Rules and Regulations

for the

Arkansas Long Term Care Facility

Nursing Assistant Training Program

Arkansas Department of Health and Human Services
Division of Medical Services
Office of Long Term Care
1992
(Revised July 1, 2006)

Section I AUTHORITY

1. The following rules and regulations for the Long Term Care Facility Nursing Assistant Training Program are duly adopted and promulgated by the Department of Health and Human Services pursuant to Arkansas Code 20-10-701 et seq.

2. This initiative is pursuant to the Federal mandates of Public Law 100-203 (the Nursing Home Reform Act, Subtitle C of the Omnibus Budget and Reconciliation Act of 1987 and technical amendments of OBRA 1989 and 1990) concerning the training and competency evaluation of nursing assistants employed in long term care facilities and the registry of certified nursing assistants.

3. The Federal Omnibus Budget Reconciliation Act of 1987, 1989, and 1990 (OBRA) and regulations issued by the U.S. Department of Health and Human Services – Centers for Medicare and Medicaid Services (formerly Health Care Financing Administration, or HCFA) established the minimum requirements for nursing assistant training and competency evaluation programs in Section 1819(a) - (f) and 1919(a) - (f) of the Social Security Act.

Section II PURPOSE

1. To develop and approve training and competency evaluation programs for individuals who provide nursing or nursing-related services to residents in long term care facilities and who are not licensed health professionals or volunteers who provide services without monetary compensations.

2. These requirements are designed to assist long term care facilities and other educational institutions with training and competency programs for nursing assistants. The objective of the Nursing Assistant Training Program is the provision of quality services to residents by nursing assistants who are able to:

(a) perform uncomplicated nursing procedures and to assist licensed practical nurses or registered nurses in direct resident care;

(b) form a relationship, communicate and interact competently on a one-to-one basis with the residents as part of the team implementing resident care objectives;

(c) demonstrate sensitivity to residents' emotional, social, and mental health needs through skillful, directed interactions;

(d) assist residents in attaining and maintaining functional independence;

(e) exhibit behavior in support and promotion of residents' rights;

(f) demonstrate observational and documenting skills needed in support of the assessment of residents' health, physical condition and well-being.

3. The training program must teach the attitudes and behaviors (which reflect attitudes) which promote the healthy functioning of residents both physically and emotionally, and focus on the restoration and maintenance of the resident in an independent as possible status. These attitudes and behaviors of staff are demonstrable in the day-to-day care environment in the facility.

Section III DEFINITIONS

The following words and terms, when used in this section, shall have the following meaning, unless the context clearly indicates otherwise.

- Abuse - The willful, knowing, or reckless act of mistreatment of a resident through words or physical action which results in physical, emotional, or mental injury to a resident.

- Act - Public Law 100-203 (the Federal Nursing Home Reform Act, Subtitle C of the Omnibus Budget and Reconciliation Act) of 1987 and technical amendments of OBRA 1989 and 1990. Also may refer to Arkansas Code 20-10-701 et seq.

- Competency Evaluation - An examination that includes manual (skills) and written (or oral component for those with limited literacy skills) evaluations.

- Department - The Arkansas Department of Health and Human Services.

- Division - The Division of Medical Services within the Department of Health and Human Services.

- Educational Institution - An institution that is licensed by the Arkansas State Board of Private Career Education as defined by Act 906 of 1989 (i.e. career colleges, proprietary school, etc).

- Examination - (See competency evaluation) A competency evaluation that includes manual (skills) and written evaluations.

- Facility - A long term care facility/nursing facility (nursing home) licensed by the Office of Long Term Care. A nursing facility that provides nursing care and supportive care on a 24-hour basis to residents. Facility "premises" include all structures and surrounding property.

- Facility Based Program - A nursing assistant training program offered by or in a long term care facility.

- Instructor Training Program - A train-the-trainer program of instruction in educational teaching techniques and methods for Primary Instructors and Team Instructors approved by the Office of Long Term Care.

- Licensed Health Professional - A physician, physician assistant, nurse practitioner, physical, speech, or occupational therapist, physical or occupational assistant, registered professional nurse, licensed practical nurse, or certified social worker.

- Misappropriation of resident property - The taking, secretion, misapplication, deprivation, transfer, or attempted transfer to any person not entitled to receive any property, real or personal, or anything of value belonging to or under the effective control of a resident or other appropriate legal authority, or the taking of any action contrary to any duty imposed by law prescribing conduct relating to the custody or disposition of property of a resident.

- Neglect - An act of omission or an act without due care which causes physical or emotional harm to a resident or adversely affects the resident's health, safety, or welfare in any way.

- Non-facility based program - A nursing assistant training program not offered by or in a facility (i.e. career college, community college, Vo-Tech school, proprietary school, etc.)

- Nursing Assistant - An individual providing nursing or nursing-related services to residents in a long term care facility who has successfully completed a training and/or competency evaluation program and is competent to provide such services but not an individual who is a licensed health professional or who volunteers to provide such services without monetary compensation.

- Orientation Program - A program which provides the nursing assistant with explanations of facility structure, policies, procedures, philosophy of care, description of the resident population and employee rules. This orientation phase is not included as part of the Nursing Assistant Training Program.

- Performance Record - A list of the major duties/skills to be learned in the program and the trainee's performance of each.

- Petitioner - A person who appeals a finding that such person has, while acting as a nursing assistant in a facility or while being used by a facility in providing services to a resident, abused or neglected a resident, or has misappropriated a resident's property.

- Primary Instructor (PI) - An individual approved by the Office of Long Term Care to provide instruction in a program and who has overall responsibility for conducting a program.

- Program Trainer - A registered nurse, licensed practical nurse, or other licensed health professionals who conduct specific classroom lectures based upon an expertise in a given subject area, under the direct supervision of the Primary Instructor.

- Office - The Office of Long Term Care within the Division of Medical Services.

- Registry - A listing of all individuals who have satisfactorily completed a training and competency evaluation program or a competency evaluation program approved by the Office of Long Term Care.

- Resident - A patient residing in a facility.

- Skills training - Training composed of both skills demonstration in the classroom lab and skills performance in the clinical area with residents in a long term care facility.

- Team (Additional) Instructor - A RN or LPN who, under the general supervision of the Primary Instructor, may provide classroom and skills training.

- Trainee - An individual who is enrolled in a nursing assistant training program and who is not permitted to perform nursing services for residents during the training period for which he/she have not been trained and found to be competent.

Section IV NURSING ASSISTANT TRAINING

GENERAL RULE: A facility must not use any individual working in the facility as a nursing assistant for more than four (4) months (120 calendar days) unless that individual has successfully completed a training program and competency evaluation approved by the Office of Long Term Care as described in these regulations.

A. Training

1. Nursing assistant training programs must include materials that provide a basic level of both knowledge and demonstrable skills for each individual completing the program.

2. Each course must be prepared and administered in accordance with the training course guidelines prescribed in the "Arkansas LTCF Nursing Assistant Training Curriculum". This curriculum is to be used as a guide for conducting training in both facility and non-facility programs.

3. These guidelines essentially provide the outline for each training program and can be enhanced by the inclusion of current information to keep training relevant to changing needs. The content provides fundamental information and leaves open the opportunity for an instructor to function as necessary in response to perceived student requirements. **It is important to recognize that the curriculum guidelines identify the limitations (i.e. scope of practice) of the LTCF nursing assistants' direct care responsibilities.**

4. Each training program must use the behavioral stated objectives in the "Arkansas LTCF Nursing Assistant Training Curriculum" for each unit of instruction. These objectives state the measurable performance criteria that serve as the basis for the state competency evaluation test. Review the unit objectives with the trainees at the beginning of each unit so that each trainee knows what is expected of him/her in each part of the training program.

5. Upon successful completion of the required training, the trainee must pass the state competency evaluation/examination administered by the Department (see Section VII). An individual must complete the state competency examination within 12 months of graduation from a training program or retraining will be required.

B. Implementation Requirements

1. Each course shall consist of a combination of classroom and clinical instruction. The requirement for state certification will be minimum of 90 hours of training with a balance between theory instruction and skills training. Skills training is composed of both skills demonstration in the classroom lab and skills performance in the clinical area with residents in a long term care facility.

2. The clinical site must be a long term care facility, skilled nursing unit or rehabilitation unit located in an acute care facility or inpatient hospice unit which has not been disqualified by restrictions as described in Section V (B).

3. A minimum of 16 hours initial classroom instruction is required in Part I. This will include both theory instruction and skills demonstration in the classroom lab. During Part I the trainee is not allowed on the floor as part of a facility's staffing pattern. After completion of Part I, a trainee may be used in a facility's staffing pattern **but only assigned to duties for which they have demonstrated competency**. Documentation of acceptable performance of all skills and duties shall be on file with the Primary Instructor (see item C - Trainee Activities).

4. Parts II and III requires the completion of the remaining 74 hours of training consisting of theory, classroom lab and clinical skills training. Clinical skills training must include at least 16 hours of supervised practical training in a facility performing tasks on an individual under the direct supervision of the instructor. Supervised practical training is defined as training in a laboratory or other setting in which the trainee demonstrates knowledge while performing tasks on an individual under the direct supervision of a registered or licensed practical nurse. Clinical training or supervision shall not be performed using the "buddy" system of assigning the trainee to work with an experienced nursing assistant.

5. The ratio of trainees to instructors in classroom must not exceed 24 trainees to one instructor and the ratio for skills training must not exceed 12 trainees to one instructor.

6. In programs that are facility-based, who wish to use student trainees in staffing while in training following completion of Part I, a minimum of ten (10) hours per week must be spent in the training program until completed. This provides for the completion of the training program allowing time for students to challenge and successfully pass the competency evaluation test within the four (4) month (120 calendar days) limit.

7. Each program shall issue to each trainee, upon successful completion of the program, a written statement in the form of a certificate of completion, which shall include the program's name, the student's name and a numerical identifier such as a Driver's License Number or identification number from a valid government issued document that contains a current photo (such as state or national-issued ID card, alien registration card, military identification or passport), the date of completion and the signature of the Primary Instructor. Such certificate, or copies thereof, shall serve as evidence of successful completion of a training program in order to be eligible to take the state certification/competency test.

C. Nursing Assistant Trainee Activities

1. Clearly identify each trainee during all skills training portions. Identification must be recognizable to residents, family members, visitors, and staff.

2. A nursing assistant who has begun a training program, whether facility-based or not, and who has not completed the program, may be hired by a facility to provide care for which he/she has received training and has demonstrated competence. In other words, nursing assistants are not permitted to perform services for residents during the training period for which they have not been trained and found by the training program to be competent.

3. Documentation of each trainee's acceptable performance of each skill/procedure must be maintained by the Primary Instructor on the Task Performance Record provided by the Department (Form DMS-741). This record will consist of a listing of the duties/skills expected to be learned in the program, space to record when the trainee performs this duty/skill, and spaces to note satisfactory or unsatisfactory performance, and the instructor supervising the performance.

4. A program must terminate a trainee when provided with substantial evidence or a determination that the trainee is guilty of resident neglect or abuse, or misappropriation of resident property. The program shall establish procedures for a review of the allegations when requested by the trainee. The program shall inform the Department of any trainees terminated under these circumstances.

D. Classroom Facilities & Resources

1. The nursing assistant training program shall require the provision of physical facilities as follows:

- Comfortable temperatures.
- Clean and safe conditions.
- Adequate lighting.
- Adequate space to accommodate all students.
- All equipment needed, including audio-visual equipment and that needed for simulating resident care.

2. The physical facilities including classrooms, laboratories, conference space, library and educational materials shall be adequate to meet the needs of the program, the number of trainees, and the instructional staff.

3. Suggested training material/resources may include (but not be limited to) a blackboard, flipchart, projector/screen, VCR, interactive video machine, anatomical chart, mannequin, bed, lavatory/sink, etc.

4. The Department will not require or endorse any one textbook or other material such as video-tapes, films, etc. There are several textbooks, video-tapes, etc. on the market and each facility or school will have the choice in selecting their materials. The curriculum guide is to be used in identifying the information to be taught in order that each program will know the objectives and procedures expected to be communicated to the nursing assistant trainee in order for them to pass the state competency evaluation.

E. Orientation Program

1. All nursing assistants must receive an orientation program that includes, but is not limited to, an explanation of:

– The organizational structure of the facility;

– Policies and procedures (including fire/disaster plans, etc.)

– The philosophy of care of the facility;

– The description of the resident population; and

– Employee rules.

2. This facility orientation training program is not included in the required 90 hours of nursing assistant training.

F. Ongoing In-Service Training

1. All facilities will continue to provide ongoing in-service training on a routine basis both in groups and as necessary in specific situations on a one-to-one basis. Each nursing assistant must receive one (1) hour of in-service training per month.

2. The facility must complete a performance review of each nursing assistant at least once per year and provide regular in-service training based on the outcome of these reviews. The in-service training should address areas of weakness and be sufficient to ensure the continuing competence of the nursing assistants.

3. In addition to training needs identified by performance reviews, in-service training should also address the special needs of residents as determined by each

facility. Training can be received on the unit as long as it is directed toward skills improvement, provided by appropriately trained staff and documented (for example, skills demonstration with return demonstration recorded on a check list).

4. Effective July 1, 2006, facilities are strongly encouraged to offer in-service training for nursing-home-employed CNAs who were certified in Arkansas prior to July 1, 2006 that covers the Barbara Broyles Alzheimer and Dementia Training that is included in Arkansas LTCF Nursing Assistant Training Curriculum. Facilities should maintain records that verify each employed CNA, who was certified in Arkansas prior to July 1, 2006, has received this training. After July 1, 2006 and ongoing, the new Alzheimer's training is strongly encouraged for CNAs registered in Arkansas through reciprocity from other states and test candidates that are allowed to challenge the State competency test based on exemptions found in Section VII (D) (3 through 6).

G. Non-Permanent Employees

1. Nursing assistants who are employed/leased through a temporary hiring service must have completed an approved training program and passed the state competency evaluation test prior to employment and use by a facility.

Section V APPROVAL OF PROGRAMS

A. Location

1. Nursing assistant training programs may be offered by or in nursing facilities, as well as outside facilities. The clinical portion of the training must in all cases utilize a nursing facility and its residents. Nursing facilities may offer complete training program themselves and/or may contract with another organization to provide the training.

2. Other groups and/or institutions such as employee organizations, vocational/technical schools, community colleges, and private institutions may conduct programs, dependent upon Department approval.

3. Programs offered to the public and that charge a tuition fee must be licensed through the State Board of Private Career Education. This provision would not apply to the state schools (Vo-Tech, community colleges, etc.) or programs offered by nursing facilities who train their own employees (or potential "on-call" employees).

B. Restrictions

1. The Department shall not approve a program offered by or in a nursing facility which, in the previous two years:

(A) has operated under a waiver of the nurse staffing requirements in excess of 48 hours during the week;

(B) has been subject to an extended (or partial extended)* survey; or

(C) has been subject to a civil money penalty of not less than $5,000, denial of payment, appointment of temporary management, closure, or transfer of residents.

* Extended survey is defined for this provision as a survey which includes a review of facility policy and procedures pertinent to Level A deficiencies in Resident Rights, Resident Behavior and Facility Practices, Quality of Life or Quality of Care. Partial extended survey is defined as a survey conducted as a result of a deficiency in Level A requirements other than those listed above in the extended survey definition.

2. Facility-based training programs are prohibited from charging tuitions/training fees to their nursing assistant employees (or those who have received an offer of employment) for any portion of the program (including any

fees for textbooks or other required course materials). See Section X regarding reimbursements.

C. Application

1. Each facility or entity that desires to offer a program shall file an Application for Program Approval form prescribed by the Department (Form DMS-724). Application forms are available on request by calling the Nursing Assistant Training Program at 682-1807 and on the Office of Long Term Care website.

2. If the course to be offered differs in content or length from the guidelines prescribed in the "Arkansas LTCF Nursing Assistant Training Curriculum", a basic outline must be attached to the application showing the lesson plans/teaching modules your program will offer to cover the curriculum contents. This should specify the elements covered in each module, hours of classroom theory, hours of lab (return demonstrations), and hours in the clinical area in a nursing home. Additional information deemed important in consideration of the program may be requested by the Department.

3. If applicable, verification of school licensure by the State Board of Private Career Education will be required (see item A of this section). A notarized copy of the school licensure document must be included with applications for new programs and for renewal of programs. Verification of notification to the State Board of Private Career Education for additional instructors and/or changes in instructors shall be required with each application.

4. Application must be submitted to the Department eight weeks (56 calendar days) prior to the start of the first course and every two years thereafter. An application must be completed and signed by the Primary Instructor. All official application forms must be notarized.

5. Applications that are received incomplete may cause postponement of the program starting date. A notice of deficiency in the application will be mailed to an applicant within 15 business days of the date of filing. The applicant will be given an opportunity to correct any deficiencies.

6. Notice of approval or disapproval of the application will be given to the entity within 15 business days of the receipt of a complete application. If the application is to be disapproved, the reasons for disapproval shall be given in the notice.

7. An applicant may request a hearing on a disapproval in writing within 10 business days of receipt of the notice of the proposed disapproval. If no request is made, the entity is deemed to have waived the opportunity for a hearing.

D. Changes in Programs

1. Prior to major changes in the course, an application must be resubmitted for approval.

2. Major changes include:

- Change in training provider
- Change in classroom site
- Change in clinical site
- Change in instructor
- Complete revision of course structure

3. Major changes do NOT include:

- Change in materials (handouts, textbooks, videos, etc.)
- Change in hours allotted to one or more modules
- Change in order in which modules are taught
- Addition of modules/tasks not required by regulations or guidelines

E. Withdrawal of Approval

1. Provisions for monitoring and review of compliance with program requirements are specified in Section IX of these regulations. The Department shall withdraw approval of a training program when;

(a) One or more restrictions exists as listed in Section V (B).

(b) The entity offering the program refuses to permit visits by the Department, whether announced or unannounced. (Also, any facility that refuses to permit unannounced visits is subject to having its provider agreement terminated.)

(c) Curriculum and implementation requirements specified in these regulations are not met by the program.

(d) An excessive failure rate exists for trainees on the state competency evaluation test.

(e) The program:

1. Purposely makes or causes to be made any false statement or representation of a material fact used in any application for payment by any entity for reimbursement of training costs as allowed in Section X of these regulations;

2. Purposely makes or causes to be made any false statement or representation of a material fact for use in determining rights to payment to any entity for training costs as allowed in Section X of these regulations;

3. Purposely makes or causes to be made any false statement or representation that training was provided when training was not provided;

4. Purposely makes or causes to be made, or induces or seeks to induce the making of, any false statement or representation of a material fact with respect to the conditions or operation of the program in order that the program may qualify either upon initial approval or re-approval;

5. Purposely makes or causes to be made any false statement or representation that the amount of training costs is greater than the actual cost of the training to obtain Medicaid reimbursement, as allowed in Section X of these regulations, that exceeds the actual cost of training; or,

6. Purposely makes or causes to be made any false statement or representation of a material fact in violation of these regulations.

2. When the Department withdraws approval from a training program, it shall:

(a) Notify the program in writing, indicating the reason (or reasons) for withdrawal of approval,

(b) Permit students who have already started the program to finish it.

Section VI QUALIFICATIONS OF INSTRUCTORS

A. Primary Instructor (PI)

1. The Primary Instructor shall be a registered nurse currently licensed in Arkansas and shall not be subject to disciplinary action by the Arkansas State Board of Nursing. Disciplinary action includes, but not limited to: probation, suspension, revocation or voluntary surrender due to disciplinary action.

2. The Primary Instructor must possess a minimum of two (2) years nursing experience including at least one (1) year in the provision in long term care nursing services within the last five (5) years. Experience may include, but is not limited to, employment in a nursing assistant education program or employment in or supervision of nursing students in a nursing facility or unit, geriatrics department (excluding geriatric psychiatry), long-term acute care hospital, home care, hospice care or other long term care setting.

3. In a facility-based program, the training of nursing assistants may be performed under the general supervision of the Director of Nursing (DON), who is prohibited from performing the actual training (unless replacement DON coverage is provided).

4. An individual who will be the Primary Instructor and meets the above criteria may submit the Application for Program Approval (Form DMS-724) identifying their qualifications to teach. This must include nursing experience, supervisory experience, teaching experience and/or certificate of attendance in an instructor workshop.

B. Primary Instructor Responsibilities

1. There must be one, and only one, Primary Instructor for each course. All questions and correspondence referring to the course will be directed to this person. The PI should participate in the planning of each lesson/teaching module - including clinical instruction - whether or not the PI teaches the lesson.

2. The Primary Instructor of a nursing assistant training program shall be responsible for supervision of the program and ensuring that the following requirements are met:

(a) Course objectives are accomplished.

(b) Only persons having appropriate skills and knowledge are selected to conduct any part of the training. Monitors and evaluates each instructor during classroom, learning laboratory and clinical training whenever new material is being taught and at periodic intervals to include, but not limited to, first training

calls, following any complaint on a specific instructor and at least annually. Performance reviews of instructors must be documented and maintained.

(c) The provision of direct individual care to assigned residents by a trainee is limited to appropriately supervised clinical experience. Instructors, not unit or facility staff, are expected to function as supervisor of trainees while in clinical areas and providing resident care.

(d) Each trainee demonstrates competence in clinical skills and fundamental principals of resident care. The task performance record (skills check-off) must be approved by the Primary Instructor who must sign or initial all final skills check-off records.

(e) Records are kept to verify the participation and performance of each trainee in each phase of the training program. The satisfactory completion of the training program by each trainee shall be attested on each trainee's record.

(f) Each trainee is issued a certificate of completion within ten (10) calendar days of course completion and as described in Section IV (B) (7) of these regulations.

C. Additional Instructors/Trainers

1. Instructors may use other qualified resource personnel from the health field as guest instructors in the program to meet the objectives for a specific unit. Examples are pharmacists, dietitians, social workers, sanitarians, advocates, gerontologists, nursing home administrators, etc. Guest instructors must have a minimum of one (1) year of experience in their respective fields and must not have current disciplinary action by their respective regulatory board.

2. Licensed Practical Nurses (LPN's) may be used to provide classroom and skills training and supervision. They must be under the general supervision of the Primary Instructor, currently licensed in Arkansas and shall not be subject to disciplinary action by the Arkansas State Board of Nursing. Disciplinary action includes, but is not limited to: probation, suspension, revocation or voluntary surrender due to disciplinary action and have a minimum of one (1) year of long term care experience. (All final skills check-off reviews must be approved by the Primary Instructor.)

3. The Application of Program Approval (Form DMS-724) shall be used to identify each additional instructor/trainer and their qualifications to teach.

Section VII REQUIREMENTS FOR TESTING AND CERTIFICATION

A. Transition

The initial implementation of these training and testing requirements have covered three basic phases:

1. Deemed Equivalence Waivers -

   A nursing assistant shall be deemed to have satisfied the requirement of completing a training and competency evaluation program approved by the State if the nursing assistant:

   a. Completed a program that offered a minimum of 60 hours of nursing assistant training before July 1, 1989 and if such received before July 1, 1989 up to 15 hours of supervised and practical nursing assistant training or regular in-service nursing assistant education (initial training must be at least 75 hours); or

   b. Completed a course of at least 100 hours of nursing assistant training and was found competent (whether or not by the State) before January 1, 1989; or

   c. Has served as a nursing assistant at one or more facilities of the same employer in the State for at least 24 consecutive months before December 19, 1989.

   Individuals will not qualify for these waivers if they have not provided nursing or nursing-related services for a period of 24 months or longer since completing training. They will be required to complete a new training program and state test to obtain current certification.

   Facilities who wish to obtain certification for the above described individuals should submit to OLTC Form DMS-798, Exemption/Reciprocity Request Form, with attached copies of documents/certificates verifying course completion, number of hours in course, etc.

