees and you do not attend your exam, you need to notify your employer as well. PHD will make every effort to reschedule your exam if PHD feels you experienced a true emergency. Examples of emergencies are:

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

PHD will request written proof of these emergencies within 3 days of your test date. For example, if you have a disabling traffic accident, a copy of the police report will be requested. For jury duty, a copy of the court notice will be requested. PHD's decision regarding excusing an absence is final.

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

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

## EXAM FEES

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

There are oral versions of each Nursing Assistant Written competency exam available for those who request one. The application with the oral version requested will need to be sent to PHD two weeks in advance of the chosen test date explaining why you require an oral version. The exam will be read to you and the reader will read each question twice. The same time constraints are imposed for the oral version of the exam. If you are taking the oral version, there will also be questions asked that you will have to use a flow sheet provided to answer questions about. This will demonstrate your ability to document needed information regarding the residents you will be serving.

Written and Skills	\$140.00
Oral Exam	\$180.00

Written Exam	\$55.00
Skills Performance	\$85.00
Oral	\$90.00

Nursing Assistant Test Completion Certificate: \$20.00

All fees are made payable to Professional Healthcare Development, LLC (PHD, LLC) in the form of facility check, money order, certified check, VISA, Master Card, or Discover Card. **NO personal checks or cash will be accepted.** If a facility is paying for you to take the exam, make sure your name is listed with the check so the correct fees can be applied. Refunds will be charged a \$35.00 processing fee and must be requested prior to 5 business days of testing date; no transfer of fees.

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

PHD, LLC  
P.O. Box 399  
Ona, WV 25545  
FAX: (304) 733-6146

**EXAM REGISTRATIONS WILL NOT BE PROCESSED UNLESS PAYMENT IS RECEIVED AT THE TIME OF APPLICATION**

## ADA ACCOMODATIONS

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

If you are pregnant, you must send, with your application, a release from your doctor stating that you have NO RESTRICTIONS for the day of your test. If you go to the test site and have not sent the release to PHD prior to testing, you will not be allowed to take the skills performance portion and you will be responsible for paying the fee again for the skills exam. **NO EXCEPTIONS.**

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

Have you or your training facility:

- Sent your completed application to PHD?
- Included the correct fee in the correct form with the application?
- Included doctor's release stating NO RESTRICTIONS.

## TEST SITES

BECKLEY	Academy of Careers and Technology 390 Stanaford Road Beckley, WV
BUCKHANNON	Fred W. Eberle Technical Center Route 5 Box 2 Buckhannon, WV
MILTON	1509 West Main St Milton, WV 25541
MARTINSBURG	James Rumsey Technical Institute 3274 Hedgesville Road Martinsburg, WV
PARKERSBURG	Wood County Technical Center 1515 Blizzard Drive Parkersburg, WV
KEYSER	Mineral Co Tech 600 Harley O Staggers Dr Keyser, WV
GLEN DALE	John Marshall High School 1300 Wheeling Ave. Glen Dale, WV
NEW CUMBERLAND	John D. Rockefeller IV Vo-Tech Center 80 Rockefeller Dr. (95 Rockyside Road) New Cumberland, WV

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

Incorrect or improper documentation will result in you not being admitted to test site and fees being forfeited.

- You must bring your admission ticket, current photo ID, and original unaltered Social Security card. Name and Social Security number on admission ticket must match photo ID and Social Security card (copies, pictures or altered documents not accepted, laminated social cards or temporary Social Security cards and temporary photo ID's not accepted).
- Three (3) number No. 2 pencils and eraser.
- A watch with a second hand, electronic watches not permitted (etc .Apple Watch).
- All testing materials are property of Professional Healthcare Development,LLC and may not be copied or photographed.
- Once you have signed into test site, you will not be permitted to leave until you have completed all testing. If you leave test site, you will not be permitted reentry.

You must follow all given instruction at test site, including:

- If you are late for your scheduled exam, or do not bring all of your required items (see above) you may not be allowed to take the exam and your fees will be forfeited.
- If you help anyone take the exam or if anyone helps you, the exam will be stopped. You will receive a failing score, your fees forfeited, and will be reported to the Nursing Assistant Registry.
- Cell phones, electronic watches, headphones, ear buds, beepers, or any other electronic devices are not permitted at the test site. Using any electronic device will result in you being asked to leave the test sites and failing the test. Your fees will be forfeited, and you will be reported to the WV Nurse Aide Registry.
- Large bags, briefcases, study materials, books, etc. will not be allowed.
- You may not eat, drink, or smoke during the exam.
- If you cause a disturbance, unprofessional behavior, you will be asked to leave test site. Your test fee will be forfeited, your test will not be scored, and you will be reported to the Nursing Assistant Registry.
- You may not bring visitors, guests, pets, or children with you to the test site.
- If you come to the test site under the influence of any substance, whether prescribed by a physician or not, you will not be permitted to take the exam. The site coordinator will decide whether you will be permitted to take the exam and the site coordinator's decision will be final. If you are asked to leave the test site, your test fee will be forfeited.
- If you come to the test site and are pregnant or have an injury and have not submitted a doctor's release stating "NO RESTRICTIONS" to PHD's office prior to 2:00 pm Friday before test date, you will not be permitted to take the exam and the fee for the test will be forfeited.

Unless there are technical difficulties at the exam site, the written portion of the test will be computer based. You will be given specific instructions, using information from your admission ticket, to sign onto the exam on the computer, as well as how to select your desired answer. The exam consists of 100 multiple choice questions. You will have two hours to complete the exam once you have started. You will be able to review all of your answers before you submit your exam for scoring.

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

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

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



## Sample Questions

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

Answers:

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

# THE SKILLS EVALUATION

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

## The Setting

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

## The Skills

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

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

## Rating the Skills

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

## The Resident

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

## Exam Results

You will receive your preliminary test results for both the written(computer-based) and the skills exam on the day you take the exam(s). The results are preliminary until all comments from the skills exam can be verified for safety by PHD. Final results will be posted on the PHD web site within one business day.

### IF YOU PASS THE EXAM

Once you have passed both the Written Examination and the Skills Evaluation and have met all other requirements, you will be certified as a Long Term Care Aide in West Virginia. **If you change your address or your name for any reason you must notify the Nursing Assistant Registry.** You may access the Nursing Assistant web site at <https://ohflac.wvdhhr.org/Apps/Lookup/NALookup> to obtain your Eval-code (once called the registration number). You may print that page from the web site for your records. The Registry no longer issues cards containing your registration number. You may also request, for an additional fee, a Certificate of Completion

### IF YOU FAIL THE EXAM

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

## AVAILABLE FORMS

In an attempt to ensure all submitted information is correct, all PHD, LLC's forms are available in a type into format at [www.profhd.com](http://www.profhd.com) . **These are the only forms that will be accepted by PHD, LLC.** All others will be returned and the processing of registration, requests, etc., will be delayed. Simply click on the form needed and you will be able to type directly into the form. Print the form, once typed, sign as indicated and mail or fax to PHD, LLC.

1. West Virginia Registered Nursing Assistant Evaluation Application (CNA Test Application)
2. Sponsor Registration Form
3. Professional Healthcare Development Nursing Assistant Refresher Course Completion Form
4. Educate the Educator Workshop Registration
5. Registered Nursing Assistant Test Schedule
6. Request For Duplicate Scores/Certificates
7. Substitute For Photo Identification