2. Employment status as of July 1, 1989 -

   All individuals working as nursing assistants in Arkansas nursing facilities as of July 1, 1989 were allowed to become certified by passing the state competency test but were not required to complete the "formal" 75 hour training course.

This phase was completed by October 1, 1990 and does not apply thereafter. Therefore, all individuals must now complete the ~~75~~ 90 hour training requirements to qualify to take the state test regardless of past employment status on July 1, 1989.

3. July 1, 1989 - Ongoing -

Effective July 1, 1989 a facility must not use any individual working in the facility as a nursing assistant for more than four (4) months (120 calendar days) unless that individual has successfully completed a training program and competency evaluation approved by the Office of Long Term Care as described in these regulations.

B. Examination

1. The Department or its appointed agency shall be responsible for administering the competency evaluation/examination. The exam shall be based upon the training curriculum requirements specified in the LTCF Nursing Assistant Training Curriculum Guide.

2. The examination will be in English.

3. The competency examination shall consist of two components, a written (or oral) exam and a skills demonstration. Each test candidate will be allowed to choose between a written or oral exam. The oral examination will be read from a prepared text in a neutral manner.

4. The written/oral component shall be developed from a pool of test questions, only a portion of which is used in any one exam. The skills demonstration shall consist of a demonstration of five randomly selected items drawn from a pool of tasks ranked according to difficulty.

5. The skills demonstration component will be performed in a facility (which has not been disqualified by criteria specified in Section V, item B.) or laboratory setting similar to the setting in which the individual will function.

6. The skills demonstration will be administered and evaluated by a registered nurse (RN) with at least one (1) year experience in providing care for the elderly or chronically ill of any age.

7. The skills demonstration component may be proctored by facility/training site personnel (RNs as described above) if secure, standardized, and scored by the testing agency approved by the Department. "Proctoring" will not be approved in facilities subject to prohibitions specified in Section V (item B).

8. To complete the competency evaluation successfully, an individual must pass both the written (or oral) examination and the skills demonstration. If an individual does not complete the evaluation satisfactorily, they will be advised of areas which he/she did not pass and their right to take the test three times.

9. All test candidates will be allowed up to three opportunities to successfully complete the examination. Failure after three attempts will require re-training to qualify for further testing opportunities. A maximum time limit of 12 months shall be imposed on an individual to complete the test. Verification of new re-training will be required after this 12-month limit for further testing opportunities.

10. Effective upon notification of test results, any person who has failed the competency evaluation (either the written/oral or skills portion) after three attempts is prohibited from providing nursing services to residents in a nursing facility. However, based on the program regulations, these individuals may maintain their employment status if they re-enroll in a new training program. They would be required to follow the program implementation requirements of completing the first 16 hours (Part I) training prior to direct resident contact and can only be assigned to job duties thereafter in which they have been "checked-off" as competent to perform as they complete the remainder of the full 90 hours of training. Upon successful completion of their training, they should be scheduled for the next available competency exam.

11. All individuals who successfully complete the competency examination shall be placed on the CNA registry and issued a state certificate. Information on the registry shall be made available for public inquiry (see Section VIII).

C. Test Dates, Locations, and Fees

1. Testing will be made available at multiple sites geographically dispersed throughout the state. Schedules of times, locations, and registration requirements will be announced in a timely manner by the Department or designated testing agent.

2. At the option of the NA, the competency evaluation (both written/oral and skills components) may be administered in the facility at which the NA is (or will be) employed (unless the facility is disqualified by the Department under criteria specified in Section V, item B).

3. Each test candidate must have appropriate verification of completion of the training requirements. This will be in form of a "certificate of completion" from an approved training program or other acceptable documents (see item D of this section and Section IV(B) of these regulations).

4. There will be a fee charged to take the state competency evaluation. The amount of the fee will be announced in a timely manner by the Department or designated testing agent.

5. The Department will be responsible to pay the test fee for individuals who are employed by a Medicaid certified nursing facility or those individuals that have a commitment ("letter of intent" as defined in Section X (A) (2) of these regulations) to be employed in a Medicaid certified nursing facility. Letters of intent to hire from Medicaid certified nursing facilities must be dated within 12 months immediately preceding the date of the application to take the test. Independent test candidates who are taking the competency test without an employment connection to a long term care facility will be responsible to pay their own test fee.

D. Candidate Qualifications

The following list identifies those individuals who qualify for the state competency exam.

Note: Individuals listed on the LTCF Employment Clearance Registry with a disqualification status due to an substantiated administrative finding of abuse, neglect, misappropriation of resident property or a disqualifying criminal record in accordance with A.C.A. 20-33-201 et seq shall not be eligible to take the competency examination.

1. Nursing assistants who were trained in **approved** non-facility programs (career colleges, Vo-Tech schools, proprietary schools, etc.) after January 1, 1989.

2. Nursing assistants who were trained in **approved** facility (nursing homes) programs after July 1, 1989.

3. RN or LPN students who have finished the basic nursing course (Introduction to Nursing, Fundamentals of Nursing, etc.). The individual must provide a copy of their school transcript/document showing successful completion of the basic nursing course in order to qualify to take the state competency test.

   Registered nurses or licensed practical nurses that have had disciplinary action resulting in suspension, revocation or voluntary surrender due to disciplinary action shall not be allowed an exemption to training or be allowed to challenge the state competency examination.

4. Home health aides who have met appropriate federal training and/or testing requirements for HHA certification. Verification must show

completion of a minimum of 75 hours training and/or federal testing requirements as a home health aide.

This provision does not apply to "personal care aides" as their training requirements of 40 hours does not meet the LTCF Nursing Assistant Training Program's 90 hours or curriculum content.

5. Individuals from other states who can verify completion of a state approved geriatric nursing assistant training program but who were not tested and registered. (If registered in the other state, see Section VIII for reciprocity transfers without further testing.) Verification of course completion rest with the individual and must be submitted to OLTC for approval to take the Arkansas competency test.

6. Nursing assistants whose certification has become inactive based on the recertification requirements (see Section VIII, item D.). These individuals shall be required to be retested for recertification. Permission for retesting shall require an "admission slip" obtained from the testing agency prior to the specified test date.

All other persons trained in programs that have not received approval from the Department as a training provider shall not qualify and shall not be allowed to take the examination. Such programs may include hospitals, emergency medical technicians, medical assistant programs, personal care aides, correspondence courses, independent study or on-the-job training/in-service training as they are not acceptable in lieu of the approved training program.

Section VIII REGISTRY

A. Function and Content

1. The Department shall establish and maintain a registry of all individuals who have satisfactorily completed the training and competency evaluation program requirements. The nursing assistant registry shall be incorporated into the Long Term Care Facility Employment Clearance Registry (ECR), which also includes criminal record disqualifications for applicable employees and job applicants, and substantiated administrative findings of abuse, neglect or misappropriation of resident property for employees.

2. The information in the registry shall be made available to the public. Registry information shall be open for inquiries 24 hours per day, 7 days per week (except for scheduled maintenance or at times of technical problems), by telephone through an automated voice response system or by computer through an online website system (see Subsection B of this section).

3. The nursing assistant registry record, for each individual who has successfully obtained certification as a LTCF nursing assistant shall contain the following information:

- individual's full name;
- date of birth;
- Social Security Number;
- name and date of the State approved training program successfully completed;
- certification number and date of issuance;
- most recent re-certification date; and
- documentation of investigations showing substantiated findings of resident neglect, abuse, or misappropriation of resident property by the nursing assistant including a summary of the findings, and where applicable, the date and results of the hearing or date of a waiver of hearing, and a statement by the nursing assistant disputing the findings of the investigation.

4. The Department shall review and investigate allegations of neglect, abuse, or misappropriation of resident property by a nursing assistant. A nursing assistant shall be given written notice by the Department of a finding on an allegation and must request, in writing, a formal hearing within 30 days of receipt of the notice or the right to a hearing shall be waived. Following any appeal, the registry and the nursing assistant shall be notified of the findings. If the finding is substantiated either by the individual's failure to appeal or by issuance of a final administrative order, the registry shall include the documented findings involving an individual listed in the registry, as well as any brief statement of the individual disputing the findings. (See Subsection E of this Section for the process to petition to remove findings of neglect.)

5. The Department, in the case of inquiries to the registry, shall verify if the individual is listed in the registry and shall disclose any information concerning a finding of resident neglect, resident abuse, or misappropriation of resident property involving an individual listed in the registry. It shall also disclose any statement by the individual related to the finding or a clear and accurate summary of such a statement.

B. Inquiry Process

1. A facility must inquire of the registry as to information in the registry concerning any individual to be used as a nursing assistant. A facility may not use an individual as a nursing assistant until registry inquiry and clearance is obtained. Registry inquiries shall be performed within five calendar days of the offer of employment and prior to any resident contact. A facility must document all inquiries and must include such documentation in the personnel file of each nursing assistant used by the facility.

2. Registry clearance shall be obtained by contacting the automated voice response system or by computer access to the online website system. The telephone number to the automated voice response system and the URL address to the online website system shall be issued by the OLTC, or its designated agent, and may be subject to change. If needed, facilities should contact the OLTC for the latest contact information for either system.

3. Both the automated voice response system and the online website system will maintain an internal log of each inquiry made by Arkansas nursing facilities using a numeric code (Registry Identification Number) assigned to each facility. The internal log shall be monitored by OLTC to verify each facility's compliance with inquiry requirements.

4. If utilizing the automated voice response telephone system, the facility shall document date, time and results of the registry contact in the individual's personnel file. The online website system is capable of providing a printable registry clearance verification report document for the nursing facility's use in record keeping. If utilizing the online website system, the facility shall be required to print the registry clearance report and maintain this report in the employee's personnel file.

5. Registry clearances accessed through the automated voice response system requires the nursing assistant's Social Security Number (SSN). The online website system may be accessed by either the SSN or certification number. Facilities are required to access by using the SSN or certification number in order to assure an accurate inquiry.

NAME SEARCHES ARE NOT POSSIBLE ON THE AUTOMATED VOICE RESPONSE SYSTEM. NAME SEARCHES ARE POSSIBLE ON

THE ONLINE SYSTEM BUT ACCURACY IS NOT ASSURED. NAME SEARCHES MAY ALSO BE OBTAINED BY CALLING THE OLTC. PLEASE NOTE, HOWEVER, THAT NAME SEARCHES BY CALLING OLTC DO NOT GENERATE A VERIFICATION LOG OF THE CLEARANCE. THEREFORE, FACILITIES SHALL AVOID THE USE OF NAME SEARCHES WHEN THE NEED FOR DOCUMENTATION AND ACCURACY OF THE REGISTRY CHECK IS REQUIRED.

C. Inter-state (Reciprocity) Transfer

1. If an individual has completed a training and competency evaluation program and become registered as a nursing assistant in other state(s) that meet federal guidelines, reciprocity may be granted without further training or testing. The DMS-798, Exemption/Reciprocity Request Form, must be submitted to OLTC with a copy of each other state's certificate/registration document. OLTC will contact each other state to clear the individual's status for the transfer of their certification through reciprocity. However, this process may take several weeks to complete and the facility may not use the individual until each other state's registry is cleared. If the facility wishes, they may telephone each other state's registry, document the contact in the individual's file and use the NA in staffing (if in good standing on the other state's registry) while OLTC processes the official transfer. Contact must be made to all states the individual has worked as a nursing assistant.

2. This process for out-of-state registry verification becomes complicated if the individual is not officially registered under the new federal standards. Facilities may not use these individuals in staffing until their qualifications have been cleared by OLTC. The same process described above, of submitting the DMS-798, Exemption/Reciprocity Request Form, with copies of certificates or documents attached, also applies. Some of these individuals may qualify for registration under certain exemption criteria, some may be required to take the Arkansas state test, and some may be required to complete both training and testing. In any case, OLTC has the responsibility to make these determinations and notify the facility and/or individual of the results.

D. Certification Renewal

1. The initial certification period is valid for 24 months. Each certificate contains an expiration date. The Department will develop a plan and procedure to renew each nursing assistant certification listed in the registry on a biennial basis (every two years). The renewal process will require the nursing assistant to document having worked as a nursing assistant for monetary compensation during the prior two years. This provision shall be defined by at least one documented day (e.g. eight (8) hours) of employment providing nursing or nursing-related services for monetary compensation in any setting.

2. Employing facilities and/or individuals shall be required to submit update information to the registry to establish ongoing eligibility for active status. The registry shall make "inactive" those individuals who cannot document having worked in an aide capacity within a 24-month period. Nursing assistants who are currently employed as a nursing assistant at the time of their renewal will be renewed for 24 months. Nursing assistants who are not currently employed will be renewed for 24 months beginning with the last day employed as a nursing assistant. A certification that has been expired for a period longer than 24 months cannot be renewed and the individual must retest to re-certify to an active status.

3. An individual will be required to successfully complete a new competency evaluation test to become recertified (see Section VII, item D-7) if documentation of having worked in an aide capacity within the previous 24-month period can not be provided or for any certification that has been expired for over 24 months.

4. The process to renew a nursing assistant certification shall be implemented by the Department or its agent. Each certified nursing assistant will be mailed a renewal form approximately 60 calendar days before the expiration of their certification. The renewal form shall be mailed to the home address currently listed in the registry database when the nursing assistant was initially tested or renewed. It is the responsibility of each nursing assistant to update their mailing address by contacting the Department or its designated agent. It is the responsibility of each nursing assistant to renew their certification regardless if they have received the mailed renewal notice. Renewal forms may be obtained from the OLTC or its designated agent.

5. Individuals listed on the LTCF Employment Clearance Registry with a disqualification status due to a substantiated administrative finding of abuse, neglect, misappropriation of resident property or a disqualifying criminal record in accordance with A.C.A. 20-33-201 et seq shall not be eligible to renew their certification. Individuals approved for removal of a neglect finding pursuant to Subsection VIII (E) shall be eligible to renew their certification.

6. Nursing assistant certifications may not be renewed more than 60 calendar days prior to the expiration date.

7. Renewals may be conducted either by mail or through an online website. The Department or its designated agent shall provide instructions for the online renewal process attached to the renewal notice.

8. The Arkansas Nursing Assistant Registry Renewal Form must be fully completed, and the information in the form must be accurate to the best of the knowledge and information of the nursing assistant. Failure to fully complete the form, or the inclusion of false or inaccurate information, shall constitute the basis for denial of certification renewal.

9. When a nursing assistant renewal is processed (either by mail or online) and the nursing assistant is determined to be eligible for renewal, a new certificate showing the new expiration date will be mailed to the individual and their registry record shall be updated to reflect the new certification period.

E. Petition to Remove Neglect Findings

Pursuant to federal law 42 U.S.C. § 1395i-3(g)(1)(D), in the case of a finding of neglect under Subsection A of Section VIII of these regulations, the Office of Long Term Care shall establish a procedure that permits a certified nursing assistant to petition for the removal of a substantiated finding of neglect. The procedure to file a petition shall be as follows:

1. Factors that must be met are:

   a. The certified nursing assistant must have a substantiated finding of neglect. There shall not be a petition process available for substantiated findings of physical abuse, verbal abuse or misappropriation of resident property.

   b. The Office of Long Term Care makes a determination that the petition applicant's employment and personal record does not reflect a pattern of abusive behavior or neglect. Factors to be considered shall include, but shall not be limited to:

      - The neglect that resulted in a finding was a singular occurrence as identified in the incident investigation file.
      - The petition applicant does not have a criminal conviction related to neglect, abusive behavior or physical violence.
      - The petition applicant's name does not appear on the DHHS/Division of Aging and Adult Services' Adult Abuse Registry or the DHHS/Division of Children and Family Services' Child Abuse Registry.
      - Whether a pattern of abusive behavior or neglect is discovered through reference checks with prior employers or other parties.
      - Character references as provided by the petition applicant.

   c. At least one year has passed since the petition applicant's substantiated finding of neglect was placed on the Registry.

2. The procedure to file for a petition to remove a neglect finding shall include the following:

   a. Petition applicants shall submit a letter requesting the removal of the neglect finding. The letter shall be addressed to:

Office of Long Term Care
Nursing Assistant Training Program
Mail Slot S-405
P.O. Box 8059
Little Rock, AR 72203-8059

b. The petition applicant must provide the following information with their request letter:

- Full name and current mailing address
- Day-time phone number
- Social Security Number
- Date of birth
- Name and day-time phone number of at least two personal character references
- Letters of reference from any employment within the previous year from the date of the petition request. This letter must include a statement attesting to the petition applicant's work performance in relation to the lack of any incidents involving abusive or negligent behavior.
- A current criminal record report from the Arkansas State Police. If the petition applicant is currently or has recently (within the previous 12 months) lived in another state, a criminal record report must be provided from that state. All criminal record reports must be an original document and copies will not be accepted.

3. The Office of Long Term Care shall review each petition request for consideration for removal of the neglect finding. The review shall be conducted by an administrative review panel consisting of at least three members appointed by the Office Director. The panel shall meet within thirty (30) days of any petition request. The review panel shall consider all information submitted by the petition applicant and may conduct additional research as needed.

4. The review panel shall render a decision within thirty (30) calendar days of the panel's review, and the petition applicant shall be notified in writing within 10 business days of the review committee's final determination.

5. If the petition to remove the neglect finding is approved, the Registry shall be updated within 10 work days to show the petition applicant no longer has the neglect record and shall be eligible for employment in Arkansas long term care facilities. Note that any CNA whose certification has been expired for over 24 months must successfully complete the state

competency test to re-establish employment eligibility as a certified nursing assistant.

6. Any applicant whose petition has been denied may not re-apply for a subsequent petition request for a period of at least 12 months from the date of the previous denial.

7. If the petition to remove the neglect finding is denied by the review panel, any further appeals of the committee's determination shall be based on the appeals procedures as listed below:

   a. Administrative hearings are available to persons, herein referred to as petitioners, who disagree with determinations to deny a petition to remove a neglect finding made by the Office of Long Term Care as described in these regulations.

   b. When a petitioner wishes to appeal, he/she may do so by mailing a written notice of appeal to Appeals and Hearings (Slot 1001), Office of Chief Counsel, Arkansas Department of Health and Human Services, P.O. Box 1437, Little Rock, Arkansas 72203. The notice shall be mailed by certified mail, return receipt requested. The notice of appeal shall state the following:

      1. Name of the petitioner;

      2. Address of the petitioner;

      3. Date of birth of the petitioner;

      4. Phone number, if any, of the petitioner;

      5. The petitioner's place of employment;

      6. A short statement explaining why the petitioner believes the determination/decision is in error.

   c. The notice of appeal must be received by the Appeals and Hearing Office within 30 calendar days from the mailing date of the notification document of the determination of petition denial. No appeal shall be accepted prior to such a determination/decision.

   d. A hearing shall be conducted by the Appeals and Hearings Section, Office of Chief Counsel, Department of Health and Human Services. The procedures to conduct the hearing are as follows:

1. The hearing record will contain all documents, exhibits and testimony admitted into evidence by the hearing officer. Within 20 calendar days of receipt of notice that a petitioner has requested a hearing, the petitioner and the Office of Long Term Care will prepare a file to be submitted to the Appeals and Hearings Section, and mail a copy of the file by certified mail, return receipt requested, to the other party. The file will contain only documentary evidence supporting or tending to support each party's allegations. The Office of Long Term Care will also submit an Administrative Hearing Statement summarizing the determination/ decision. This statement is not evidence. Only such portions of each file as are determined by the hearing officer to be relevant shall be included in the Administrative Hearing Record.

2. Both parties will be advised by the Appeals and Hearings Section via certified mail, return receipt requested, that they have ten (10) calendar days from the date the certified mail receipt was signed to review the hearing file and submit a request to subpoena witnesses. The request shall include the name, address and telephone number of all witnesses not employed by the Department of Health and Human Services (DHHS). DHHS employees will be expected to attend hearings and present testimony without the benefit of a subpoena and will be notified by the Appeals and Hearings Section of their required presence at the hearing. Each party will be notified of any witnesses requested and will have five (5) business days from the receipt of this notice to request subpoenas for rebuttal witnesses.

The Department of Health and Human Services, Office of Chief Counsel, will issue the subpoenas, pursuant to the terms and authority of Ark. Code Ann. § 20-76-103.

3. After the time frame has expired for subpoenaing witnesses, the hearing officer will schedule the hearing to afford the petitioner, the Office of Long Term Care, and their attorneys, if any, at least ten (10) calendar days notice of the date, place and time of the hearing. The scheduling letter, sent via certified mail with return receipt requested, shall also contain the name of the hearing officer who will conduct the hearing. In the event the petitioner, the Office of Long Term Care representative, or an attorney representing the petitioner suffers from illness or cannot attend the hearing due to scheduling conflicts, that party may request the hearing be continued. The hearing will be rescheduled by the hearing officer upon a showing of good cause. A request for continuance made by the petitioner or the petitioner's attorney

will constitute a waiver of any objection as to timeliness of the hearing. In each case, the hearing and hearing record must be completed within one hundred twenty (120) calendar days of receipt of the request for a hearing.

4. The hearing will take place at a place, time, and manner determined by the Appeals and Hearing Office. Hearings may be conducted by telephone, by personal appearance of the parties, or by record review by the Appeals and Hearings Office.

5. If the petitioner fails to appear for the hearing when conducted by telephone or by personal appearance of the parties and does not contact the Appeals and Hearings Section prior to the date of the hearing of his/her inability to attend, the appeal will be deemed abandoned. The petitioner will be advised of this fact in the scheduling letter.

6. It is the responsibility of the Office of Long Term Care to designate a representative prior to the time of the hearing. The representative should be familiar with the circumstances of the determination/decision and be able to summarize the pertinent aspects of the situation and present the documentation to support the basis for the determination/decision. The representative should also be able to answer questions posed by the petitioner or the hearing officer relative to the issues and should be prepared to cross examine adverse witnesses. The representative may request the services of an Office of Chief Counsel attorney for representation at the hearing.

7. If any party is to be represented by an attorney, notice shall be given to all parties and to the Appeals and Hearings Section at least ten (10) calendar days prior to the hearing. Failure to furnish notice shall entitle other parties to a continuance to obtain counsel. Petitioner's failure to furnish notice shall constitute a waiver of objection as to timeliness of the hearing.

8. The hearing will be conducted by a hearing officer from the Appeals and Hearings Section who had no part in the determination/decision upon which the hearing is being conducted.

9. The petitioner may be accompanied by friends or other persons and may be represented by a friend, legal counsel, or other designated representative.

10. The hearing officer may not review the case record or other material either prior to or during the hearing unless such material is made available to the petitioner or his/her representative.

11. The hearing will be conducted in an informal but orderly manner. The hearing officer will explain the hearing procedure to the petitioner. The administrative hearing statement will be read by the Office of Long Term Care representative. The Office of Long Term Care shall then present its case. After completion of the Office's case, the petitioner's case will be presented. The parties shall have the opportunity to present witnesses, advance arguments, offer additional evidence, and to confront and cross examine adverse witnesses. If the petitioner is unable to present his evidence in a logical manner, the hearing officer will assist the petitioner. Questioning of all parties will be confined to the issue(s) involved.

12. The hearing officer will prepare a comprehensive report of the proceedings. The report will consist of an introduction, recommended findings of fact, conclusions of law and decision. The report shall be submitted to the Director of the Division of Medical Services who, after reviewing the record, may accept, reverse or remand the report. If the Director accepts the report, such acceptance shall be reduced to writing and shall constitute the final agency determination. That determination shall be mailed to the petitioner and the Office of Long Term Care. If the Director remands the report, the hearing officer shall proceed in accordance with the instructions contained in the remand determination. The concluding determination made by the Director shall constitute the final agency determination. The determination shall be mailed to the petitioner and the Office of Long Term Care.

e. Any further review must be pursued in accordance with the Administrative procedure Act, Arkansas Code Annotated § 25-15-101 et seq

Section IX METHODOLOGY FOR REVIEW OF COMPLIANCE WITH PROGRAM REQUIREMENTS

A. Monitoring

1. A program is subject to inspection at any reasonable time by personnel authorized by the Department. After initial approval of a training program, the Department shall do an on-site visit review to determine the program's implementation of and compliance with the requirements. The Department shall review the program on-site at least every two years.

2. Program reviews may be comprehensive or partial. Based on the findings of the most current review, a program may be reviewed with an increased frequency and depth.

3. An inspector will file a written report with the Department. The report will specify strengths and deficiencies of the program and be available to the program. The Department will terminate those programs not meeting minimum requirements and that do not provide an acceptable plan for correcting deficiencies within the specified time frame as established by the Office of Long Term Care.

B. Minimum Program Standards

1. Each training program shall provide for secure maintenance of records. Records to be maintained shall include but not be limited to:

- names of enrollees
- names of those who successfully complete the program
- dates of initiation and termination of program
- curricular revisions
- tests, grades, course documents, skills checklist
- credentials of instructors
- documentation of state approval
- record of complaints

2. The program monitoring shall review for compliance with requirements, at a minimum:

(a) Program curriculum content

(b) Program length

(c) Ratio of classroom to skills training

(d) Qualifications of instructors

(e) Quality of skills training supervision

(f) Access for clinical training in a nursing facility that was not disqualified based on criteria specified in Section V (B).

(g) Physical (classroom and lab) facilities

3. The quality of care provided by individual nursing assistants that is monitored during a licensure and/or survey and certification survey shall be one part of the program review. The monitoring of "quality of care" shall apply only to graduates of the facility-based training program being surveyed.

4. The graduates' success rate on the state competency examination will be monitored by the Department and shall be utilized as a criterion for revoking program approval.

5. Programs that do not meet these minimum standards shall be notified in form of a letter. This letter shall list all deficiencies that require corrective action. The program will be required to respond in writing within 15 business days specifying actions to correct the deficiencies. Failure to respond or inadequate corrective actions may cause withdrawal of the Department's approval of the program.

Section X REIMBURSEMENTS

A. General Provisions

1. This section sets forth policy for direct reimbursement for allowable nursing assistant training costs incurred by Medicaid certified nursing facilities. Allowable training costs will be separately tracked, documented and submitted monthly as described herein. All reimbursements shall be made directly to the Medicaid certified nursing facility.

2. Based on Federal regulations, nursing assistants who are employed by (or who have a "letter of intent" to be employed by) a Medicaid certified nursing facility may not be charged for any portion of the program (including any fees for textbooks or other required course material). The Department shall be responsible to pay for the training costs for individuals who are employed by, or have a "letter of intent" to be employed, by a Medicaid certified nursing facility as set forth in this Section.

The criteria required for reimbursements under the "letter of intent" arrangement must meet the following:

a. Letters of intent must be on the facility letterhead, dated within twelve (12) months immediately preceding the training and signed by the facility Administrator. Copies of the Administrator's signature are not allowed;

b. The facility must have on file a job application completed and signed by the individual receiving the letter of intent;

c. The facility must complete a criminal record check on the individual in accordance with Arkansas Code Annotated 20-33-201 et seq; and

d. The facility must retain copies of documents to verify compliance with these provisions as specified in Subsection E of this section.

3. Allowable costs for nursing assistant training reimbursement may include the costs for operation of an approved nursing assistant training program, the costs associated with a cooperative training effort with a neighboring approved training program (not claimed by that program) and the costs of having nursing assistants trained in an approved non-facility based training program (paid by the facility). **Nursing Assistant salaries and fringe benefits, including amounts paid while in training, and in-service/continuing education costs are not directly reimbursable but are included on the facility's annual cost report and reimbursed through the per diem rates.**

4. Reimbursement of nursing facility costs for training of nursing assistants must be allocated between Medicaid, Medicare and private pay patients.

Medicaid may not be charged for that portion of these costs that are properly charged to Medicare or private pay activities. Therefore, the Office of Long Term Care will pay only the percentage of the total billed or maximum limit (see item D) for nursing assistant training based on the percentage of Medicaid recipients indicated on the billing. Facilities should continue to bill for the total amount of expenses incurred. The recipient information should reflect the midnight census for the last day of the month.

B. Allowable Costs

The following costs are allowable for nursing assistant training:

1. Nursing Assistant Transportation Expenses. The dollar amount of transportation expenses paid directly to or reimbursed for the NA to attend training or to travel to a NA competency evaluation site.

2. Books. The dollar amount spent for books purchased specifically for use in the NA training program.

3. Instructional Equipment. The dollar amount spent for equipment such as overhead projectors, VCRs, film projectors, etc. purchased specifically for use in the NA training program.

4. Instructional Videos. The dollar amount spent for instructional videos, video disc(s), films, etc. purchased specifically for use in the NA training program.

5. Other Training Materials. The dollar amount spent for other training materials purchased specifically for use in the NA training program.

6. Training Space. The dollar amount spent for the rent of classroom space (outside the facility), lab equipment, etc. specifically for the NA training program. Construction costs for training facilities will not be authorized.

7. Instructor Wages. The dollar amount of wages paid to the NA Instructor for training time, only while the NA Instructor is not included in the NF's staffing pattern providing nursing services.

   Facilities should not include the time spent proctoring the skills test as training activity reported to OLTC for reimbursement. Information reported to OLTC on the DMS-755 is strictly for training, **not testing activity**.

8. Instructor Fringe Benefits. The dollar amount paid for fringe benefits for the NA Instructor while training, only while the NA Instructor is not included in the NF's staffing pattern providing nursing services.

9. Nursing Assistant Consultant Training Fees. The dollar amount paid to a consultant trainer for NA training.

10. Consultant Reimbursable Expenses. The dollar amount paid to a consultant trainer for reimbursable expenses such as travel and lodging.

11. Instructor Workshop Fees. The amount of tuition and registration fees paid for NA training program instructors to attend instructor workshops. Instructor workshops must meet requirements established by the Office of Long Term Care to qualify for reimbursement and participants must be approved for attendance by the Office of Long Term Care.

12. Instructor Workshop Travel Expenses. Travel expenses and lodging paid directly or reimbursed for NA training program instructors to attend instructor workshops.

13. Nursing Assistant Training Tuition. The dollar amount spent on tuition for employees (and potential employees given a "letter of intent", dated within 12 months immediately preceding the date of the completion of training) to attend NA training in an approved non-facility training program. The actual amount of tuition paid for a student, up to a **maximum of $480.00 per student**, will be reimbursed as allowable cost. This amount is based on the provision of the minimum 90 hours training required by the Department.

C. Claims Submission

1. Claims for reimbursement of expenses incurred for NA training costs shall be submitted to the Office of Long Term Care on a monthly basis on form DMS-755. Claims can be submitted no earlier than the first day of the month following the expense month. The report forms will be designed to capture the above cost categories by use area in either formal "approved" or combined/cooperative training. Therefore, documentation of these costs should be accounted for in a manner consistent with these categories.

2. Claims must be submitted to the Office of Long Term Care within 30 calendar days following the end of the expense month. **Claims not submitted timely or claims that are incomplete will not be accepted for payment and shall be returned to the facility. Corrected claims must be submitted within 15 calendar days of the date returned.**

3. A claim for reimbursement may not be submitted for any month in which no students completed training. Unclaimed costs in this circumstance may be carried over to the month when students complete training and will still be subject

to the $480.00 maximum cost limit per student (see item D - Maximum Cost Limit).

4. All claims submitted must include a copy of each trainee's Certificate of Completion from the training program and a copy of the OLTC issued CRC Determination Letter. In accordance with Section 203.1 of the Rules and Regulations for Conducting Criminal Record Checks for Employees of Long Term Care Facilities, the facility must complete the criminal record check for each trainee prior to conducting the nursing assistant training or prior to sponsoring the trainee through the "letter for intent to employ" provisions as specified in item A (2) and B (13) of this section.

5. Reimbursements are not allowed and shall be denied to facilities for the following:

a. Individuals listed on the LTCF Employment Clearance Registry with a disqualification status due to a substantiated administrative finding of abuse, neglect, misappropriation of resident property or a disqualifying criminal record in accordance with A.C.A. 20-33-201 et seq.

b. Individuals listed on the LTCF Employment Clearance Registry with an expired certification. These individuals are not required to be retrained and may retest in accordance with Section VII (D) (6) of these regulations.

c. Individuals who, prior to training, did not complete a criminal record check in accordance with Arkansas Code Annotated 20-33-201 et seq.

6. All claim forms (DMS-755) must be submitted with original signatures of the nursing facility Administrator or designee. "Copied" signatures will not be accepted.

D. Maximum Cost Limit

1. In efforts to establish proper and efficient administration of training costs reimbursements, a reasonable maximum cost limit shall be imposed. Based on analysis of nursing assistant training costs, $480.00 per student will be the maximum paid to facilities on their claims. This limit shall be imposed based on the number of students who finish the training program. Claims must show actual costs incurred and reimbursements will be made for actual costs but not to exceed the maximum limit of $480.00 per student who complete the training.

2. Example: Claim form shows actual costs is $1250.00 with four students completing the course. As $1250.00 is less than $1920.00 (4 students x $480 = $ 1920 maximum) the actual costs will be reimbursed. If this example had only two students completing, the maximum would be $960.00 (2 students x $480) and the

reimbursement would be capped at $960.00 rather than paying the full $1250.00 actual expenses.

E. Cost Reporting and Record Retention

1. NA training costs directly reimbursed by the Department of Health and Human Services shall be included in the nursing facility's annual Financial and Statistical Cost Report (FSR) and shall be reported as revenue offsets to NA training costs. Facilities must retain receipts/documentation of NA training costs submitted to the OLTC for reimbursement for a period of not less than five (5) years or until all audit findings are final. Any facility claiming reimbursement for costs not actually incurred or not properly documented will be required to provide restitution to the Department of Health and Human Services and will be subject to fines and/or prosecution as authorized by State and/or Federal Statutes.

Arkansas Department of Health and Human Services
Division of Medical Services
Office of Long Term Care
P.O. Box 8059, Mail Slot S405
Little Rock, AR 72203-8059

NURSING ASSISTANT TRAINING COST
REIMBURSEMENT CLAIM FORM

FOR THE MONTH OF: _____, _____

AASIS Vendor Number:

Name of Facility:

Address:

Number of Residents: _____ Medicaid _____ Private _____ Medicare _____ Other _____

Number of Students that Completed Training:

_____

Attach the following documents for each student being claimed:
1. State Criminal Background Determination Letter from OLTC
2. Completion of Training Certificate

	EXPENSE	TRAINING COST
1.	NA Transportation Expense	$ _____
2.	Books	$ _____
3.	Instructional Equipment	$ _____
4.	Instructional Videos	$ _____
5.	Other Training Materials	$ _____
6.	Training Space	$ _____
7.	NA Instructor Wages	$ _____
8.	NA Instructor Fringe Benefits	$ _____
9.	Nursing Assistant Consultant Fees	$ _____
10.	Consultant Reimbursable Expenses	$ _____
11.	Instructor Workshop Fees	$ _____
12.	Instructor Workshop Travel	$ _____
13.	Nursing Assistant Tuition (Amount paid to "outside" training course)	$ _____

Training Site(s): _____
_____
_____

TOTAL TRAINING EXPENSE $ _____

Administrator Signature _____

Date of Signature _____

FOR OFFICE USE ONLY:

# of Students _____

Multiplied by Cap Amount:

_____

Total Approved Cost:

_____

Percent Ratio: _____

Amount to be Reimbursed:

_____

Pay: _____

Invoice Reference#

_____NATP _____

Date: _____

Approved by:

_____
___

DMS-755 (Revised 07/06)

Nursing Assistant Training Costs
Reimbursement Claim Form

PURPOSE OF FORM

The Nursing Assistant Training Costs Reimbursement Claim Form is used by nursing facilities to claim reimbursement for allowable nursing assistant training costs.

COMPLETION OF FORM

Month and Year Section:

Complete the applicable month and year in which expenses are being claimed.

Name and Address of Facility Section:

Contact this office if the facility name or address has changed.

Number of Residents Section:

1. Provide the total number of residents on the last day of the month.
2. Provide the number of residents covered by or eligible for Medicaid (or pending Medicaid) as of the last day of the month.
3. Provide the number of residents whose care was paid for privately or by private insurance, etc. as of the last day of the month.
4. Provide the number of residents whose care was paid for by Medicare as of the last day of the month. (Medicare certified facilities only).
5. Provide the number of residents that do not fall into the previous categories as of the last day of the month.

Number of Students that Completed Training Section:

Provide the number of students that completed the nursing assistant training course. Do not include any students that failed to pass or complete the training.

You must provide a copy of the State Criminal Background Determination letter from OLTC and a copy of the Completion of Training Certificate for each student being claimed.

Expense and Training Cost Section:

Complete by line the dollar and cent amount of cost for each expense category. Complete the Total Training Expense.

For item #13, list the non-facility training program that provide training during the month and the tuition costs paid on behalf of the new trainees. If more than one approved non-facility training program was used by the facility, list all programs.

Refer to the Nursing Assistant Training Cost Reimbursement policy, Section X of the Rules and Regulations for the Arkansas Long Term Care Nursing Assistant Training Program for details concerning allowable cost items.

Administrator Signature and Date of Signature Section:

The reimbursement claim for monthly nursing assistant training program costs must be signed by the Nursing Facility Administrator for the facility. The date of the signature is the date the claim form is signed (claims may not be submitted earlier than the first day of the month following the expense month).

Leave the For Office Use Only Section blank.

Submit original form and signature. Copies are not acceptable. Route completed forms to:

Department of Health and Human Services
Office of Long Term Care
P.O. Box 8059, Mail Slot S405
Little Rock, Arkansas 72203-8059

ARKANSAS DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF MEDICAL SERVICES
OFFICE OF LONG TERM CARE
NURSING ASSISTANT TRAINING PROGRAM
SLOT S405
P. O. BOX 8059
LITTLE ROCK, AR 72203-8059
Telephone: 501-682-6172 Fax: 501-682-8551 TDD: 501-682-6789
Website: http://www.medicaid.state.ar.us/internetsolution/general/units/oltc/index.aspx

NURSING ASSISTANT TRAINING PROGRAM (NATP)
APPLICATION INSTRUCTIONS

1. Review Rules and Regulations for the Arkansas Long Term Care Facility Nursing Assistant Training Program. Pay special attention to Section IV. B. Implementation Requirements, C. Nursing Assistant Trainee Activities, and Section V.
2. Respond to all application items in compliance with the standards (above) and as required within instructions for each item.
3. Obtain agreements from any and all nursing facilities that will be used as clinical training or testing sites and attach a copy of each agreement. Agreements must either (a) be current, i.e. signed by facility authority within the past six months, or (b) specify the time period for which the agreement is valid. Facility authority is the facility administrator or corporate officer who is a designated authority.
4. Mail application with original notarized signatures along with attachments to:

   Arkansas Department of Health and Human Services
   Division of Medical Services
   Office of Long Term Care
   Nursing Assistant Training Program
   Slot S405
   P.O. Box 8059
   Little Rock, AR 72203-8059

You Need to Know:

- Incomplete applications will be returned, which will delay the approval of your program
- If the application contains errors or discrepancies, you will be notified within 15 days of Department's receipt of the application and you will be given an opportunity to make corrections. This may delay the date of approval of your program.
- You should allow AT LEAST 20 DAYS from the date you mail your application before inquiring about the status of the application.
- Training shall not be conducted until approval for instructors, classrooms and/or clinical sites has been received by the training program.
- Programs offered in or by nursing facilities that have been subject to one or more of the following actions will not be approved as per Arkansas Code 20-70-01 et seq.:

  (1) Waiver for nurse staffing requirements in excess of 48 hours during the week;
  (2) Extended or partial extended survey*;
  (3) Assessment of civil money penalty in excess of $5000;
  (4) Denial of payment for new admissions for Medicare/Medicaid;
  (5) Appointment of temporary management;
  (6) Transfer of residents;
  (7) Termination from Medicare/Medicaid;
  (8) Closure of facility.

  * Extended survey is defined for this provision as a survey that includes a review of facility policy and procedures pertinent to Level A deficiencies in Resident Rights, Resident Behavior and Facility Practices, Quality of Life, or Quality of Care. Partial extended survey is defined as a survey conducted as a result of a deficiency in Level A requirements other than those listed above in the extended survey definition.

- Nursing facilities that are prohibited due to one of the actions above will not be approved as a clinical training or testing site for any nursing assistant training program. Sanctioned nursing facilities may apply for a training waiver by submitting a written request to this office.
- Public training programs MUST contact the Arkansas State Board of Private Career Education, 612 Summit, Suite 102, Little Rock, AR 72201, 501-682-2565, to apply for a license to operate a proprietary educational program in Arkansas.

ARKANSAS DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF MEDICAL SERVICES
OFFICE OF LONG TERM CARE
NURSING ASSISTANT TRAINING PROGRAM
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P. O. BOX 8059
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Telephone: 501-682-6172 Fax: 501-682-8551 TDD: 501-682-6789
Website: http://www.medicaid.state.ar.us/internetsolution/general/units/oltc/index.aspx

APPLICATION FOR NURSING ASSISTANT TRAINING PROGRAM

1.	**Enter Nursing Assistant Training Program Name:**
	If the name of the Nursing Assistant Training Program has changed, enter the new name here:

2.	**Check application type:**	
	NEW	Check **NEW** for initial application or if program is not currently approved.
	RENEWAL NATP Code #	Check **RENEWAL** if program is currently approved and you have received ADHS Renewal notice.
	CHANGE NATP Code #	Check **CHANGE** if program is currently approved and you are requesting approval for program changes. Complete entries for **all** items that have changed & certify changes by signature in Block #12 of this application.

3.	**Check Program Category:**
	Non-facility based program (not offered in or by a facility)
	Facility-based program (offered in and by a facility)
	Note: Applications under Arkansas Code 20-10-701 et seq. may not be completed by the facility that has been prohibited from training. The Department shall not approve a program offered by or in a nursing facility which, in the previous two years: a) has operated under a waiver of the nurse staffing requirements in excess of 48 hours during the week; b) has been subject to an extended (or partial extended) survey; or c) has been subject to a civil money penalty of not less than $5,000, denial of payment, appointment of temporary management, closure, or transfer of residents.

4.	**Primary Instructor Name:**	E-Mail Address:
Arkansas R.N. License Number:		Social Security Number:

Yes	No	Check responses to the following questions about the Primary Instructor:
		a. Does the Primary Instructor have at least two (2) years of nursing experience?
		b. Is at least one (1) year of the required nursing experience in the provision of long term care facility services in a nursing facility or skilled nursing facility?
		c. Has the Primary Instructor completed a course in teaching adults **or** have experience in teaching adults or supervising Nursing Assistants?

5.	**Contact/Mailing Address**: Enter a single, physical address and telephone number for the training program. All correspondence from the Office of Long Term Care will be sent to this address and all on-site NATP surveys will be conducted at this address.		
Street			
City	ST	Zip Code	Phone ( )

6.	**Additional Instructor(s):** List the name(s) and requested information below for individuals who will conduct the actual NATP training. Attach a copy of each instructors current Arkansas nursing license.			
Name:	**Discipline:**		**Does Instructor have at least one (1) year of nursing experience in a long term care facility?**	
	RN	**LPN**	**Yes**	**No**

7.	**Classroom Location:** Enter a single classroom name and location. Attach additional sheets as needed.		
Name			
Street			
City	ST	Zip Code	Phone ( )

8.		**Please check responses to the following questions:**
Yes	**No**	
		a. Does this program teach the Arkansas Curriculum for Nursing Assistants in Long Term Care Facilities?
		b. Does this program exceed both the curriculum content and minimum hours indicated above? If Yes, enter the number of hours offered: Classroom: Clinical:
		c. Does this program have adequate textbooks, audio-visual materials and other supplies and equipment necessary for training?
		d. Do the classroom and skills training rooms provide for adequate space, cleanliness, safety, lighting and temperature controls to promote safe and effective learning?

9.	**Clinical Training Site(s):** In the space(s) provided below, list all certified nursing facilities that will be used for the required clinical training for the NATP. (Additional sites may be listed on a separate sheet).		
a.	Facility Name		
Street			
City	ST	Zip Code	Phone ( )
b.	Facility Name		
Street			
City	ST	Zip Code	Phone ( )

10.	I certify that the information submitted in this application and attachments is true and correct. I agree to provide prior notification to the Office of Long Term Care of any change in information presented in this application by submitting a Program Change Application as required. I acknowledge that failure to comply with Arkansas DHHS Rules and Regulations for the Arkansas Long Term Care Facility Nursing Assistant Training Program may result in withdrawal of NATP approval.
Signature of Primary Instructor (MUST be signed before a notary). _____	(Notary Stamp/Seal):
Sworn and subscribed before me on this _____day of _____, 20_____	
In _____ County, in the State of _____	
Notary Signature: _____	

ARKANSAS DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF MEDICAL SERVICES
OFFICE OF LONG TERM CARE
NURSING ASSISTANT REGISTRY
SLOT S405
P. O. BOX 8059
LITTLE ROCK, AR 72203-8059
Telephone: 501-682-6172 Fax: 501-682-8551 TDD: 501-682-6789
Website: http://www.medicaid.state.ar.us/internetsolution/general/units/oltc/index.aspx

INTER-STATE TRANSFER FORM

SECTION A **TO BE COMPLETED BY THE NURSING ASSISTANT**

Name: _____
(Last) (First) (Initial) (Maiden)

Address: _____
(Street Address or PO Box) (Apt Number)

_____
(City) (State) (Zip Code)

_____
(Telephone) (Email Address)

_____ _____
(Social Security Number) (Date of Birth)

Attach a copy of your Drivers License or State-issued ID
Attach a copy of your Social Security Card
Attach a copy of your Nursing Assistant Certificate

FAILURE TO ATTACH THE ABOVE DOCUMENTS WILL RESULT IN PROCESSING DELAYS AND/OR DENIAL OF TRANSFER INTO THE STATE OF ARKANSAS

STOP! DO NOT COMPLETE SECTION B OR THE APPLICATION WILL BE RETURNED TO YOU!

SECTION B **TO BE COMPLETED BY THE STATE OF ARKANSAS ONLY**

Transferring from_____

Date originally certified and placed on the Registry_____ Expiration Date (If Any)_____

Did Training Program meet OBRA 1987 Requirements? Yes____ No____ Number of Hrs in Training_____

Method of Certification	**Status of Certificate**
___Passed State Competency Examination? Date_____ ___Transferred from another state? List state _____ ___Exemption to Training? List exemption_____ ___ Not Certified	___ Active ___Inactive Date checked_____ Online_____ Phone_____ Attach copy of online registry check
Disciplinary Action Are there any findings of abuse, neglect, or misappropriation? Yes____ No____ Is the individual disqualified due to criminal record check? Yes____ No____	**Arkansas Registry Status** ___Not found on the NAR ___On the NAR, current ___On the NAR, expired ___On the NAR, disqualified Attach copy of AR certification
_____ AR NAR Signature/Title Date	AR NAR Decision ___Accepted Transfer ___Denied AR Certification Reason:_____ Attach copy of AR certification & letter of approval

STATE OF ARKANSAS

LONG TERM CARE FACILITY NURSING ASSISTANT TRAINING CURRICULUM

Written by
The Curriculum Committee for the
Nursing Assistant Training Program

July 1988
(Revised July 1992)
(Revised July 2006)

For information and implementation of this curriculum contact:

Office of Long Term Care
Division of Medical Services
Department of Health and Human Services
Post Office Box 8059
Little Rock, Arkansas 72203

TABLE OF CONTENTS

TO THE NURSING ASSISTANT
AND THE RESIDENTS OF LONG TERM CARE FACILITIES

May we never speak to deceive old people
or listen to betray them;

May we have the wit and wisdom to seek
the truth and the fortitude to stand
up for their basic human rights;

May we give recognition for past experiences
and memories;

May we show dignity and self respect
for the future;

May we minister the highest quality of
health care to each individual person;

May we seek to understand the last
period of life for which the first
was made.

The Curriculum Committee

PART I

CLASSROOM TRAINING – 16 HOURS

(Theory and Classroom Lab)

NOTE: The trainee cannot provide any direct nursing services to residents until completion of Part I.

Unit I
Communication and Interpersonal Skills
(2 hours theory/ classroom lab)

OBJECTIVE	CONTENT
Discuss the role of the nursing assistant as a member of the health care team.	1. The Health Care Team 1.1 The nursing assistant is a member of The Health Care Team. 1.2 See diagram on cover.
List desirable attitudes and actions which will provide successful job performance for the nursing assistant.	2. Attitudes/Actions Which Lead to Successful Performance of a Nursing Assistant 2.1 Dependability: a. Reporting to work on time. b. Minimum absences. c. Keeping promises. d. Completing assigned tasks promptly and quietly. e. Performing tasks you know should be done without being told. 2.2 Accuracy in following instructions. 2.3 Sensitive to feelings and needs of others. 2.4 Personal appearance: a. Appropriate, neat, clean clothing. b. Comfortable, neat, clean shoes of an appropriate style. c. Personal hygiene. d. Name tag. e. Watch. f. Ink pen. 2.5 Personal health: a. Good nutrition. b. Adequate sleep and rest. c. Good emotional health. d. How to handle stress.
List desirable personal grooming habits for the nursing assistant.	
Define the goals of a long term care facility.	3. Goals 3.1 Goals of a long term care facility: a. Provide a safe environment. b. Maintain and promote health. c. Provide a satisfying social environment. 3.2 Goals of the nursing assistant: a. Learn to set daily goals consistent with the short and long term goals of

Unit I (contd.)

OBJECTIVE	CONTENT
	the Plan of Care. b. Learn to set short and long term personal, job and career goals.
	4. Communication
Define Communication.	4.1 Definition – The sending and receiving of messages.
Identify types of communication.	4.2 Types of communication: a. Nonverbal – Sending a message without words by – 1) Body position & gestures. 2) Facial expression. 3) Touch. 4) Tone of voice. b. Verbal – Sending a message through talking or writing.
List attitudes which promote communication.	4.3 Attitudes which promote communication: a. Courtesy. b. Keeping emotions under control. c. Empathy.
	4.4 Behavior which enhances communication between the nursing assistant and the residents: a. Provide opportunity for resident to express thoughts and feelings – 1) Listen to resident's comments. 2) Allow enough time for communication. 3) Allow enough time for silent communication. b. Observe nonverbal behavior during interaction - 1) Body position. 2) Facial Expression. 3) Gestures. c. Listen carefully to expressed thoughts and feelings and to tone of voice. d. Encourage focus on resident concerns – 1) Don't criticize other staff. 2) Be responsive to resident's needs. 3) Self understanding on part of nursing assistant.

Unit I (contd.)

OBJECTIVE	CONTENT
Identify basic factors which may block communication between resident, family and staff. Identify steps for answering resident's call signal.	4.5 Communicating with resident's friends and family: a. Factors which promote good interpersonal relationships with resident's family and friends – 1) Kindness. 2) Patience. 3) Empathy. 4) Listening to family members. 5) Not interfering in private family business. b. Restrictions in information given to families – 1) One designated individual (usually the charge nurse) communicates such information as diagnosis, doctor's orders, medical status. 2) Maintain confidentiality in communicating with family. c. Inappropriate behavior or communication between resident, family, and staff may be due to – 1) Family's feelings of guilt or grief at institutionalizing the resident. 2) Resident's feelings of anger, guilt at being institutionalized. 3) Concerns about money, pain, the future, separation from loved ones, etc. 4.6 Information the nursing assistant shall report to charge nurse: a. Information about a resident that could result in harm. b. Any change in resident's behavior or physical condition. 4.7 Using mechanical devices to promote communication: a. Answering call signals – 1) Answer as soon as call light goes on. 2) Turn off call signal upon entering the resident's room.

Unit I (contd.)

OBJECTIVE	CONTENT
	3) When finished helping the resident, replace call signal where it can be reached (OLTC Regulation). b. Techniques for using phone or intercom – 1) Identify your area. 2) Identify yourself and your position. 3) Speak slowly and clearly. 4) When taking a message, write it down and who it is from.
List steps to communicate with the vision impaired resident.	4.8 Communicating and assisting the vision impaired resident: a. Identify yourself when approaching the resident and when you are leaving. b. Recognize the use of light touch on the arm or shoulder to get attention. c. Objects (furniture, personal items, etc.) are not to be moved or changed. d. Use descriptions when you talk about – 1) Color. 2) Size. 3) Texture. 4) Location. e. Serve as a sighted guide – 1) Offer resident your elbow. 2) Allow resident to hold your arm. 3) Tell resident when approaching steps/stairs. f. If assisting resident in seating is requested, place resident's hand on seat of chair.
List steps communicating with the hearing impaired resident.	4.9 Communicating with the hearing impaired: a. Place yourself where the resident can see you and establish eye contact and move closer to the resident if necessary. b. Speak slowly.

Unit I (contd.)

OBJECTIVE	CONTENT
Describe techniques for communicating with the resident who cannot speak.	c. Speak clearly using a moderately loud voice, avoid shouting. d. Sit or stand with the light above or toward you. e. Use body language as needed to emphasize your message. f. Be patient, friendly, kind, and do not patronize. 4.10 Communicating with the resident who cannot speak or has difficulty speaking: a. Agree upon meaning of signals to be used (i.e. one for yes, two for no) – 1) Eye blinking. 2) Hand squeezes. 3) Head nodding. b. Use communication flash cards/board. c. Verify resident's communication. d. Share with other team members the methods used to communicate with the resident. 4.11 Communicating with a demanding/angry resident: a. Be courteous. b. Be in control of your emotions. c. Be tactful. d. Be a good listener. e. Be a careful, non-judgmental observer. 4.12 NEVER act or appear condescending to a resident: a. DO NOT "talk down". b. DO NOT use "baby talk". c. Address the resident by name. d. Treat the resident as an adult.
Define Confidentiality.	4.13 Respecting confidentiality in communication: a. Confidentiality means keeping residents personal information private.

Unit I (contd.)

OBJECTIVE	CONTENT
List examples of appropriate and inappropriate use of resident information.	b. DO NOT discuss personal information with – 1) Another resident. 2) Relatives of friends of the relative. 3) Representatives of the news media. 4) Fellow workers, except when in conference. 5) One's own family or friends.

Unit II
Infection Prevention and Control
(2 hours theory/classroom lab)

OBJECTIVE	CONTENT
Identify reasons why infection prevention and control is important. Identify practices which hinder the spread of infection. Name conditions needed for microorganisms growth. List ways microorganisms spread. Name the single most important infection control practice. List infection control practices which hinder the spread of infection.	1. Infection Control 1.1 Practices which help reduce the number and hinder the transfer of disease producing microorganisms from one person to another, or from one place to another may be called infection control. 1.2 Infection control practices are important because: a. Microorganisms are always present in the environment. b. Some of these microorganisms can cause disease (pathogens). c. Elderly people and individuals with chronic disease are often more susceptible to pathogens. d. Reducing the number of micro-organisms and hindering their transfer increases the safety of the environment. 1.3 Conditions needed for growth of microorganisms: a. Nourishment. b. Moisture. c. Usually warm temperature. d. Usually air. e. Usually darkness. 1.4 Ways microorganisms spread: a. Direct contact with a person who carries it or has the infection. b. Indirect contact – Touching objects contaminated by a person with infection, taking in food or other substances which have been contaminated. 1.5 Practices which hinder the spread of infections: a. Infection control practices Washing your hand WASHING YOUR HANDS!!! Washing your hands is the single most important control practice. b. Cleaning the resident's unit.

Unit II (contd.)

OBJECTIVE	CONTENT
Identify and demonstrate measures of handwashing. List three objectives of universal precautions for blood and body fluids.	c. Handling bed linen correctly. d. Disposing of contaminated articles correctly. e. Cleanliness of self and resident. 2. Handwashing 2.1 Reasons for good handwashing: a. Everything you touch has germs on it. b. In your work you use your hands constantly. c. Our hands carry germs from resident to resident and from resident to you. Washing your hands will help prevent this transfer of germs. d. Handwashing is the first line of defense against spreading microorganisms. 2.2 Handwashing routine: (refer to procedure #9 in the Appendix) a. Wash your hands before and after contact with each resident (OLTC Regulation). b. Use soap dispenser rather than bar soap if available. c. Use enough soap to produce adequate lather. d. Vigorous rubbing over surface of hands helps remove microorganisms. e. Hold your hands lower than you elbows while washing. f. Rinse from the clean to dirty. Elbows (clean) to fingertips (dirty). g. Rinse your hands well after washing and dry thoroughly with paper towel. h. The water faucet is always considered contaminated. Use paper towels to turn faucet off. 3. Universal Precautions for Blood and Body Fluids 3.1 Objectives: a. To minimize contact with blood and body fluids of ALL residents treated by the facility. b. To minimize the likelihood of

Unit II (contd.)

OBJECTIVE	CONTENT
List and describe universal precautions to be used when caring for a resident with potentially infectious conditions.	transmission of specific blood borne organisms such as Hepatitis B and Human Immunodeficiency Virus (HIV). c. To help achieve a consistent application of infection control principle. 3.2 Universal Precautions: a. The blood and body fluids of all residents regardless of their diagnosis or isolation precaution status shall be considered POTENTIALLY INFECTIOUS. b. These universal precautions shall include but are not limited to the following procedures – 1) Hands should always be washed before and after contact with residents. Hands should be washed even when gloves have been used. If hands come in contact with blood, body fluids or human tissue, they should be immediately washed with soap and water. 2) Gloves should be worn when contact with blood, body fluid, tissues or contaminated surfaces are anticipated. Gloves shall be changed after each resident contact. Gloves should be readily available. 3) Mask eye protection and other protective clothing should be worn during procedures which are likely to generate splattering of body fluids. 4) To minimize the need for emergency mouth-to-mouth resuscitation bags, or other ventilation devices should be strategically located and available for use in areas where the need for resuscitation is predictable.

Unit II (contd.)

OBJECTIVE	CONTENT
	5) Blood spills, urine, feces and sputum shall be cleaned up promptly with a disinfectant solution. 6) All specimens should be put in a well constructed container with a secure lid to prevent leaking during transport. Contamination of the outside of the container shall be avoided during collection. 7) There are disease specific isolation precautions. The charge nurse will instruct the nursing assistant on them at the time of need.
State reasons for using isolation practices.	4. Isolation 4.1 Residents with certain types of infections may be separated from other residents to: a. Keep the germs that cause disease isolated in the resident's unit where they can be destroyed or specially handled. b. Protect persons outside the resident's room from contact with germs. 4.2 Terms associated with isolation: a. Contaminated – any article that is in contact with the resident in the isolation unit is considered contaminated (dirty with germs). b. Clean – means uncontaminated; refers to all articles and places that have not been contaminated by contact with pathogens. 4.3 Methods of isolation: a. There are diseases specific isolation methods and the charge nurse will give instructions to implement them.

Unit II (contd.)

OBJECTIVE	CONTENT
Identify and demonstrate measures of isolation: 1) Preparing the unit. 2) Isolation handwashing. 3) Gowning/gloving/masking.	4.4 Isolation techniques: (refer to procedure #45 in the Appendix) a. The following precautions may be used - 1) Preparing the unit – caution signs will be placed on the door of the isolation room as an alert (OLTC Regulation). Disposable dishes and utensils will be provided at meals. 2) Double bagging linen and trash before carrying out of room. 3) Gowns, gloves and/or masks will be worn: - Gowns are indicated if soiling of clothes is likely or to prevent cross contamination of clothing. 5) Special handwashing techniques.

Unit III
Safety and Emergency Procedures
(4 hours theory/classroom lab)

OBJECTIVE	CONTENT
Define body mechanics as it applies to the nursing assistant. Identify the purpose of good body mechanics. Identify and demonstrate rules of body mechanics.	1. Employee Safety 1.1 Body Mechanics: a. Definition – Special way of standing and moving one's body. The term body mechanics is commonly used to describe the body movements by the staff when they move residents and/or objects. b. Purpose – 1) To make the best use of strength and avoid fatigue. By using good body mechanics you can prevent injuries, e.g., back strain and/or torn ligaments/muscles. 2) Good body mechanics on the part of the nursing assistant decreases the chance of injury. c. General Rules – 1) Use as many large muscles or groups of large muscles as possible: -Use both hands rather than one hand to pick up a heavy object. -Use the large muscles in your legs when picking up a heavy object instead of smaller back muscles. -Squat down, bending your knees. Keep your back straight and raise up, using your leg muscles, NEVER bend over at the waist to lift heavy objects. 2) Always stand erect. Good posture is essential to good body mechanics. 3) When lifting, your feet should be approximately with the width of your shoulders, distance apart (at least 12 inches). This gives a broad base of support.

Unit III (contd.)

OBJECTIVE	CONTENT
	4) Be as close as possible to what you are lifting or moving. Don't reach and try to lift or move an object. 5) Use your arms to support the object. The muscles of the legs actually do the job of lifting NOT the muscles of your back. 6) When doing work, always work with the direction of your efforts not against them. Avoid twisting your body as much as possible. 7) If you think the object is too heavy to lift, then get help. Don't try to lift it alone. 8) Always move residents who cannot assist you by two people. It is easier on the resident physically and prevents you from being injured. 9) Lift smoothly to avoid strain. Always count "one, two, three" with the person you are working with. Work in unison. Do this with the resident. 10) When changing the direction of your movements: -pivot. -turn with short steps. -turn your whole body.
Identify reasons for safety precautions for the residents. Identify the basic safety steps the nursing assistant must take to prevent falls.	2. Resident Safety 2.1 Reasons for safety precautions for the elderly; increased chance of accidents due to: a. Mental confusion. b. Impaired mobility. c. Diminished senses (sight, hearing, touch, taste, smell). 2.2 Safety precautions the nursing assistant should take to help residents: a. Prevent falls – 1) Have bed rails up as needed and bed in lowest position.

Unit III (contd.)

OBJECTIVE	CONTENT
	2) Resident should wear shoes or slippers with non-skid soles. 3) Have shoelaces tied. 4) Avoid long gowns or robes which may trip resident. 5) Throw rugs should not be used. 6) All liquid spills should be wiped dry immediately. 7) Encourage use of handrails. 8) Canes and walkers should have good non-slip tips. 9) Use caution when skin and bath oils are used because it makes people and tubs slippery. 10) Assistance items such as shower chair and raised toilet seat may prevent falls for residents with limited mobility. 11) Resident should be instructed to ring the call bell for assistance rather than climbing over bed rails.
Identify the basic steps the nursing assistant must take to prevent burns.	b. Prevent burns – 1) Assist a confused person when he is given hot liquids to drink. 2) Bath water must be checked to insure it is a safe temperature before the resident gets in the tub. 3) Confused residents must be watched while in tub or shower so they don't turn on hot water, resulting in burns. 4) A confused person must be supervised when he smokes. 5) Any equipment which produces heat must be carefully watched when in use. Elderly people sometimes have decreased sensation and may not feel that the skin is being burned.

Unit III (contd.)

OBJECTIVE	CONTENT
Identify the basic safety steps the nursing assistant must take to prevent falls.	c. Prevent falls from bed, chairs, wheelchairs – 1) Restrain resident who is likely to fall from bed or chair (per physicians order or instruction from the charge nurse). 2) Keep bedrails up. 3) Lock wheels on bed or wheelchair. 4) When transporting resident in bed, geriatric chair or wheelchair "drive safely", slowly, approaching corners with caution with resident facing front. 5) Use transfer belt or hold resident securely when transferring between bed and chair.
Identify basic steps the nursing assistant must take to prevent choking.	d. Prevent choking – 1) Make sure that food is cut or chopped in small enough pieces for resident to swallow. 2) Monitor the portions of food put into the resident's mouth at one time. e. Prevent ingestions of harmful substances – Do not leave potentially poisonous or harmful substances at the bedside or places accessible to the residents (liquid soaps, skin medications).
Identify basic safety precautions for oxygen use.	2.3 Safety precautions for oxygen use: a. Precautions for oxygen safety should be posted outside the room where it is being used. b. Limit any situations which might start a fire because oxygen supports combustion. c. No smoking or open flame. d. Electrical equipment should be grounded. e. If an oxygen tank is used, it should be stabilized so it does not fall over.

Unit III (contd.)

OBJECTIVE	CONTENT
Name causes of airway obstruction. List symptoms of possible airway obstruction. List symptoms of complete obstruction. Demonstrate the Heimlich Maneuver.	3. Airway Obstruction 3.1 Most frequent causes of airway obstruction: a. Elevated blood alcohol level. b. Upper and lower denture slippage. c. Large, unchewed pieces of food. d. Decreased swallowing ability due to weakness in throat muscles. e. Laughing and talking. 3.2 Partial obstruction: a. Resident is able to take in and exhale some air. b. Results in weak cough. c. Causes high pitched sound while inhaling. d. Increases respiratory difficulty and possible cyanosis. e. If the victim can speak, cough, or breathe, DO NOT INTERFERE. 3.3 Complete Obstruction: a. Resident is suddenly unable to speak, cough, or make any sounds. b. Action to aid choking resident (complete obstruction). Emergency care must be given quickly since brain damage may begin within four minutes. The emergency action described here is called the abdominal thrust (Red Cross) or Heimlich Maneuver – (refer to procedure #26 in the Appendix) 1) Victim standing or sitting: -If feasible, ask the resident if he/she is choking. -Be aware that the victim may walk or run away due to fear. -Remain calm, give continuous reassurance. Tell the resident you are there to help him/her. -Perform per procedure in Appendix. -When the resident is sitting, the rescuer stands behind the resident's chair and performs the maneuver in the same manner.

Unit III (contd.)

OBJECTIVE	CONTENT
	2) Victim lying down: -Place resident flat on back. -Facing resident, kneel astride hips. -With one of your hands on top of the other, place the heal of your bottom hand on the abdomen slightly above the navel and below the rib cage. -Press into the resident's abdomen with a quick upward thrust. -Repeat several times if necessary.

Unit IV
Promoting Independence/Respecting Resident's Rights
(3 hours theory/classroom lab)

OBJECTIVE	CONTENT
Identify services that promote residents' independence.	1. Promoting Independence 1.1 Introduction: a. Everyone needs to feel control over their lives and environment. As people age, many find that their roles as workers and contributing family members diminish as physical capabilities and income declines. b. The best policy is to keep the elderly as an integral part of the community and help them maintain as much independence as possible in the face of increasing difficulty in performing daily activities. 1.2 Resident services: a. The highest level of resident participation should be encouraged. b. Encourage the resident to make their own choice and do things for themselves. c. Share the resident's care plan with the resident and family. Involving the resident in their own care stimulates a sense of responsibility. d. Be open to residents' suggestions, complaints and grievances. Comments from residents and their families should never be ignored. e. Resident councils provide an effective way for residents to meet for discussions and make recommendations regarding facility policies, programs, services and other issues. f. It is important to encourage a resident to attend activities. Activities expand horizons, challenge the mind, body and intellect; provide a way to fight loneliness and depression; encourage independence and individuality.

Unit IV (contd.)

OBJECTIVE	CONTENT
	g. Report personal dietary preferences of the resident to the charge nurse or dietary manager. With deteriorating sense of smell due to aging effects, presentation of food becomes especially important. h. Promote the resident's level of independence in managing Activities of Daily Living – 1) Ability to move about the environment independently. 2) Ability to eat independently. 3) Ability to maintain personal hygiene. 4) Ability to dress independently and appropriately. 5) Ability to care for toileting needs. 1.3 Fundamental philosophies of promoting independence: a. Recognize and help the resident and family to accept the frail years as a natural and positive part of the life cycle. b. Within the facility, encourage residents to continue with as familiar a lifestyle as possible. c. Provide residents with opportunities for growth by encouraging and taking them to activities. d. Emphasize the involvement of family members that there is still an important roles and place for them in a resident's life. Encourage volunteerism. e. Focus on the resident's physical and mental capabilities to maintain the optimum level of functioning. 2. Resident Rights 2.1 Arkansas nursing facility residents have all the rights of U.S. citizens as guaranteed by the Constitution of the United States of America.

Unit IV (contd.)

OBJECTIVE	CONTENT
	a. Every resident admitted to an Arkansas nursing facility is informed of specific RESIDENT'S RIGHTS. The staff of the nursing facility is to be informed and protect the rights of residents. This will contribute to more effective resident care by enumerating the responsibilities of physician, staff and facility. b. Resident's Rights may vary from facility to facility but as a minimum the list of rights shall include the following: 1) The resident has a right to a dignified existence, self-determination, and communication with and access to persons and services inside and outside the facility. The facility must assert, protect, and facilitate the exercise of these rights. 2) The resident has the right to be fully informed, prior to or at the time of admission and during stay, of services available in the facility, and of related charges including any charges for services. The facility makes available to residents, a list of the kinds of services and articles provided by the facility. Charges for all services and supplies not included in the facility's basic per diem rate are identified. Residents are informed in writing in advance of any changes in the costs or availability of services. The resident has the right to be informed of the rules of the facility upon admission in the language that he/she understands. 3) The resident has the right to exercise rights as a resident, to exercise rights as a citizen or

Unit IV (contd.)

OBJECTIVE	CONTENT
	resident of the United States, including the right to file complaints. The resident has the right to voice grievances with respect to treatment or care that is (or fails to be) furnished, without discrimination or reprisal for voicing the grievances and the right to prompt efforts by the facility to resolve grievances the resident may have, including those with respect to the behavior of other residents. The resident has the right to recommend changes in policies and services to facility staff and/or outside representatives of his/her choice, free from coercion, discrimination, or reprisal. 4) The resident has the right to information on Federal, state and local agencies concerned with enforcement of long term care facility rules and agencies acting as resident advocates and is afforded the opportunity to contact these agencies. The resident has the right to participate in a representative resident council in the facility. The resident has the right to make choices about significant aspects of his/her life in the facility. 5) The resident has the right to be informed of his/her medical condition and an opportunity to participate in planning his/her medical treatment unless contradicted (as documented by a physician in the medical record). The resident has the right to choose a personal attending physician. The resident has the

Unit IV (contd.)

OBJECTIVE	CONTENT
	right to be informed in advance of any changes in care or treatment that may affect his/her well-being, unless medically contra-dicted. The resident has the right to refuse treatment and to refuse to participate in experimental research. The resident has the right to be advised of alternative courses of care and treatments and their consequences when such alternatives are available. 6) The resident has the right to be free from physical or mental abuse, corporal punishment, involuntary seclusion, and any physical or chemical restraints imposed for purposes of discipline or convenience and not required to treat the resident's medical symptoms. The resident has the right to be free from unnecessary drugs and physical restraints and is provided treatment to reduce dependency on drugs and physical restraint. Restraints may only be imposed: -To ensure the physical safety of the resident or other residents. -Only upon the written order of a physician that specifies the duration and circumstances under which the restraints are to be used (except in emergency circumstances until such an order could reasonably be obtained). The resident has the right to be free from physical, psychological or sexual abuse or punishment. 7) The resident has the right to manage his or her financial affairs. If the facility manages

Unit IV (contd.)

OBJECTIVE	CONTENT
	The financial affairs of the resident, the facility must comply with federal and state rules and regulations. 8) The resident has the right to confidentiality, of personal and clinical records. The resident has the right to approve or refuse the release of information of personal and clinical records to any individual or agency outside the facility, except, in case of his transfer to another health care institution or as required by law or third party payment contract. The resident has the right to approve or refuse to allow photographs to be taken or interviews to be conducted. 9) The resident has the right to personal privacy. The resident has the right to privacy with regard to accommodations, medical treatment, written and telephone communications, visits, and meetings of friends, family and of resident groups, unless medically contradicted. 10) The resident has the right to send and receive mail that is not opened. 11) The resident has the right to receive visitors at any reasonable hour and by arrangements at other times. 12) The resident has the right to have access to the private use of a telephone. 13) The resident has the right to reside and receive services with reasonable accommodations of individual needs and preferences,

Unit IV (contd.)

OBJECTIVE	CONTENT
	Except where the health or safety of the individual or other residents would be endangered and to receive notice before the room or roommate of the resident in the facility is changed. 14) The resident has the right to organize and participate in resident groups in the facility and the right of the resident's family to meet in the facility with the families of other residents in the facility. 15) The resident has the right to participate and/or refuse to participate in social, religious, and community activities that do not interfere with the rights of other residents in the facility. 16) The resident has the right not to perform services for the facility and to be compensated for services voluntarily performed, unless informed prior to performing services that services are of a voluntary nature and will not be compensated (unless the services are for therapeutic purposes in the residents plan of care as ordered by the attending physician). 17) The resident has the right to retain and use personal possessions and appropriate clothing, within space allocated by the facility, unless to do so would infringe upon the rights or security of other residents. 18) The resident has the right to privacy of visits with spouse. If both are residents, they have the right to share a room unless medically contraindicated and

Unit IV (contd.)

OBJECTIVE	CONTENT
	documented by the physician in the medical record. 19) The resident has the right to be provided a safe, clean, comfortable and homelike environment. 20) The resident has the right to be provided food that is attractive, proper temperature, meets individual needs. 21) The resident has the right to be provided an on going program of activities appropriate to residents needs and interests, designed to promote opportunities for engaging in normal pursuits, including religious activities of choice. 22) The resident has the right to receive the necessary nursing, medical and psychosocial services to attain and maintain the highest possible mental and physical functional status as defined by a comprehensive assessment and plan of care. 23) The resident has the right to remain in the facility and not to be transferred or discharged unless: -the transfer or discharge is necessary to meet the resident's welfare and the resident's welfare cannot be met in the facility. -the transfer or discharge is appropriate because the resident's health has improved sufficiently so the resident no longer needs the services provided by the facility. -the safety of the individuals in the facility is endangered.

OBJECTIVE	CONTENT
	-the resident has failed, after reasonable and appropriate notice, to pay an allowable charge imposed by the facility for an item or service requested by the resident and for which a charge may be imposed consistent with Title XIX. -the facility ceases to operate. In each case, the basis for the transfer or discharge must be documented in the resident's clinical record by the resident's physician. Appropriate notice must be made in advance of the resident's transfer or discharge except in urgent medical needs. 24) The resident has the right to examine, upon reasonable request, the results of the most recent survey of the facility conducted by the governing agency (in Arkansas, the Office of Long Term Care) with respect to the facility and any plan of correction in effect with the facility. 25) A resident's next of kin or legal guardian may exercise a resident's rights when a resident has been ruled incompetent by a Judge in a court of law. c. These rights are not all encompassing, but are specific to long term care facilities. Each facility is responsible for developing its own Resident's Rights policy and procedures for implementing these rights and may make additions to this list of Resident's Rights. 2.2 The nursing assistant is <u>ethically</u> <u>responsible</u> and <u>legally</u> <u>accountable</u> for upholding and protecting Resident's Rights in providing the resident's care:

Unit IV (contd.)

OBJECTIVE	CONTENT
Identify the treatment a nursing assistant shall have toward the resident. Identify the nursing assistant's responsibilities concerning resident's grievances. Identify the person responsible to keep the resident informed of medical condition.	a. Refer to Resident's Rights #1 – This is the responsibility of any staff member who has contact with the resident – 1) The nursing assistant shall treat the resident as a fellow human with consideration, respect and full recognition of the resident's dignity and individuality. 2) The nursing assistant shall always treat the resident as she/he would want to be treated. b. Refer to Resident's Rights #2 – 1) This is the responsibility of administration. c. Refer to Resident's Rights #3 – 1) It is the role of administration to develop and follow a procedure for the registration and disposition of grievances by the resident/family/legal representative. 2) It is the responsibility of the nursing assistant to report grievances as told per a resident by facility policy and procedures to the appropriate authority. 3) The nursing assistant shall encourage the resident to exercise the Resident's Rights. 4) A nursing assistant is to NEVER coerce, discriminate or give reprisal to a resident who voices grievances. d. Refer to Resident's Rights #4 – 1) This is the responsibility of administration. e. Refer to Resident's Rights #5 – 1) It is the responsibility of the physician to inform and keep the resident updated to medical condition.

Unit IV (contd.)

OBJECTIVE	CONTENT
Identify the nursing assistant's responsibility if asked about a resident's medical condition.	2) Any questions or opinions asked of the nursing assistant about the condition of the resident are to be politely but firmly referred to the charge nurse as upholding the Resident's Rights. 3) The nursing assistant shall refrain from giving or expressing opinions about the resident's condition or treatment. f. Refer to Resident's Rights #6 –
Identify where the nursing assistant receives instructions to restrain a resident.	1) The nursing assistant receives instructions for restraining the resident from the charge nurse. 2) The nursing assistant shall be held responsible for knowing Office of Long Term Care rules and regulations and the facility's policy and procedures regarding restraints. (Refer to section of Restraints.)
Identify result of not reporting knowledge of abuse, neglect, exploitation of a resident.	3) Persons are required by law to report suspected adult abuse, neglect, or exploitation. Persons who have knowledge of suspected adult abuse, neglect, or exploitation and do not report it become an accomplice to the act. (See unit on "Ethics and Legal Aspects"). 4) Avoiding the need for restraints in accordance with current professional standards: -Staff education. -Structured activities. -Attention to individual needs. -Drug dose reductions. -Diversion. g. Refer to Resident's Rights #7 – 1) This is the responsibility of administration.

Unit IV (contd.)

OBJECTIVE	CONTENT
Identify areas of confidentiality.	h. Refer to Resident's Rights #8 – 1) Confidentiality extends beyond the medical records to include all aspects about the residents; personal information, behavior, mental condition, physical condition, etc.
Give appropriate response to questions regarding resident's condition.	2) When questions are asked of the nursing assistant about the condition of the resident, refer them to the charge nurse. Be polite, let it be known that interest is appreciated, but THAT ALL INFORMATION REGARDING THE RESIDENT IS CONFIDENTIAL AND CANNOT BE DICUSSED.
Identify areas of breaking confidentiality.	3) Examples of breaking confidentiality: -Discussing one resident with another resident. -Discussing a resident's condition with relatives or friends of the resident. -Discussing a resident's condition with another staff member in front of another resident, visitor, etc. -Discussing a resident's condition with the news media. -Discussing a resident's condition with fellow workers, except when in conference or in planning resident care. -Anyone requesting to review the medical records of a resident is to be referred to the charge nurse.
Identify ways the nursing assistant provides resident privacy.	i. Refer to Resident's Rights #9 – 1) The nursing assistant shall knock on a closed door and announce entry into the room before opening the door.

Unit IV (contd.)

OBJECTIVE	CONTENT
Identify the responsibility of the nursing assistant in encouraging self-care.	2) The nursing assistant shall provide for privacy of the resident during all aspects of care by closing the window curtain to screen from public and by closing the door to the room where care is being given and by the use of privacy screens and curtains. 3) The nursing assistant shall request that persons not involved with the care of the resident are not present during care/examination/ treatment without consent of the resident. j. Refer to Resident's Rights #10 – 1) This is the responsibility of the administration. k. Refer to Resident's Rights #11 – 1) This is the responsibility of the administration. l. Refer to Resident's Rights #12 – 1) This is the responsibility of the administration. m. Refer to Resident's Rights #13 – 1) This is the responsibility of the administration. n. Refer to Resident's Rights #14 – 1) This is the responsibility of the administration. o. Refer to Resident's Rights #15 – 1) This is the responsibility of the administration. p. Refer to Resident's Rights #16 – 1) It is the responsibility of the nursing assistant to attempt to get the resident to perform as many personal care tasks as possible, but NEVER to force a resident to care for self. 2) It is the responsibility of the nursing assistant to encourage the resident to attend activities provided by the facility and to

Unit IV (contd.)

OBJECTIVE	CONTENT
	attend meals in the dining room, but NEVER to force attendance. 3) It is the responsibility of the nursing assistant to inform the charge nurse of resident refusal to participate in self-care/activities. 4) The nursing assistant shall ask the charge nurse for the appropriate manner for handling a resident's refusal of self-care/activities.
Identify when a nursing assistant is to report concerning resident's personal possessions.	q. Refer to Resident's Rights #17 – 1) It is the responsibility to report to the charge nurse if it appears that a resident's personal possessions or clothing infringes upon the rights or security of others. 2) The nursing assistant shall report to the charge nurse if a resident does not appear to have appropriate clothing.
	r. Refer to Resident's Rights #18 – 1) This is the responsibility of the administration.
	s. Refer to Resident's Rights #19 – 1) Refer to sections on providing a resident a safe environment and care of resident's unit.
	t. Refer to Resident's Rights #20 – 1) Refer to sections on nutrition.
Identify the nursing assistant's role in resident's participation in activities.	u. Refer to Resident's Rights #21 – 1) The nursing assistant shall not impose religious beliefs on the residents. 2) The nursing assistant shall encourage but not force the resident to be a participant at activities.
Identify the nursing assistant's role in nursing service.	v. Refer to Resident's Rights #22 – 1) The nursing assistant shall provide nursing care per the instructions of the charge nurse and the resident's individual plan of care.

Unit IV (contd.)

OBJECTIVE	CONTENT
	w. Refer to Resident's Rights #23 – 1) Transfer/discharge arrangements are made per physician and administration. 2) The nursing assistant shall make every effort to make this change easy and pleasant. 3) The nursing assistant shall be sure that all personal belongings are sent with the resident and inventory forms are completed and signed appropriately per facility policy. x. Refer to Resident's Rights #24 – 1) This is the responsibility of the administration. y. Refer to Resident's Rights #25 – 1) This is the responsibility of the administration. 2.3 Civil Rights of the resident: a. Facilities are to admit and treat all residents without regard to race, color, national origin, religious preference, or marital status. b. The same requirements for admission are applied to all and residents are assigned within the facility without regard to race, color, national origin, or religious preference. c. There is no distinction in eligibility for, or in the manner of providing, any resident service provided by or through the nursing home. d. All facilities of the nursing home are available without distinction to all residents and visitors regardless of race, color, national origin, religious preference or marital status. e. All persons and organizations having occasion either to refer residents for admission or to recommend the facility are advised to do so without regard to the resident's race, color, national

Unit IV (contd.)

OBJECTIVE	CONTENT
	origin, religious preference, or marital status.
Identify areas the nursing assistant is held responsible for by law.	2.4 In Arkansas, adults are subject to the protection of the Department of Human Services, if endangered, abused, maltreated, exploited, or neglected: a. Endangered Adult – an adult eighteen years or older who is found to be in a situation or condition which poses an imminent risk of death or serious harm to such person who demonstrates the lack of capacity to comprehend the nature and consequence of remaining in that situation or condition. b. Abuse/Maltreatment – any willful or negligent act which results in negligence, malnutrition, physical assault or battery, physical or psychological injury inflicted by other than accidental means, and failure to provide necessary treatment, rehabilitation, care, sustenance, clothing, shelter, supervision, or medical services. c. Exploitation – any unjust or improper use of another person for one's own profit or advantage. d. Whoever, willfully or by culpable negligence, deprives an adult of, or allows an adult to be deprived of necessary food, clothing, shelter, or medical treatment, or who knowingly or by culpable negligence permits the physical or mental health of the adult to materially endangered, and in so doing causes great bodily harm, permanent disability, or permanent disfigurement to the adult, shall be guilty of a Class D felony and shall be punished by law.
Identify ethical responsibilities of the nursing assistant.	3. Ethics and Legal Aspects 3.1 Ethical responsibilities – A set of standards or moral principles governing the conduct of a nursing assistant.

Unit IV (contd.)

OBJECTIVE	CONTENT
List ethical responsibilities of the nursing assstant. Recognize factors which identify the nursing assistant's loyalty to the resident and to the employer. Identify ethical responsibilities of the nursing assistant in caring for the resident.	It deals with the relationship of a nursing assistant/ to a resident, to families, to the teammates and associates, to the community: a. Integrity – 1) Honesty. 2) Sincerity. 3) Reliability. 4) Carrying out responsibilities of assignments. b. Loyalty – 1) to resident. 2) to employer. c. Performs only those duties which he/she is prepared and which are authorized. d. Respect religious rights and preferences- 1) of residents. 2) of teammates. e. Nursing assistant ethical responsibility in caring for the resident – 1) Expected to know content of job description. 2) Expected to know and anticipate the various types of behavior which residents may develop. 3) Expected to be responsible for own acts in providing competent basic care to residents. 4) Expected to perform only those activities for which prepared and which are authorized. 5) Expected to be responsible for helping maintain a safe environment. 6) Expected to be responsible for safeguarding the resident's possessions. f. The nursing assistant does not talk about the resident's behavior in a negative and/or condescending manner. g. The nursing assistant is expected to use a positive approach to meet the resident's needs.

Unit IV (contd.)

OBJECTIVE	CONTENT
	h. The nursing assistant is expected to listen to the resident with a nonjudgmental attitude and reflects the resident's feelings rather than his words. i. The nursing assistant is expected to meet the residents on their own level, is truthful, always keep promises, and is consistent in activities and attitudes. j. The nursing assistant acts to meet the resident's needs rather than own needs. k. The nursing assistant is expected to respect the resident's feelings and protects the resident's right to privacy. l. The nursing assistants assigned residents are the nursing assistant's kingdom. The nursing assistant must always be on guard against becoming authoritative as the residents may interpret the nursing assistants commands as law. m. The nursing assistant must probe and focus on fact rather than feelings. The question "Why?" puts the resident on the defense. It may cause confusion and disorientation as to time, place or person.
Identify examples of confidentiality.	3.2 Confidentiality: a. Confidentiality means keeping resident's personal information private. b. Examples of confidentiality- Do not discuss personal resident information with – 1) One resident about another resident. 2) Relatives or friends of the resident. 3) Representatives of the news media. 4) Fellow workers, except when in conference or in planning resident care. 5) One's own family and friends. 3.3 Respect and uphold the residents' rights: These rights are of such vital importance that "Rights" are addressed in a separate unit.

Unit IV (contd.)

OBJECTIVE	CONTENT
	3.4 Respect and dignity are integral aspects of all care and relationships with residents, families, teammates, and community.
Identify the nursing assistants' legal responsibilities in caring for resident.	3.5 Legal Aspects: a. Nursing assistant's legal responsibility in caring for residents- 1) Is to know the content of the job description. 2) Is to know and anticipate the various types of hazards which may develop for residents.
Identify what conditions the nursing assistant may be held liable for negligence.	b. The nursing assistant may be held liable, if in the opinion of the court, the nursing assistant was negligent in providing protection and care constituting PREVENTION against the development of any situation INJURIOUS to the resident.
	c. The nursing assistant is legally responsible for carrying out procedures and carrying them out correctly.
Define battery.	d. Battery – physical abuse to resident – 1) Pushing. 2) Shoving. 3) Pinching. 4) Holding the resident too tight. 5) Tripping. 6) Pulling. 7) Hitting.
Define harassment.	e. Harassment – mental and emotional abuse. It can be verbal and/or non-verbal – 1) Argumental with the resident. 2) Making fun of resident behavior. 3) Harsh and/or derogatory (cursing) words. 4) Condescending tone of voice; hateful, derogatory. 5) Laughing at resident. 6) Making fun of resident. 7) Being judgmental. 8) Shaming residents for the way they eat, talk, walk, etc.

Unit IV (contd.)

OBJECTIVE	CONTENT
	f. The nursing assistant is responsible for own acts in providing competent basic care to residents. g. The nursing assistant performs only those activities or duties for which prepared and which are authorized. h. The nursing assistant is responsible for helping to maintain a safe environment for the resident. i. The nursing assistant is responsible for helping safeguard the resident's possessions. (Don't steal from the resident or from the facility). j. All staff have a legal responsibility to respect and uphold the rights of the residents.
Define each area of legal concern.	k. Areas of legal concern – 1) Libel. 2) Negligence. 3) Abuse. 4) Battery. 5) Assault. 6) Invasion of resident privacy. 7) Defamation: -slander. -libel. 8) Exploitation. 9) Self abuse.
State Arkansas law as it relates to reporting of abuse, neglect or exploitation of a resident.	3.6 Reporting and Investigation: a. Persons are required by law to report suspected adult abuse, neglect, or exploitations. Persons, who are acting in good faith, have immunity from civil or criminal liability that might result from this action.
Identify nursing assistant's responsibility in reporting suspect abuse or neglect of the resident.	b. Persons failing to report suspected abuse, neglect, or exploitation if they know about it become accomplices to the act. c. Truthful statements and facts (not your feelings or interpretations of events) are to be given during an investigation.

Unit IV (contd.)

OBJECTIVE	CONTENT
Identify the agencies responsible to investigate suspected abuse, neglect or exploitation of residents.	d. Violations of all reported incidents of failure to maintain legal aspects will be investigated by the Office of Long Term Care and/or the Attorney Generals Office and/or the state or local police.

Unit V
Introduction to Resident Care
(5 hours theory/classroom lab)

OBJECTIVE	CONTENT
Identify measures which make the bed safe and comfortable.	1. Bedmaking – 2 hours 1.1 Making a comfortable bed: a. Older people have less tissue padding over their bones and wrinkles can actually cause them pain. b. The resident's skin is very easily damaged. Wrinkles can restrict circulation resulting in pressure areas (bedsores/decubiti). c. If a resident is unable to get out of bed, all activities of daily living will be carried out in bed. d. Residents who remain in bed all of the time need their linens straightened and checked frequently throughout the day and night. e. Many times residents are incontinent of urine and/or feces. Check these residents frequently. Change linens when soiled. 1.2 Types of bedmaking: a. Unoccupied – The resident is able to leave the bed while it is made. Closed bed – 1) Is made with the top sheets and spread pulled all the way up. 2) Is usually used if the resident is to remain up for most of the day. 3) The pillow can be enclosed or left out depending upon the facility. Open bed – 1) Has the top sheet and spread fan-folded to the bottom of the bed. 2) Allows easy access by the resident and when in, bed sheets and spread can be pulled up easily by the resident. b. Occupied bed (see Unit VI).
Identify and demonstrate measures of bedmaking (unoccupied – open and closed).	1.3 Measures of bedmaking: (refer to procedure #27 in the Appendix)

Unit V (contd.)

OBJECTIVE	CONTENT
	a. Measures for resident comfort – 1) Preventing wrinkles. 2) Allowing toe room. b. Measures for resident safety – 1) Using bedrails. 2) Having bed in lowest position to floor. c. Measures for infection control – 1) Don't shake linens. 2) Linens are not to be on floor. 3) Carry clean and dirty linens away from uniform. 4) Place linens in dirty linen hamper, not in with resident's dirty clothes. 5) Wash your hands. d. Use good body mechanics. 2. Meal Service – 2 hours 2.1 Assisting the resident at mealtime.
List steps to promote a positive environment at mealtime.	a. Promoting a positive atmosphere for mealtime – 1) The resident should be physically comfortable. 2) The surrounding should be pleasant and comfortable. 3) The social aspect of mealtime should be considered. 4) Residents who are physically able should eat in the dining room rather than in the isolation of their rooms.
Identify steps to help residents remain independent while eating.	5) The resident should be encouraged to remain independent; food is provided in a manageable form (e.g. bread is buttered, meat cut). Assist visually impaired persons in locating food and utensils.
Demonstrate assisting devices.	6) Use special eating devices such as a plate guard or adapted spoon to aid handicapped residents in self-feeding.

OBJECTIVE	CONTENT
Identify and demonstrate measures of serving a tray correctly.	b. A resident may require a therapeutic diet, which is prescribed by the doctor, and planned by the dietitian. Therefore, do not interchange food from one resident's tray to another. Never eat food served to a resident, even if the resident does not want it. c. Serving a tray correctly – (refer to procedure #8 in the Appendix) 1) Wash your hands. 2) Diet card must accompany tray to resident's room (OLTC Regulation). 3) Check diet card for: -Name of resident. -Special instructions. -Diet order. -Allergies. 4) Observe the food content of tray, if there is a question about content versus diet card, return the tray to the kitchen/serving personnel. 5) Check tray for necessary items: -Self-help devices. -Napkin on tray or table. -Condiments. 6) Prepare tray and food. 7) Place tray according to need such as visual impairment, weakness, paralysis, etc. 8) Serve tray immediately. d. Encourage and assist the resident as needed – 1) Open pre-packaged food and condiments. 2) Cut up food. 3) Place butter and jelly on bread. e. For vision impaired – 1) Place silverware, cup, etc. in same place each time.

OBJECTIVE	CONTENT
	2) Ask resident if assistance is needed: -If no, respect resident's wishes. -If rendering assistance, tell what foods are on tray in clockface order. f. Feeding a resident – Refer to Unit IV, #5.
Describe how to report changes in eating habits of residents and other pertinent information.	2.2 Reporting/record: a. Amounts consumed of food and fluids. b. Difficulty of resident – 1) Drinking. 2) Chewing. 3) Swallowing. c. If resident is refusing to eat. d. If resident is eating less than usual. e. The need for special eating utensils – 1) Spoons, forks. 2) Cup and/or plate. f. Report complaints/recommendations for seating changes at dining table to charge nurse.
	3. Caring for the Resident's Environment – 1 hour 3.1 The Resident's Unit – Proper furniture and equipment
Identify ways of keeping the resident's environment comfortable.	3.2 Ways of providing environmental comfort in the resident's unit: a. Provide ventilation according to the resident's preference and condition. b. Adjust temperature for personal differences, keeping in mind that the elderly cannot adjust as well to extremes of temperatures. c. Provide extra humidity for residents with respiratory disorders, as directed by the nurse in charge. d. Adjust lighting for day and night safety. Place lights to avoid glaring.
Identify steps to be taken to assure the resident's unit is safe and completely furnished.	3.3 Daily maintenance of the resident's unit: a. Be sure call bell is within reach (OLTC Regulation). Do this EACH TIME YOU LEAVE THE RESIDENT'S UNIT. This is VERY IMPORTANT to

Unit V (contd.)

OBJECTIVE	CONTENT
	remember. Accidents happen when residents try to help themselves. b. Chairs should be placed out of the mainstream of traffic areas, when not in use by the residents. c. Urinal should be within easy reach of male residents. Urinal needs to be emptied to prevent spilling (OLTC Regulation). d. The bedside stand should be within easy reach and contain items used frequently by the resident. Discourage hoarding while being sensitive to resident's desires. e. Fluids should be offered at frequent intervals. Water pitchers shall be refilled at least once each shift and should be kept in reach of patients. Clean drinking glasses shall be kept with each water pitcher (OLTC Regulation). f. The bed should always be in the lowest position. In case of falls, the resident is closer to the floor which might prevent serious injuries. g. Bed rails should be used consistently as the patient's condition requires. h. Each time you enter a resident's unit, look around for possible dangers such as spills on the floor, items that could trip someone, frayed electrical cords. i. The unit should be cleaned daily. The nursing assistant or resident should straighten the resident's personal belongings. Housekeeping personnel will clean the remainder of the room.

PART II

CLASSROOM & CLINICAL TRAINING – 59 HOURS

(Theory, Classroom Lab, and Clinical)

NOTE: Each unit in Part II has the required number of hours specified, accounting for class room activity (theory and lab) and clinical on the floor. Each sub-unit has the number of hours specified for the classroom activity (theory/lab) but not clinical. Clinical training shall take place at the end of each Unit, with the students performing tasks/skills under the supervision of the instructor.

NOTE: The trainee may work in the staffing of a facility while completing Part II of the training course. However, the trainee can only perform the task/skills they have been trained and determined as competent to perform.

Unit VI
Personal Care Skills
(23 hours theory/lab and 7 hours clinical)

OBJECTIVE	CONTENT
	1. Bathing – 4 hours
	1.1 Factors affecting hygiene needs and practices:
List factors which affect a resident's hygiene needs and practices.	a. Proper hygiene promotes health and helps to prevent infections. b. The condition of the resident may change frequency of care. c. Individuals have preferences based on past habits. Allow flexibility in hygiene routines while maintaining standards of cleanliness.
Identify purposes for bathing	1.2 Reasons for bathing: a. Clean the skin. b. Eliminate odors. c. Cool and refresh. d. Stimulate circulation.
Identify types of baths.	1.3 Types of baths: a. Complete bed bath – For the resident who is too weak or sick to assist with their bathing. b. Partial bed bath – For the resident who is able to take care of most of their own bathing needs. The nursing assistant will bathe only the areas that are hard to reach. c. Whirlpool bath – For the resident whose doctor may order for therapeutic reasons. d. Tub/shower bath – For residents who are strong enough to get out of bed and walk around.
Identify guidelines to follow when bathing the resident.	1.4 Guidelines for bathing: a. Protect the resident's modesty and prevent chilling by closing the door, drawing the curtains and exposing the resident as little as possible. b. Soap can dry out the skin, especially on the elderly. Be sure to rinse the soap off well. Special cleaning and/or moisturizing liquids may be used.

OBJECTIVE	CONTENT
Demonstrate bathing techniques: 1) Bed bath. 2) Tub bath. 3) Shower. 4) Whirlpool.	c. Bathe per accepted procedures – (refer to procedures #40, 42, & 43 in the Appendix) 1) Keeping water temperature comfortably warm and clean. Water should be approximately 100 degrees or comfortable when felt on back of hand or elbow. 2) Making a mitt from the washcloth or showing other methods of keeping tails of washcloth under control. 3) Washing and drying one part of the body at a time. 4) Giving a backrub and massaging other bony prominences with warmed lotion. d. Never leave the resident unattended. e. Examine the resident's skin during bath. Carefully clean under all skin folds and in contracted areas. Report any changes in skin; redness, rashes, broken skin or tender places. f. Give range of motion exercises (ROM) during bath time (see Unit IX). g. Follow procedures for cleaning bathing area.
List purposes for a backrub.	1.5 Backrub: a. Purpose – 1) Refresh and relax resident. 2) Stimulate circulation.
Demonstrate backrub.	b. Backrub per accepted procedure (refer to procedure #24 in the Appendix).
	2. Grooming – 4 hours 2.1 Oral hygiene – cleaning the resident's mouth, lips, and teeth:
List purposes for oral hygiene.	a. Purpose – 1) Helps prevent inflammation to mouth and gums and damage to the teeth by removing food particles which promote bacterial growth.

Unit VI (contd.)

OBJECTIVE	CONTENT
	2) Refreshes the resident's mouth.
Identify and demonstrate measures of oral hygiene.	b. General practices/measures – (refer to procedure #15 in the Appendix) 1) Brush teeth or dentures at a minimum in the morning and at bedtime. 2) Use soft, moist brush. 3) Encourage the resident to help as much as possible. 4) Gently cleanse tongue, teeth and gums. 5) Take special care to rinse out resident's mouth. 6) Check teeth, bums, color, shape, loose teeth, ulcers, odor, etc.
Identify and demonstrate measures of denture care.	c. Denture care (partial or full) – (refer to procedure #16 in the Appendix) 1) Dentures are slippery, handle with care. 2) Cleanse denture per accepted procedure. 3) Resident is to rinse out mouth, using water or mouthwash and brush gums and tongue with soft, moist toothbrush. 4) Return dentures to resident, replacing in mouth while moist. 5) Store dentures in fresh water or prepared solution when not in use.
Identify and demonstrate measures of oral hygiene for the unconscious resident.	d. Mouth care for the unconscious resident – (refer to procedure #47 in the Appendix) 1) Mouth care for the unconscious resident must be done more frequently than regular mouth care, since the resident may not have enough saliva secretion to keep mouth moist. Lips and gums may become cracked and sore. 2) Position on side or have head turned to side to keep liquids

OBJECTIVE	CONTENT
	from running down throat. 3) Use packaged mouth care swab or gauze wrapped tongue blades moistened in mouthwash. 4) Wipe all mouth surfaces. 5) Explain each step of the procedure to the unconscious resident. Even though a resident seems to be unconscious, they still may be able to hear you. 6) Keep mouth and lips moistened continuously. 2.2 Hair Care: a. Shampooing a resident's hair – (refer to procedure #21 in the Appendix) 1) The cleanliness and grooming of both men's and women's hair is frequently associated with a resident's sense of well-being. 2) The frequency with which a resident needs to have hair shampooed is highly individualized. Hair is to be shampooed at least weekly (OLTC Regulation). 3) If a resident's hair tends to tangle after it has been washed, a conditioning rinse is to be used. 4) All of the shampoo is to be rinsed out of the hair to prevent drying and itching of the scalp.
Identify and demonstrate measures of hair care.	
Identify and demonstrate measures of combing the resident's hair.	b. Combing a resident's hair – (refer to procedure #22 in the Appendix) 1) Hair is to be combed at least daily and kept neat at all times. 2) Residents feel better about self if hair is combed and styled attractively. 3) Brushing and combing the hair stimulates the blood circulation in the scalp. It brings oils to the surface and spreads them evenly over the hair.

OBJECTIVE	CONTENT
	4) Brush up from the neck toward the top of the head. This stimulates the blood circulation in the scalp. It brings oils to the surface and spreads them evenly over the hair. 5) While combing, hold a small section of hair between the scalp and comb to prevent pulling. If the hair is long, start at the ends and work towards the scalp. 6) Try to style hair the way the resident likes it. 7) Residents are to always be encouraged to comb their own hair. c. Beard care – 1) Wash beard either when hair is shampooed or with bath. 2) Wash beard more often if food or liquid is frequently spilled in beard. 3) Comb or brush beard when hair is groomed. 4) Trim as needed.
Identify and demonstrate measures of proper nail care.	2.3 Nail Care: (refer to procedure #19 in the Appendix) a. Nails are to be cleaned at bathtime. b. Soaking the nails in warm, soapy water helps to loosen any material that might have collected. c. Be careful when cleaning the nails not to injure the skin surrounding the nail itself. d. Fingernails are to be trimmed to an oval shape. Toenails are to be cut straight across with a blunt-tipped scissors or heavy nail clippers. e. Nails of a diabetic resident or a resident with poor circulation are to be cut with extreme care. Check with charge nurse. f. Nails are to be given care every two weeks or more frequently as needed. (OLTC Regulation).

Unit VI (contd.)

OBJECTIVE	CONTENT
Demonstrate shaving of a male resident.	2.4 Shaving: (refer to procedure #18 in the Appendix) a. All male residents shall be shaved every other day or as needed, unless they have a beard (OLTC Regulation). b. Encourage male residents to shave themselves and assist as needed. c. Shave and care for equipment per accepted procedure.
Identify changes in feet to report to charge nurse.	2.5 Foot Care: a. Feet need special care. b. Apply lotion to feet and toenails daily. c. Observe for changes in feet and report changes to charge nurse – 1) red spots. 2) corns or calluses. 3) cracks in feet or toenails. 4) loose toenails. 5) swelling/edema. 6) pain.
Identify and demonstrate measures of foot care.	d. Observe and report too tight socks, shoes, stockings, etc. e. Use footboards to prevent – 1) footdrop. 2) pressure from linens. f. Follow accepted procedure (refer to procedure #20 in the Appendix).
Identify and demonstrate measures of dressing and undressing a resident.	3. Dressing – 1.5 hours 3.1 Dressing and undressing a resident: (refer to procedure #25 in the Appendix) a. Residents in a long term care facility should be dressed in their own “street” clothes whenever possible and their choice when feasible. b. Residents should dress themselves whenever possible. c. If they need assistance – 1) Remove one arm of a shirt or blouse at a time. Older people do not bend as easily as a younger person.

OBJECTIVE	CONTENT
Describe normal and abnormal appearance of urine and abnormal sensation while urinating.	2) Sometimes raising both arms over the head and putting on or removing the sleeves on both arms at once prevents stretching of the shoulder muscles and pain, especially with people that have arthritis. 3) If the resident is paralyzed on one side, dress that arm or leg first and remove that arm or leg last from the clothing. 4) NEVER jerk or pull clothing off. Be gentle and remove clothing slowly. 4. Toileting/Elimination – 3.5 hours 4.1 Urinary Elimination: a. Urine – 1) Normal appearance: -Straw colored. -Clear. 2) Abnormal appearance: -Cloudy – sedimentation in urine. -Dark – concentrated from medication and/or dehydration. -Red – blood in urine or medication. 3) Abnormal sensation: -Burning. -Painful urination. -Small amount. -Frequent voiding. b. Assisting the resident with urination (bedpan) – (refer to procedure #23 in the Appendix) 1) WASH YOUR HANDS. 2) Close door and curtain to provide for privacy. 3) Position resident comfortably: -Pillow behind back. -Elevate head of bed. -Warm bed pan before placing under resident. -Check frequently.

Unit VI (contd.)

OBJECTIVE	CONTENT
	4) Use warm running water on hands, over perineum or other techniques to promote urination, if necessary. 5) Infection control: Cleanse resident's perineum, hands and WASH HANDS of resident and self.
Identify and demonstrate measures of assisting a resident with bedpan, urinal or bedside commode.	c. Assisting a resident with urinal – (refer to procedure #1 in the Appendix) 1) WASH HANDS. 2) Provide privacy. 3) Place urinal if resident is unable to do so. 4) Urination for the male may be easier if he can stand up to use the urinal or sit on side of bed. 5) WASH HANDS of resident and self. d. Assisting resident to use bedside commode or toilet – 1) WASH HANDS. 2) Provide privacy. 3) Stay with resident if necessary for safety. 4) Restrain per accepted facility procedure/physician order.
Identify and demonstrate steps in measuring and recording urinary output.	e. Measuring and recording of urinary output – (refer to procedure #3 in the Appendix) 1) Amount of urine. 2) Characteristics of urine; color, odor, appearance.
Identify and demonstrate measures for collecting urine specimens.	f. Collecting urine specimen – (refer to procedure #12 in the Appendix) 1) General guidelines: -WASH YOUR HANDS before and after obtaining specimen. -Right resident – right time-right method. -Cleanse perineum/penis before collecting specimen. -Label specimen correctly.

Unit VI (contd.)

OBJECTIVE	CONTENT
Recognize how a urinary catheter works.	-Store specimen correctly. -Report anything abnormal to charge nurse. 2) Reason for urinalysis: it tells the physician if any abnormalities or infections are present. 3) Collecting a mid-stream urine specimen: -Used to determine if bacteria is present in the urine. -Strict asepsis must be obtained if urine is to be free of contamination. g. Urinary catheter care – 1) The urinary system is sterile, thus a nursing goal when a catheter is in place in the bladder is to avoid introducing microorganisms via the catheter drainage system. 2) A common reason for elderly residents to have a urinary catheter is to control incontinence, frequent UTI and poor skin condition. h. The closed drainage system consists of – 1) Catheter – a hollow tube having a small balloon at the end. The balloon is inflated after the catheter is inserted into the bladder to keep it from falling out. 2) Tubing – connects catheter to drainage bag. 3) Drainage bag – catches and stores the urine. Is to be emptied at the end of each shift. 4) The drainage bag may be a leg bag which straps to leg and allows more mobility. A leg bag should not be used by a resident when in bed.

Unit VI (contd.)

OBJECTIVE	CONTENT
	5) Drainage bas or leg bags are to be changed only by a licensed nurse.
Identify and demonstrate measures of catheter and tubing care.	i. Maintaining a closed system and prevention of urinary tract infection- (refer to procedure #36 in the Appendix) 1) To prevent microorganisms from entering the body at any point along the drainage system. 2) Do not disconnect tubing at any point. 3) Do not allow tubing or bag to drag on the floor. 4) Never position catheter drainage bag above bladder. 5) Catheter shall be cleaned at point it enters the body (meatus) according to procedure. 6) Urine is emptied from clamp at the bottom of the bag. DON'T ALLOW TUBING END TO TOUCH CONTAINER into which urine is emptied.
Identify measures which help keep a urinary catheter draining correctly.	j. Maintaining continuous drainage of urinary catheter – 1) If the catheter does not drain, the bladder becomes distended. This can be harmful. 2) Observe to see that urine is flowing into catheter bag. DO THIS FREQUENTLY. If urine is not flowing, report this to the charge nurse. 3) Keep catheter and tubing free of kinks. 4) Keep resident from closing off tubing by keeping the resident from lying on tubing.
Identify measures to avoid injury to the bladder opening from pressure on the catheter.	k. Measures to avoid injury from pulling on the catheter – 1) Tape catheter to leg for females. 2) Tape catheter onto abdomen for males.

Unit VI (contd.)

OBJECTIVE	CONTENT
	3) Fasten drainage bag to part of bed which moves with the resident. (DO NOT FASTEN BAG TO BED RAIL.) 4) Take catheter, tubing and bag everywhere with the resident. 5) If confused resident is pulling on catheter, sometimes trousers over catheter can prevent this.
Identify observations made about the chatherized resident.	l. Observations/reporting/recording – 1) Amount of urine. 2) That urine is continually draining. 3) Characteristics of urine/ color, odor, appearance. 4) Exudate at urinary opening. 5) Leaking anywhere in drainage system.
Describe normal and abnormal appearance of feces.	4.2 Colon Elimination: a. Appearance of feces (stool) – 1) Normal – bile-colored, formed, not necessarily one each day. 2) Abnormal – containing blood or mucous or undigested food: -Tarry. -Liquid. -Very dry and hard. -Clay colored. b. Constipation – 1) Symptoms: -Hard stool. -No stool. -Liquid seepage from anus. -Distention. -Flatus. -Discomfort (restlessness, irritability).
List measures to relieve constipation.	2) Measures to relieve constipation: -Encourage the resident to take fluids. -Prompt response to the natural urge (usually after meals, especially after breakfast).

Unit VI (contd.)

OBJECTIVE	CONTENT
	-A diet which includes fruit, fiber, vegetables (allow enough time for meals to be eaten). -Exercise. -Proper positioning. -Provide privacy.
Demonstrate assisting the resident with a bedpan.	c. Assisting the resident with elimination – 1) Bedpan (refer to procedure #23 in the Appendix) 2) Bedside commode/toilet – (refer to 4.1,d. in this section).
Identify and demonstrate measures of a collecting fecal (stool) specimen.	d. Collecting a fecal (stool) specimen – (refer to procedure #11 in the Appendix) 1) Usually performed when infection or bleeding in the colon are suspected. 2) Make sure to collect the specimen in a bedpan or commode. 3) Do not allow the specimen to touch the outside of the collection container. 4) Use throat sticks to handle the specimen. 5) Make sure that the specimen is properly labeled and promptly transported.
Identify observations made about elimination.	e. Observation/reporting/recording – 1) Time. 2) Description: -Color. -Consistency (hard, soft, formed, liquid or loose). 3) Amount (smear, small, medium, large).
Define colostomy.	f. Colostomy – A surgical procedure which creates a new opening on the abdomen for release of solid waste (feces) from the body.
Define ileostomy.	g. Ileostomy – A surgical procedure which creates a stoma on the abdomen for release of feces. The ileum (part of the small intestine) is brought to the abdomen.

Unit VI (contd.)

OBJECTIVE	CONTENT
Define fecal impaction. List symptoms of fecal impaction. Identify causes of fecal impaction. Identify role of the nursing assistant in prevention of fecal impaction. Identify and demonstrate measures of checking for a fecal impaction.	4.3 Fecal impaction: a. Definition – hard stool caught in the lower bowel which prevents normal passage of feces. b. Symptoms – 1) No normal stool. 2) Liquid fecal seepage from anus as small amount of fluid present in the colon is able to pass around the impacted mass. 3) Constant feeling of needing to have a bowel movement. 4) Rectal pain. c. Causes of fecal impactions – 1) Decreased muscle tone or stimulation in the lower bowel. 2) Inactivity. 3) Inadequate fluid intake. 4) Insufficient bulk in diet. 5) Uncorrected constipation, which may be caused by any of the above. d. Role of the nursing assistant in prevention of fecal impactions – 1) Observe resident's bowel movements: -Amount. -Consistency (firm, formed, liquid, hard). -Frequency. e. Checking for fecal impaction – (refer to procedure #31 in the Appendix) 1) This procedure is done by the nursing assistant when directed to do so by the charge nurse. Some facilities do not allow nursing assistants to do this procedure. 2) The removal of fecal impactions are to be done by a licensed nurse only.

Unit VI (contd.)

OBJECTIVE	CONTENT
	4.4 Enema:
Identify the purpose of an enema.	a. Purpose – to cause the emptying of the lower bowel.
Identify and demonstrate measures of administering a prepackaged enema.	b. Prepackaged ready to use saline solution enema – (refer to procedure #32 in the Appendix) 1) To be administered upon instruction of the charge nurse. This is the only type of enema a nursing assistant may administer. 2) A small amount of saline solution pre-packaged in a squeezable plastic container with pre-lubricated tip is instilled into the rectum. If resident can hold this solution about 20 minutes, it pulls body fluid into the bowel, stretching it and thus causing evacuation. 3) Observe, report, and record according to procedure. c. All other types of enemas are to be administered by a licensed nurse.
	4.5 Incontinence: a. Incontinence is the loss of control of the bladder or bowel or both.
List physical causes of incontinence.	b. Physical causes – 1) Injuries. 2) Spasms. 3) Disease. 4) Loss of sphincter control.
List psychological causes of incontinence.	c. Psychological causes – 1) Environment. 2) Lack of effort on part of resident and nursing staff. 3) Poor motivation. 4) Stress. 5) Fear. 6) Anxiety. 7) Anger. 8) Frustration.

Unit VI (contd.)

OBJECTIVE	CONTENT
List signs/symptoms of a distended bladder to be reported to charge nurse.	d. Report any signs and/or symptoms of a distended bladder – 1) Dribbling. 2) Frequent small voidings. 3) Distention over pubic area.
Identify and demonstrate measures for incontinent care.	e. Measures for incontinent care – (refer to procedure #35 in the Appendix) 1) Maintain good skin condition. 2) Keep resident comfortable. 3) Check resident at least every two hours. 4) When resident is incontinent: -Wash and dry all affected skin. -Put on dry clean clothes. -Change bed linens as necessary. 5) Use protective pads on bed. 6) May use an adult undergarment. 7) DO NOT scold or treat resident like a child.
Describe feelings/behavior of incontinent resident.	f. Feelings/behavior of the incontinent resident – 1) Embarrassment. 2) Frustration. 3) Anger. 4) Depression. 5) Withdrawal. 6) “Giving Up”. 7) Shame. 8) Loss of self esteem. 9) Social rejection.
Describe feelings of family of the incontinent resident.	g. Feelings of family of the incontinent resident – 1) Impatience. 2) Criticism (scolding). 3) Fear. 4) Denial. 5) Overly sympathetic.
Describe the proper attitudes/actions of the nursing assistant toward the incontinent resident.	h. Attitude/actions of the nursing assistant toward the incontinent resident – 1) The nursing assistant needs to explore feelings and attitudes about incontinence.

OBJECTIVE	CONTENT
Identify and demonstrate measures of proper feeding techniques: 1) for total feeding 2) for syringe feeding 3) for the vision impaired.	2) The nursing assistant must deal with self negative feelings/ attitudes about incontinences. 3) The nursing assistant shall adopt a positive approach toward the incontinent resident: -Calm. -Matter of fact. -Pleasant. 5. Feeding – 1.5 hours 5.1 Role of the nursing assistant in promoting good nutrition: a. The nursing assistant shall encourage the resident to eat a variety of foods presented at mealtime. The resident's food is prepared under the guidance of the food service supervisor and is planned as a balanced diet. b. A resident who is consistently unable to eat the prepared diet shall be identified to the charge nurse so that the diet can be modified to meet the resident's needs. 5.2 Feeding a resident: (refer to procedures #34 & 44 in the Appendix) a. To help prevent choking, assist the resident to a sitting position if possible. Raise the head of the bed if the resident is unable to get into a chair. b. Protect the resident's clothing by using a bib or napkin. Encourage the resident to help by holding finger foods. c. Feed hot foods and liquids cautiously to prevent injuring the resident. d. Allow adequate time for the resident to chew thoroughly. e. Offer only small amounts of food at a time and make sure the resident has swallowed all food before offering more. f. Alternate liquids and solids as the resident prefers.

OBJECTIVE	CONTENT
Identify alternate methods of feeding.	g. A feeding cup or feeding syringe should be used with care to prevent aspiration of liquid. The tip should be placed inside the resident's cheek instead of the top of the tongue providing opportunity to control the liquid and swallow it. h. Vision impaired resident – 1) Describe food on the plate, as well as content of each bite. 2) Determine if the resident prefers one food at a time or a variety. 3) Allow resident to make as many choices as possible to help him/her feel less dependent. 5.3 Alternate methods of feeding: a. Sometimes residents are too ill or weak to consume even a liquid diet. b. Alternate methods of providing nutrition- 1) Nasogastric tube –introduced through the nose and into the stomach so that liquid or pureed food may be directly fed. 2) Gastrostomy (an opening into the stomach through the abdominal wall) may be made and feedings are given through a gastrostomy tube. 3) Intravenous feedings - special fluids and nutrients are administered directly into the blood stream. c. These alternate methods of feeding are performed by a licensed nurse. The nursing assistant should inform the charge nurse if any of the tubes become dislodged. d. In some cases, limited oral feeding is still continued for residents using these alternate feeding methods.

Unit VI (contd.)

OBJECTIVE	CONTENT
Identify how fluid balance is maintained. Identify nursing assistant role in maintaining fluid intake.	6. Hydration – 1.5 hours 6.1 Importance of adequate fluid intake: a. Helps prevent constipation. b. Helps dilute wastes and flush out urinary system. c. Promotes skin elasticity. 6.2 To encourage a resident to drink fluids, offer small amounts frequently and let the resident have his preference of fluids. 6.3 Fluid Balance: a. Fluid balance is maintained when the amount of fluid taken in is near the same amount eliminated. b. The nursing assistant aides the resident in maintaining this balance. c. Amount of water requirements vary -A resident shall be encouraged to drink at least 8 to 10 glasses of fluids each day unless restricted. d. The nursing assistant's role in maintaining fluid intake – 1) Changing water at bedside at least once a shift (OLTC Regulation). 2) Water pitcher shall be placed within reach of resident. 3) Clean water glass or cup kept next to water pitcher. 4) Offer water to resident frequently. 6.4 Measuring and recording of fluid intake: a. Imbalances in fluid intake and output can result in severe fluid imbalances such as – 1) edema (water retention). 2) dehydration (excessive water loss). b. The intake and output (I&O) is frequently measured and recorded – 1) Intake includes everything taken in that is liquid at room temperature:

Unit VI (contd.)

OBJECTIVE	CONTENT
	-Water, tea, etc. -Jello, ice cream, etc. -Fluids given directly into a vein (IV). 2) Output includes all fluids lost: -Amount of urine eliminated. -Perspiration. -Blood. -Diarrhea. -Vomiting. c. Measuring and recording of urinary output (refer to item 4.1,e. in this section).
Demonstrate measuring and recording of fluid intake.	d. Measuring and recording of fluid intake – (refer to procedure #2 in the Appendix)
Define dehydration.	6.4 Dehydration: a. Is abnormal loss (depletion) of body fluids. b. Can become a life threatening problem.
Identify signs and symptoms of dehydration.	c. Signs and symptoms to observe for and report to charge nurse – 1) Tongue becomes coated and thickened. 2) Eyes and mouth very dry. 3) Eyes sunken. 4) Lips cracked. 5) Skin “stands alone” when pulled up between thumb and forefingers. 6) Skin warm to touch. 7) Drowsiness. 8) May become suddenly confused. 9) Below normal amount of urine output. 10) Concentrated urine. 11) Weight loss. 6.5 Edema: a. Swelling – tissues contains too much fluid.

Unit VI (contd.)

OBJECTIVE	CONTENT
Identify signs and symptoms of edema. Identify ways to relieve edema.	b. Signs and symptoms – 1) Swelling/puffiness. 2) Sudden weight gain. 3) Shortness of breath, congested breathing. 4) Decrease in amount of urine output. c. Some ways to relieve edema – 1) Observe and release tight fitting clothes and shoes. 2) Elevate (feet and legs) lower extremities. 3) Frequent position changes. 4) Ambulate at intervals (if condition permits). 5) Measure intake and out put accurately. 7. Skin Care – 1.5 hours 7.1 Skin care factors: a. Skin is the first line of defense against infection. b. Skin assists in regulating body temperatures. c. Skin assists to remove body wastes (perspiration). d. Aging may cause changes in the skin- 1) Becomes scaly and dry. 2) Becomes delicate, thin and fragile (bruises and tears easily). 3) Wrinkles. 4) Loses its sensitivity to temperature changes and pain. 5) Becomes susceptible to decubiti (bedsores or pressure sores). e. A resident may not realize that a skin irritation is present due to loss of sensitivity. Therefore, check – 1) Bony prominences. 2) Scalp, head, neck, behind ears. 3) Skin folds. 4) Fingernails and toenails. 5) Change and color of skin.

Unit VI (contd.)

OBJECTIVE	CONTENT
List changes in skin condition that shall be reported to the charge nurse.	f. Observe and report changes in skin – 1) Redness. 2) Rashes. 3) Broken skin. 4) Tender places. 5) Blue areas. 6) Any changes in color or appearance.
Identify resident's skin changes which are signs and symptoms of a decubitus ulcer.	7.2 Decubitus ulcers (Bedsores/Pressure sores): a. Signs and symptoms – the resident's skin change will be – 1) Discolored: red, blue and/or white. 2) Warm. 3) Tender. 4) Painful. 5) Have feeling of burning. 6) Open as a sore. Damage may occur in underlying tissue before the skin breaks. Places to check on the body for a decubitus are the bony prominences, such as:
Describe places to check on the body for a decutitus ulcer (pressure sore).	7) Shoulder blades. 8) Elbows. 9) Knees. 10) Ankles. 11) Backbone. 12) Behind ears. 13) Buttocks. 14) Hips. 15) Heels.
State reasons why the elderly are prone to skin problems.	b. Older people are more prone to development of decubitus – 1) Their skin is very easily damaged. 2) They may not have an adequate amount of tissue padding over their bones. 3) They need to be reminded to turn and encouraged to be up in the chair.

OBJECTIVE	CONTENT
List measures for preventing skin breakdown and decubitus. Identify measures which help prevent decubitus ulcers.	c. Obese residents tend to get decubitus formation on areas where their body parts rub together. Places to check for formation of bedsores are the folds of body where skin touches skin. 7.3 Prevention of decubitus: a. Prevention is the responsibility of everyone involved in the resident's care. b. Observe skin daily and every time you reposition the resident for signs and symptoms of decubitus. c. Prevention involves removing causes – 1) Pressure: -Turn the resident often. Change his position at least every two hours (OLTC Regulation). -Don't leave a resident on a bedpan for a long time. -Keep bed linens or residents clothing free from wrinkles under his body. -Keep resident well hydrated. 2) Shearing: -Lift, rather than slide, resident when positioning in bed or chair. 3) Irritation: -Keep resident's skin clean and dry. -Keep linen and clothing clean and dry. -Check incontinent residents frequently. -Clean up urine and feces immediately. 4) Poor circulation: -Lightly massage the bony prominences with lotion each time you turn a resident. d. Devices used in preventing pressure – 1) Sheep skin/foam pads for elbows and heels.

Unit VI (contd.)

OBJECTIVE	CONTENT
	2) Flotation pad. 3) Water bed. 4) Alternating air mattress. 5) Air cushions. 6) Sponge rubber bed cushions. 8. Transfers/Positioning/Turning – 3 hours 8.1 Lifting and moving: a. Principles –
Identify general principles for lifting and moving.	1) Before procedure, explain it to resident. 2) Protect all tubing when moving someone. 3) Give most support to heaviest parts of the body. 4) Hold resident close to the body for best support. 5) Use smooth, steady, not jerky motions. 6) Lock bed and chair wheels. 7) Raise bed when moving someone remaining in bed. 8) Use "draw" or turn sheet whenever possible. 9) Use transfer belt around resident's waist for safety.
Demonstrate ability to move resident: -Raise to sitting position. -Move toward head of bed. -Move to one side of bed. -Turn from side to side. -Transfer from bed to chair and chair to bed. -Transfer from bed to stretcher.	b. Demonstrate the ability to – (refer to procedures #14, 38, & 41 in the Appendix) 1) Raise resident to sitting position. 2) Move resident toward head of bed. 3) Slide helpless resident to one side of bed. 4) Turn resident from side to side. 5) Transfer non-ambulatory resident from bed to wheelchair or chair. 6) Transfer from bed to stretcher.
Describe correct body alignment.	8.2 Body alignment: a. The correct positioning of the resident's body is referred to as body

OBJECTIVE	CONTENT
List the steps and demonstrate proper use of geriatric chairs and wheelchairs.	alignment. When a person's body is in correct body alignment – 1) Head is erect, not flexed forward nor extended backwards. 2) Vertebral column is in normal alignment. 3) The extremities are positioned according to the position of the resident. 4) Feet are in the "walking" position, not slanted forward. 5) The wrists are neither flexed or extended. 6) Fingers are slightly flexed. 7) Hips are straight in line with the thighs. 8.3 Safety with wheelchairs and geriatric chairs: (refer to procedure #13 in the Appendix) a. Resident shall be covered to protect from chilling. Blankets shall be kept away from wheels. Tuck the blanket firmly around the resident. b. The wheelchair or geriatric chair shall be wiped off with a disinfectant solution after each use, if it is to be used by others. c. Push the wheelchair from behind except when going in and out of elevators, pull the wheelchair into and out of the elevator backwards. d. If moving a resident down a ramp, take the wheelchair or geriatric chair down backwards. Glance over your shoulders to be sure of your directions and prevent collision and possible falls. e. Sets the brakes when – 1) Assisting a resident into a wheelchair or geriatric chair. 2) Assisting a resident out of a wheelchair or geriatric chair.

OBJECTIVE	CONTENT
	3) When the wheelchair or geriatric chair is to remain stationary. f. Put foot rests up when assisting resident in and out of wheelchairs or geriatric chairs. g. Have resident's feet on foot rests when moving. Never push the wheelchair if the foot rests are in an up postion. h. If safety straps are needed they shall be fastened correctly. This may be considered a restraint, so follow accepted policy. i. Observe the resident's feet when turning the wheelchair or geriatric chair or when going down corridors. Pay attention where you are going and push chair slowly. j. Slow down at corners and LOOK before moving the wheelchair to prevent collisions with other residents, staff, etc. k. Elderly residents depend on the nursing assistant for safety – 1) Never assume that corridors are empty. 2) Push the wheelchair or geriatric chair slowly to prevent accidents.
Identify and demonstrate measures of proper use of mechanical hydraulic lifts.	8.4 Hydraulic lifts: (refer to procedure #48 in the Appendix) – a. Purpose – 1) Used for resident who cannot assist in transfer. 2) Used to move resident from bed to chair or into tub. b. General safety rules – 1) The wheelchair to which the resident is to be moved is placed nearby. 2) Allow enough room for the lift to be turned. 3) Wheelchair brakes are locked.

OBJECTIVE	CONTENT
	4) Never operate a mechanical lift without the assistance of another staff person. Safety requires that at least two people are present. 5) LOCK ALL brakes after positioning lift. 6) Be sure that all locks and straps are fastened securely before operating lift. 7) When resident is secured in straps or slings, raise them slowly. 8) One person guides the resident's legs in the direction to go. Be careful that their legs do not bump into any objects. 9) The other person moves the lift. 10) Reassure the resident while transferring. 11) Elderly people are very frightened about falling.
Identify and demonstrate safe and proper use of walkers, canes and crutches.	8.5 Safe use of walkers, canes and crutches: a. All devices shall have skid-proof tips. b. Residents should wear skid-proof shoes. c. Walkers – 1) Stand still. 2) Place walker forward with all four legs solidly on floor. 3) Step forward toward walker, repeat. d. Crutches – 1) Should have some space between top of crutch and axilla. 2) Arms should be completely extended. 3) Weight supported on palms of hands. e. Cane – 1) Plain care (one foot). 2) Quad cane (having four feet to

OBJECTIVE	CONTENT
	put on the floor) is more stable than plain cane.
Identify and demonstrate steps to follow in assisting resident to walk.	8.6 Assist resident with walking: a. Resident should wear skidproof shoes. b. When assisting a resident from bed to walking, move resident slowly to avoid dizziness. c. Assist on weak side. d. Allow resident to use strong side for holding onto hand rails. e. When assisting a visually impaired resident, walk slightly ahead, allow resident to hold nursing assistant's arm. Explain hazards in path as necessary. f. Transfer belt may be used for safety.
	9. Occupied Bed – 1 hour 9.1 Used for a resident who is unable to be out of bed. 9.2 Important facts and considerations: a. To provide the resident with a clean, comfortable and dignified environment. b. To prevent skin irritation and breakdown by providing clean, dry and wrinkle-free linens. c. Is usually made after the resident's bed bath is completed.
Identify and demonstrate measures of making an occupied bed.	9.3 Measures of making an occupied bed: (refer to procedure #46 in the Appendix) a. Respect the resident's privacy – 1) Knock before entering the room and wait for the resident's permission to enter. 2) Identify yourself to the resident and what you plan to do. 3) Use the resident's privacy curtain and do not expose the resident any more than is necessary.

OBJECTIVE	CONTENT
Demonstrate ability to make an occupied bed.	b. Much the same as the unoccupied bed (see Part I, Unit V). c. Bottom sheets are to be smooth, tight and wrinkle-free under the resident. d. Be constantly aware of infection control. e. Do not rush the procedure. f. Place signal cord or call bell within reach of the resident.
Give the purpose of restraints.	10. Restraints – 1.5 hours 10.1 Purpose – for the protection of the resident to prevent injuries or interruption by the resident of needed treatments.
Identify the length of time restraints may be applied. Tell how frequently restraints are to be checked. Tell how frequently the restraints are to be released and for how long.	10.2 Applied after other measures have been tried and <u>documented</u> only on physician's order: a. Use is to be temporary. Not applied longer than 12 hours. b. To be applied properly. c. To be checked every 30 minutes. d. To be released every 2 hours and resident exercised for 10 minutes and resident's position changed.
Identify and describe the types of restraints.	10.3 Types of restraints: a. Hand and foot restraints – 1) Used to keep a limb immobilized. 2) Wrist/ankle is padded with special felt pads. The cloth restraints are then applied by using a clove hitch (which will not tighten when pulled). The ends are then tied to the bed frame. NEVER attach a restraint to the side rails. b. Cross over jacket restraints (posey vest) – 1) Are put on like a jacket. 2) Ends are crossed over in back or front (as directed by manufacturer).

Unit VI (contd.)

OBJECTIVE	CONTENT
Identify and demonstrate measures in the application of restraints. Identify symptoms of occlusion.	3) Ends are tied behind wheel chair or on bed frame. c. Safety belts – 1) Locked restraints are not allowed (OLTC Regulation). 2) Belt goes around resident's waist. 3) Attaches to a longer belt which is fastened behind wheelchair or on bed frame. d. Mitt restraints – 1) Are used for confused residents who could harm themselves with their hands or fingers. 2) A mitt is similar to a paddle that encloses the hands. 10.4 Guidelines to follow in the application of restraints: (refer to procedure #10 in the Appendix) a. Allow resident as much movement as possible but still serving the intended purpose. b. Resident's circulation shall not be occluded by the restraint. c. Pad bony points under a restraint in order to prevent trauma. d. The restraint shall be applied so that the resident's body is in a normal position. e. Use the least amount of restraint that will protect the resident. f. Never apply restraints without a direct order from charge nurse. g. Check the resident's extremity every 30 minutes for the following symptoms of occlusion: pallor, blueness, cold tingling, pain, pulses not present. If any of these symptoms are present, loosen restraints immediately and report to the charge nurse. h. Remove restraints every two hours. Exercise for at least 10 minutes

OBJECTIVE	CONTENT
	and provide skin care. Ambulate resident if possible (OTLC Regulation). i. Never apply a restraint without checking the resident's circulation before leaving the room. Pulses shall be felt. Loosen restraint if they are not felt. j. Resident's medical record shall include: physician's order for restraint, reason for use, when applied and released, type of restraint, nursing care provided (OLTC Regulation). 10.5 PHYSICAL RESTRAINTS ARE NOT TO BE USED TO LIMIT RESIDENT MOBILITY FOR THE CONVENIENCE OF STAFF. If a resident's behavior is such that it will result in injury to self or others and any form of physical restraint is utilized, it should be in conjunction with a treatment procedure designed to modify the behavioral problems for which the resident is restrained or as a last resort, after failure of attempted therapy.

Unit VII
Basic Nursing Skills
(10 hours theory/lab and 5 hours clinical)

OBJECTIVE	CONTENT
Identify why measuring vital signs are important as it relates to the nursing assistant. Describe what causes body temperature. Define normal temperatures. List situations that cause variations from "normal" temperature.	1. Vital Signs – 7 hours 1.1 Vital signs are the signs of life. Vital signs are the measurements of the function of the vital organs. Included in vital signs are temperature, pulse, respiration and blood pressure (T.P.R. and B.P.). 1.2 Temperature: a. Description – 1) Is a measurement of the amount of heat in the body, a balance between heat created and lost. 2) Is lost from the body to the environment by contact, perspiration, breathing and other means. 3) Is created as the body changes food to energy. b. "Normal" or average temperature – 1) Oral – 98.6 degrees F (Fahrenheit). 2) Rectal – 99.6 degrees F. 3) Axillary – 97.6 degrees F. 4) Older people have a greater variation in normal range. One individual may have a usual temperature of 97 degrees F, another 99 degrees F. To determine deviations from "normal", it is helpful to know what is usual for that resident. c. Variations from "normal" – 1) Some situations causing higher than normal readings are: eating warm food, time of day, infection or other diseases, smoking, snuff or other tobacco use. 2) Situations causing lower readings: eating cold food, time of day, dry mouth, approaching death.

Unit VII (contd.)

OBJECTIVE	CONTENT
Define fever. Describe the signs and symptoms of above normal body temperature. Describe the signs and symptoms of below normal body temperature. Describe the types of thermometers.	d. Fever – elevated body temperature – 1) Warm skin. 2) Flushed color. 3) Chills/teeth chattering. 4) Eyes burning. 5) Confusion. 6) Skin moist as fever breaks. e. Below normal body temperature – 1) Finger/toenails blush color. 2) Skin ashen color (gray/blue). 3) Cool/dry to touch. f. Types of thermometers – 1) Glass – made of hollow glass tube containing mercury, has markings on outside for reading level. Types of glass thermometers: -slender tip – mercury filled tip is longer and slender; used for oral or axillary checks. -stubby or safety tip – mercury filled tip is short and rounded; used for any temperature check. 2) Electronic (battery powered) – has a probe which is covered with a disposable plastic sheath before inserting. Temperature registers on a digital display. 3) Chemically treated paper – changes color to indicate reading. g. Care of thermometers – 1) Easily breakable. Handle with care. 2) Avoid hot water in cleansing. 3) Disinfect after each use, as specified by facility or accepted nursing text procedure.

Unit VII (contd.)

OBJECTIVE	CONTENT
Identify and demonstrate measures of taking an oral temperature.	h. Method of checking temperature – 1) Oral: -Used in most all situations, when not contraindicated. -Take per accepted procedure (refer to procedure #17 in the Appendix). -Stay with resident. -**Wash your hands.**
Identify and demonstrate measures of taking rectal temperature.	2) Rectal: -Used when oral is contraindicate, is unsafe or inaccurate. -Resident cannot hold mouth closed around thermometer. -Resident's mouth is dry or inflamed. -Resident is a mouth breather. -Resident is comatose. -Resident is using oxygen. -Take per accepted procedure (refer to procedure #28 in the Appendix). -Stay with resident. -**Wash your hands.**
Identify and demonstrate measures of taking an axillary temperature.	3) Axillary: -Used when other methods are unsafe or inaccurate. -This is a less accurate measurement than other methods of checking temperature. -Place bulb of thermometer in center of armpit. -Take per accepted procedure (refer to procedure #5 in the Appendix). -Stay with resident, holding thermometer in place. -**Wash your hands.**

Unit VII (contd.)

OBJECTIVE	CONTENT
Identify how the nursing assistant should record and report temperature measurement. Describe the cautions when taking a resident's temperature.	i. Recording/Reporting/Cautions – 1) Mark chart with "R" (rectal) and "Ax" (axillary) for the method used in taking the temperature. 2) Notify charge nurse when: -Resident's temperature is above his normal range or has changed by more than 2 degrees from last measurement. -There is difficulty obtaining temperature. 3) Cautions: -When removing the glass thermometer/electronic thermometer probe covering, the sheath shall be removed and destroyed. -Stay with the resident, holding the thermometer in place. -If thermometer breaks in the resident's mouth or rectum, report immediately to charge nurse. -The glass thermometer shall register below 96 degrees F before taking a temperature. -Ascertain that the electronic thermometer is fully charged and operable. 1.3 Pulse: a. Description – a measurement of the number of times the heart beats, a simple method of observing how the circulatory system is functioning. b. "Normal" or average pulse – 1) 60 to 90 beats per minute for an older resident. 2) Should be regular in rate, rhythm and strength or force.

Unit VII (contd.)

OBJECTIVE	CONTENT
Identify and demonstrate measures of taking the radial pulse.	c. Variations in the pulse – 1) Abnormal force: -Bounding pulse. -Feeble, weak and thready. 2) Abnormal rate: -A pulse beat of under 60 beats for one full minute. -A pulse beat of over 90 beats for one full minute (exercise or activity normally cause a temporary increase in the pulse rate. Fever may increase the pulse rate). 3) Abnormal rhythm: -Irregularity of beats. -Feeling like beats are being "skipped" when pulse is counted for one full minute. d. Common sites for checking pulse – 1) Radial. 2) Apical. 3) Femoral. 4) Temporal. 5) Carotid. e. Take per accepted procedure (refer to procedure #6 in the Appendix). f. Time – take pulse for <u>one full</u> minute. g. Recording and reporting – 1) Mark the chart with the symbol "Ap" when recording an apical pulse. 2) Notify the charge nurse when: -Pulse begins to show variations from "normal". -There is difficulty in obtaining pulse.
Identify what is meant by respiration and an average respiratory rate.	1.4 Respiration: a. Description – respiration is the inspiration (taking in) and expiration (letting out) of air. b. Average respiratory rate – 16-24 inspiration/expiration per one full minute for a resident.

Unit VII (contd.)

OBJECTIVE	CONTENT
	c. Variations in respiration –
Identify variations from normal respiration which should be reported.	1) Rate: -Increased by exercise, fever, lung disease, and heart disease. -Decreased by sleep, inactivity, and pain medication. -Report rate greater than 28. -Report rate less than 12.
Identify character of respirations.	2) Character: -Labored – difficulty breathing, extra muscles used for breathing. -Noisy – sounds of obstruction, wheezing gurgling. -Shallow – small amounts of air exchanged. -Cheyenes-stokes – pause between labored/shallow respirations.
Demonstrate taking respiration rate.	3) Take per accepted procedure (refer to procedure #7 in the Appendix).
	1.5 Blood pressure:
Define blood pressure.	a. Blood pressure is the force of blood against artery.
Describe blood pressure.	b. A description of blood pressure – 1) The rate of strength of heart beat. 2) The ease with which the blood flows through the blood vessels. 3) The amount of blood within the system.
	c. Terms –
Define systolic.	1) Systolic pressure – the force when the heart is contracted; the top number of BP; the first sound heard when measuring BP.
Define diastolic pressure.	2) Diastolic Pressure – the force when the heart is relaxed; the lower number of BP; the level of which pulse sounds changed or cease.

Unit VII (contd.)

OBJECTIVE	CONTENT
Identify "normal" blood pressure range for systolic and diastolic blood pressure for an elderly resident.	d. "Normal" or average blood pressure range for an elderly resident is – 1) Systolic – 100 to 160 mmhg (mercury). 2) Diastolic – 60 to 90 mmhg.
	e. Variations in blood pressure – 1) Blood pressure may increase with age.
Define hypertension.	2) Hypertension – blood pressure higher than normal.
Define hypotension.	3) Hypotension – blood pressure lower than normal.
Define postural hypotension.	4) Postural hypotension – the elderly resident's body is unable to rapidly adjust to maintain normal blood pressure in the head and upper body when the resident moves from lying to standing, or sitting to standing. The resident will complain of dizziness or feeling faint.
Identify common causes of hypotension.	f. Common causes of hypotension – 1) Hemorrhage (loss of blood). 2) Shock. 3) Blood diseases.
Identify common causes of hypertension.	g. Common causes of hypertension – 1) Narrowing and hardening of the arteries. 2) Rupture of blood vessels in the brain (stroke). 3) Aged resident. 4) Overweight (obesity). 5) Kidney disorders.
Identify instruments to check blood pressure.	h. Instruments for checking blood pressure – 1) Sphygomanometer (blood pressure cuff and gauge). 2) Stethoscope.
Identify and demonstrate measures of taking blood pressure.	i. Procedure for taking blood pressure – 1) Choose a cuff appropriate size for the resident's arm.

Unit VII (contd.)

OBJECTIVE	CONTENT
	2) Position cuff on upper arm and position gauge for accurate reading.
Identify how to record and report blood pressure.	j. Recording and reporting – 1) Record – systolic over diastolic (e.g. 120/80). 2) Notify charge nurse when a resident's blood pressure is higher or lower than his normal range. 3) Difficulty in obtaining the blood pressure.
	1.6 Height and Weight (refer to procedure #4 in the Appendix).
Identify and demonstrate height measurement: -for the bedfast resident. -for the ambulatory resident.	a. Height – 1) Explain to the resident what you are going to do. 2) Wash your hands. 3) Have resident stand with arms to the side. 4) Make sure resident is standing as straight as possible. 5) Measure from top of head to bottom of feet. 6) If resident is unable to stand, have resident lie flat in bed and measure from head to feet. 7) Record height on paper and report to the nurse.
Identify importance of body weight.	b. Weight – 1) Importance: -Indicates nutritional status. -Weight loss/gain indicates change in medical condition.
Be able to explain accurate measurements and variance.	2) Accurate measurements shall be taken: -If weight varies more than 5 pounds, verify accuracy of weight and report to charge nurse.

Unit VII (contd.)

OBJECTIVE	CONTENT
Identify and demonstrate measures for weighing. Identify when weights are taken. List some attitudes and actions which are prerequisites for making observations about residents.	3) Types of scales: -Wheelchair. -Bedscales. -Standing scales. -Scales attached to hydraulic lifts. -Bathroom. 4) Procedure for weighing (refer to procedure #4 in the Appendix). 5) Weight taken: -On admission (OLTC Regulation). -Once a month unless ordered more often by physician (OLTC Regulation). 2. Recognizing and Reporting Abnormal Changes (1 hour) 2.1 Attitudes and actions prerequisite to making observation about residents: a. Making observations is continuous during resident care. b. Be alert at all times. c. Use senses to observe – 1) <u>See</u> changes such as skin rash or edema. 2) <u>Feel</u> changes such as fever or change in pulse. 3) <u>Hear</u> changes such as changes in breathing sounds. Listen to resident complaints. 4) <u>Smell</u> odor of urine. 2.2 Recognizing abnormal changes in body functioning and the importance of reporting such changes to a supervisor. Some examples of abnormal changes are: a. Shortness of breath. b. Rapid respiration. c. Fever. d. Coughs. e. Chills. f. Pains in chest. g. Blue color to lips.

Unit VII (contd.)

OBJECTIVE	CONTENT
	h. Pain in abdomen. i. Nausea. j. Vomiting. k. Drowsiness. l. Excessive thirst. m. Sweating. n. Pus. o. Blood or sediment in urine. p. Difficulty urinating. q. Frequent urination in small amounts. r. Pain or burning during urination. s. Urine has dark color or strong odor. 2.3 Reporting observations: a. Changes in resident's condition should be reported to charge nurse. b. The nursing assistant is encouraged to recall the observation of what was actually seen, heard, felt, rather than the interpretation of these observations. 2.4 Some of the more common diseases: a. Alzheimer's Disease –
Define Alzheimer's Disease.	1) Progressive, age related brain disease that impairs thinking and behavior. 2) Causes decline in intellectual functions and ability to perform routine activities. 3) Disease has gradual onset and resident may experience confusion, personality change, impaired judgment and difficulty finding words, finishing thoughts or following directions. 4) Eventually the resident becomes totally unable to care for themselves.
Recognize that there are changes in the brain caused by Alzheimer's.	5) Changes in the brain are: -Senile plagues. -Neurofibraillary tangles in

OBJECTIVE	CONTENT
	those areas of the brain responsible for memory and intellectual functions. -Lack of brain chemical acetylcholine which is involved in the processing of memory by the brain. 6) There is no treatment available to stop or reverse the mental deterioration of Alzheimer's Disease. b. Diabetes Mellitus –
Define Diabetes.	1) Diabetes is the result of the body's inability to break down and use carbohydrates (starches and sugars) to nourish the body cells in the production of insulin.
Identify the purpose and use of insulin.	2) Insulin is the hormone that produces the amount of glucose to be secreted into the blood stream to nourish the body cells. 3) If the body does not produce insulin, glucose builds up in the blood stream (hyperglycemia) and the cells cannot be nourished. The glucose spills out through the kidney into the urine (glycosuria). 4) The cells begin to use fats for metabolism. When fat is used too much a by-product (acetone) is excreted. Acetone is a type of ketone and when there are too many ketones in the body, it is excreted through the kidney. When the acetone/ketone level is very high the body is unable to excrete poison toxic substances causing acidosis. Coma and

Unit VII (contd.)

OBJECTIVE	CONTENT
	death are a result of severe acidosis. 5) Symptoms to report to nurse in charge; hunger, nervousness, weakness, headache, sweating, drowsiness, blurred vision, tingling sensations, stupor, death, thirst, increase in urine, nausea, vomiting, abdominal pain, slow mental response, flushed face, dry skin, and sweet breath. c. Respiratory Diseases – 1) Conditions which interfere with breathing and prevent the intake of sufficient oxygen.
Discuss the respiratory conditions which prevent the intake of sufficient oxygen.	2) Causes of problem are; Emphysemia, cancer, colds and flu, pneumonia, muscle weakness, changes in lungs, tuberculosis. 3) Symptoms; shortness of breath, wheezing, tightening and raising of shoulders, respiration faster and more shallow breathing, coughing, bluish or grayish skin color. 4) Report any symptoms to the charge nurse.
Identify nursing assistant responsibility in caring for resident with a stroke.	d. Cerebrovascular Accident (CVA) – 1) A “stroke” is caused by; bleeding in the brain, blood clot in the brain, partially blocked blood vessel in the brain that impair the circulation of blood. 2) Symptoms; changes in vital signs, impaired memory, speech difficulty, changes in behavior, paralysis of part of the body, incontinence, difficulty swallowing, mental confusion, loss of sensitivity, and balance impairment.

Unit VII (contd.)

OBJECTIVE	CONTENT
	3) Care is to prevent complications, injury, provide safety and to restore maximum amount of independence: physically, mentally, and emotionally.
Define fracture.	e. Fractures – 1) Break in a bone. 2) Symptoms; loss of strength and movement, pain, tenderness over break area, bruising and swelling, deformity or misaligned body position. 3) Stay with resident. DO NOT MOVE RESIDENT. Call charge nurse when appropriate. Need to insure patient has adequate intake of fluids even though patient does not express "being thirsty."
Define AIDS. Identify modes of transmission of AIDS.	f. Acquired Immune Deficiency Syndrome (AIDS) – 1) AIDS is a body fluid and sexually transmitted disease in which a virus invades the body, damages the immune system, and allows other infectious agent to invade the body and cause death. 2) ARC (AIDES Related Complex) refers to a variety of conditions caused by secondary infections related to AIDS. 3) AIDS /ARC is caused by the Human Immune Deficiency Virus (HIV). 4) Transmission: -Spreads through body fluids, primarily blood and semen. -All body fluids and tissues should be regarded as potentially infectious.

Unit VII (contd.)

OBJECTIVE	CONTENT
	-AIDS is transmitted by sexual contact, by needle sharing, and through contaminated blood products. 5) Symptoms; may have no symptoms, may have AIDS Related Complex, enlarged lymph nodes, fungal infection of mouth accompanied by fatigue, weight loss.
Identify nursing assistants responsibilities in caring of the resident with heart disease.	g. Heart Disease – 1) Is the leading cause of death in the elderly. 2) Muscles of the heart do not pump as well. 3) The vessels leading to the heart become narrow. 4) Symptoms; changes in blood pressure, perspiration and weakness, pale, clammy skin, kidney output decreases, ankles and feet may swell, and nail beds may turn blue. 5) Nursing assistant responsibilities: -Follow directions of charge nurse. -Make resident as comfortable as possible. -Rest periods should be encouraged. -Help keep environment quiet. -Position residents to help breath easier.
	3. Death and Dying (1 hour)
Identify society's attitude about death.	3.1 Stages of reaction to dying: a. DENIAL – denying that death will occur –
Describe stages of reaction to dying.	1) Behaviors: -Unrealistically cheerful. -Ask lots of questions. -Disregard medical orders.

Unit VII (contd.)

OBJECTIVE	CONTENT
	2) Response to this behavior: -Listen and be accepting. -Do not probe. b. ANGER – anger that this is happening to me, and anger at others because it is not happening to them – 1) Behaviors: -Complaining. -Unreasonable requests. -Anger at family, doctor, and nursing staff. 2) Response to this behavior: -Listen. -Remain open and calm. -Don't try to place blame. c. BARGAINING – trying to make an agreement for postponing death – 1) Behaviors: -May be difficult to observe this stage. -Person vacillates between doubt and hope. 2) Response to this behavior: -Listen. -Do not contradict plans. -Promote a sense of hope. d. DEPRESSION – reality of death is unavoidable; is a reaction to getting sicker; and is grieving for the losses they will experience – 1) Behaviors: -Turn face away from people. -Not speak or speaks in expressionless voice. -Separating self from the world. 2) Response to behaviors: -Stay with the person as much as is possible. -Avoid cheery phrases and behavior. -Encourage the person to express feelings.

Unit VII (contd.)

OBJECTIVE	CONTENT
Identify and demonstrate measures of post mortem care.	e. ACCEPTANCE – realizes that death is inevitable. 3.2 Physical care of the dying resident: a. Physical care to meet the resident's needs continues to the person's death. b. Provide for keeping resident warm. c. Keep room well-lighted since vision diminishes. d. Provide for skin cleanliness due to perspiration and perhaps incontinence. e. Change position at least every 2 hours unless contraindicated. f. Give special attention to mouth care and take measures to moisten mouth to promote comfort. g. Speak to the resident in a normal voice. Assume that they can hear you even if they appear unconscious and speak accordingly. h. Provide for spiritual support, respecting the resident's personal wishes and not imposing one's own beliefs. i. Communicate through touch if the person appears unconscious. 3.3 Post mortem care: (refer to procedure #37 in the Appendix). a. Meaning – caring for the body of the deceased. b. When a person dies, their physician is called to certify the death. c. The purpose for much of the post mortem care which is done is to prepare the body for reviewing at the funeral. d. How much is done by nursing home personnel depends on the local situation. If mortuary personnel pick up the body soon after death, care provided by the nursing home may consist of only-

Unit VII (contd.)

OBJECTIVE	CONTENT
	1) Place body in supine position. 2) Remove tubes, replace soiled dressings. 3) Account for what is done with or to whom personal effects are given. 4) Follow facilities policy and procedures. 4. Admission/Transfer/Discharge (1 hour) 4.1 Admission: a. Before admission – 1) Check the unit to insure furniture is present and in good condition. 2) Make sure that necessary equipment is available.
Identify feelings of resident/family on admission of resident.	b. Feelings of resident/family – 1) May be acutely aware of losses experienced with aging and illness. 2) Resident may feel lonely, lost, confused or relieved. 3) Family may experience guilt.
Identify and demonstrate responsibilities of the nursing assistant during the admission of a resident.	c. Responsibilities of the nursing assistant during admission – (refer to procedure #33 in the Appendix). 1) Greet the resident/family. Call the resident by proper name or the name the resident prefers. 2) Introduce yourself to the resident/family giving your name and position. Be courteous and friendly. <u>REMEMBER</u>, first impressions are often lasting impressions. 3) Show the resident the room, bathroom and how to use the call bell. 4) Assist in unpacking clothing and belongings.

Unit VII (contd.)

OBJECTIVE	CONTENT
Identify and demonstrate the responsibilities of the nursing assistant on transfer/discharge of a resident.	5) All items are to be properly labeled according to a policy of a facility. 6) Follow an approved inventory list of valuables, possessions, and clothing. 7) Give instructions as to time and place of meals. 8) Orient the resident/family to the facility. 9) Introduce resident/family to other residents and staff. 10) Make sure that the resident is comfortable. Check on the resident frequently. 4.2 Transfer/Discharge: (refer to procedure #30 in the Appendix). a. Transfer/discharge arrangements are made by the attending physician and administration. b. The nursing assistant shall allow the resident to talk about anxieties and shall make every effort to insure the change is easy and pleasant. c. The nursing assistant shall be sure that all personal clothes and belongings are sent with the resident. d. When appropriate, the nursing assistant shall complete and sign inventory forms and transfer/discharge forms. e. Following the resident's discharge the room shall receive a thorough cleaning.

Unit VIII
Social/Cognitive/Behavioral
(5 hours theory/classroom lab)

OBJECTIVE	CONTENT
Define the term cognitive as it relates to the responsibility of the nursing assistant. Define cognitive functions as it refers to mental process of the resident. Identify the various mental abilities as it relates to level of consciousness, orientation, and intellectual capacity.	1. Cognitive (Mental Functions) 1.1 Cognitive (Mental) Achievements: a. Memory and orientation. b. Immediate recall. c. Memory for recent and remote events. d. Orientation in time, place, and person. e. Concentration and good judgment. f. Current social and physical performance. g. Insight and judgments excellent. 1.2 Cognitive (Mental) Impairments: a. Comprehension. b. Judgments. c. Memory. d. Reasoning. 1.3 The various mental abilities do not decline at the same rate of speed: a. Level of consciousness – 1) The resident alert and quick to respond. 2) The resident drowsy and slow to respond. 3) The resident semiconscious and difficult to arouse. 4) The resident comatose and unable to respond. b. Orientation – 1) The resident alert to time, to place, to person. 2) The resident does not pay attention or understand when someone else is talking. 3) The resident wanders about, not oriented to place. 4) The resident is not knowing of self and others. c. Intellectual Capacity – 1) The nursing assistant should recognize factors which may block resident's intellectual abilities.

Unit VIII (contd.)

OBJECTIVE	CONTENT
Identify factors which affect the resident's ability to recall, understand, for self awareness and judgment.	2) The nursing assistant must be patient. The resident will most likely respond to kindness. 3) The nursing assistant must use a tone of voice that carries respect for the resident. d. Ability to recall – 1) Events recent and past. 2) Attention span short. 3) Attention span normal. e. Ability to understand – 1) Ideas. 2) Planned daily activities. 3) Slow to follow planned daily activities. 4) Unable to follow planned daily activities. f. Level of ability to understand – 1) Quick to understand and make friendly relationships with others. 2) Slow to understand and to make friendly relationships with others. g. Self-awareness – 1) Has insight into own health problems. 2) Little or no insight into own health problems. h. Judgment – 1) Resident's ability to concentrate and make reasonable and appropriate decisions. 2) Selecting clothes to wear. 3) Taking part in care plan. 4) Expresses desires and needs as to individual resident's rights of long term care facility. i. Resident's ability to understand the rules and regulations of the long term care facility.

Unit VIII (contd.)

OBJECTIVE	CONTENT
List factors which affect memory and reasoning of the resident.	1.4 Memory: a. Mental registration, mental retention, mental recall of past experiences of – 1) Knowledge. 2) Ideas. 3) Sensations. 4) Thoughts. b. Forgetfulness is a normal process of aging. 1.5 Reasoning: the ability to think and/or respond and/or make choices.
Identify factors which affect cognitive impairments of the resident.	1.6 Cognitive Impairments: a. Factors which influence are – 1) Reactions to stress. 2) Progressive loss of brain cells. 3) Poor nutrition. 4) Interactions of medications. 5) Alcoholism. 6) Strokes. 7) Other diseases and/or disorders.
Define behavior as it relates to the residents.	2. Behavior 2.1 Behavior is defined as: a. Ability to adapt and adjust. b. To behave appropriately in situations. c. To behave in accordance with culturally approve standards. d. Satisfactions are achieved through love, work, and interpersonal relationships.
List factors which influence behavior of the resident.	2.2 Factors which influence behavior: a. Attitudes. b. Past and present experiences. c. Illness. d. Fever. e. Loss of self-confidence.
Identify ways in which the resident may express feelings through their behavior.	2.3 Appearance and behavior: a. Dress, posture, facial expression. b. Motor activity such as – 1) Agitation. 2) Impulse mannerism. 3) Retardation.

Unit VIII (contd.)

OBJECTIVE	CONTENT
Identify factors which affect the residents thought process.	2.4 Thought process – When any of these thought processes are observed, they should be reported to the charge nurse: 1) Stream of talk. 2) Impairment of thought process. 3) Pace and progression of speech. 4) Whether the speech is logical and to the point. 5) Whether the speech is confusing and irrelevant. 6) Whether there is a presence of thought disorder such as flight of ideas or obsessive thoughts.
Identify observations to be made during care of the confused or withdrawn resident.	3. Cognitive/Behavior Improvements 3.1 Caring for the confused or withdrawn resident: a. Symptoms of confusion – 1) Not knowing self or others. 2) Talking incoherently. 3) Forgetful. 4) Not paying attention or understanding when someone is speaking. 5) Sleep disorders. 6) Hallucinate, visual and auditory. 7) Wanders about, not oriented to place. 8) Combative, hostile. b. Symptoms of Psycho-social impairments – 1) Frightened, unhappy, bewildered. 2) Unaware of environment; thus, does not sense danger. 3) Reduced intellectual and emotional contact with others. 4) Loss of self-expression. 5) Loss of independence. 6) Insecurity.

Unit VIII (contd.)

OBJECTIVE	CONTENT
List medical problems related to the residents care.	3.2 Possible causes of confusion: a. Medical problems including – 1) Chronic disease, such as heart, liver, kidney, and lung problems. 2) Stresses such as surgery or injury. 3) Degenerative brain conditions such as Alzheimer's Disease. 4) Arteriosclerosis. b. Poor nutrition. c. Medication – 1) Older people may not tolerate drugs as well. 2) Combination of drugs may cause confusion. 3.3 Causes of withdrawal: a. Losses, including sight and hearing. b. Depression. c. Mental illness. d. Confusion.
Identify the purpose of reality orientation of the resident. List the responsibilities of nursing assistant in the reality orientation for residents.	3.4 Therapies for confusion and withdrawal: a. Reality orientation (R.O.). b. Purpose – to maintain reality contact and halt or reverse confusion or withdrawal. c. Technique – 1) Consistent, constant (all 3 shifts) 24 hour repetition of information about person, place, time expectations. 2) Aids such as calendars, clocks, information boards can be used. 3) Reality orientation: -Introduce yourself upon entering a resident's room. -Explain what you are doing in the room. -Tell the resident the date, time and place. -Frequently ask the resident the date, time and place. -Ask the resident who he/she is and family members names, etc.

Unit VIII (contd.)

OBJECTIVE	CONTENT
Identify the nursing assistants role in response to the residents combativeness. Define the purpose of the re-motivation program for the resident.	3.5 Responses to combativeness: a. Use non-threatening approach. b. Give recognition to feelings behind behavior. c. Request directions from charge nurse for proper plan of care. d. When approaching combative resident, go with enough assistance to complete procedure. e. If resident suddenly becomes combative, call for help, IMMEDIATELY. f. Do not try to physically restrain a combative resident by yourself. g. Report to charge nurse. 3.6 Re-motivation: a. Purpose – 1) Prevent withdrawal. 2) Increase interest in reality. 3) Stimulate thinking. 4) Participate/perform activities of daily living (ADL's). 3.7 Reminiscing: a. The resident has the right to reminisce about his/her life and to share feelings about the past, to promote feelings of worth and to reduce feelings of loneliness. 4. Understanding and Managing Behavioral Symptoms of Alzheimer's Disease and Related Disorders 4.1 Social Facade: a. Description – 1) Ability of the resident to look "not sick". 2) Ability of the resident to make casual conversation or general comments based on well ingrained memories. 3) While not looking ill, apparent energy can fool a casual observer.

Unit VIII (contd.)

OBJECTIVE	CONTENT
	b. Approaches – 1) Build on any and all attempts to have adult conversation with the resident. 2) Never remind the resident that self care is not possible. 3) Keep your conversation with the resident brief and pleasant. 4) Introduce the resident with a remark that calls upon the resident's past or present experience or interest. 4.2 Depression/Apathy/Withdrawal: a. Description – 1) Depression must last awhile, be fairly severe, and not be a grief reaction after the death of a loved one. 2) Older people may withdraw, appear listless or restless, have difficulty concentrating, not feel life is worth living. 3) Depression is sometimes different in older persons. 4) Alzheimer's residents function even more poorly than others who are depressed. b. Approaches – 1) If resident is sad and with - drawn, are there certain things that cheer the resident up? 2) Alert the doctor or nurse. 3) Spend special time with just the resident. 4) Reassure the resident of the resident's value as a person. 5) Reassure the resident that he/she will be cared for. 6) A special relationship with a staff person, favorite family visitor or a minister can relieve depression.

Unit VIII (contd.)

OBJECTIVE	CONTENT
	7) Respect the resident's right to feel sad and give reassurance that you're there to help the resident to feel better. 8) It's wise to remove potentially dangerous objects and check the resident more frequently. 4.3 Rummaging, Pillaging, and Hoarding: a. Description – 1) Many Alzheimer's residents seem to be driven to search for something which they believe is "missing". 2) The resident has lost the ability to tell the difference between things that belong and things that are out of place. 3) Alzheimer's residents often lose memory of good manners. May enter a room without knocking or take their clothes off in public. 4) The resident believes things are taken away from him/her. 5) It is hard for the resident to tell which bed is his/hers so will sometimes enter the wrong bed. b. Approaches – 1) Best strategies are preventive. 2) Try to keep the resident occupied with a drawer of his/ her belongings. 3) Don't give moral judgment or rational explanations to the resident. 4) Distract the resident if he/she is in someone else's room by asking them if they want to go see TV, etc. 5) Learn the resident's favorite hiding place. 6) Persuade the resident that their chair is more comfortable if

OBJECTIVE	CONTENT
	he/she keeps sitting in the wrong chair or bed. 7) Wandering may be part of a search for the bathroom. 4.4 Wandering: a. Description – 1) There are more theories and proposed solution about wandering in dementia residents than any other symptoms of the disease. 2) Wandering has major implications for the family, facility and the community. 3) Some professionals see wandering as an expression of aimlessness, excessive restlessness, or the need for self stimulation that comes from brain damaging illness. b. Approaches – 1) See if the resident is hungry, feels uncomfortable, needs to void, or is genuinely lost. 2) Removing from view, shoes, coat and suitcase may remove the immediate idea of the desire to "leave". 3) Try to keep the resident busy and in view of the staff. 4) Placing a picture on resident's door may help the resident to locate his/her room. 5) Avoid putting the resident in close, crowded situation where he/she may experience stress and confusion. 6) Give the resident something to occupy his/her time. 7) If the resident wanders away from the facility, approach the resident calmly and reassure him/ her. Do not interrogate the resident.

Unit VIII (contd.)

OBJECTIVE	CONTENT
	4.5 Suspiciousness: a. Description – 1) Resident experiences more and more difficulty making sense of their experience and environment. 2) Residents are suspicious because it is hard for them to accept the fact that they forget where they put things. 3) The dementia resident feels victimized by something that robs him/her of his/her previous well being. 4) Whispering between staff or family and staff is interpreted as a plot to steal their money, power, influence or possessions. b. Approaches – 1) Don't argue or rationally explain disappearances. This only makes the resident feel stupid. Arguing only backs the resident into a corner, making him/her more insistent. 4.6 Delusions: a. Description – 1) Delusions are fixed or persistent beliefs of the resident that remain despite all rational evidence to the contrary. 2) Delusions can be frustrating or frightening to the resident. 3) Some delusions are harmless and can be ignored or glossed over. 4) Some delusions are based on real possibilities. b. Approaches – 1) Try to judge how much the delusion bothers the resident.

UNIT VIII (contd.)

OBJECTIVE	CONTENT
	2) Don't use rational explanations to convince the resident that a delusion is incorrect. 3) Reassure the resident and try to divert him/her to a less stressful subject. 4.7 Hallucinations: a. Descriptions – 1) Hallucinations are sensory experience (seeing, hearing, or feeling) which can't be verified by anyone else. 2) Seeing or hearing things is common in adults with brain disorders. 3) Symptoms may be worse if the resident has visual or hearing defects. b. Approaches – 1) If the resident is not too upset or disturbed by the hallucination then the resident can usually be diverted or distracted. 2) Frightening hallucinations especially if resulting from dream states usually subside in the well lighted company of others with plenty of attention and reassurance. 3) Anti-psychotic medication may be ordered in instances where the resident believes bugs are crawling on him/her or is in his/her food. 4) Residents with frightening hallucinations are best reassured by someone they trust. 4.8 Catastrophic Reactions: a. Description – 1) Catastrophic reactions is a term describing the behavior of a

OBJECTIVE	CONTENT
	dementia patient when a situation overwhelms his/her ability to think and react. 2) Behavior may be any of the following: suddenly changing mood, crying inconsolably for a long time, anger, increasing suspicious, increasing restlessness, pacing, wondering off, combativeness, stubbornness, and worry or tension. 3) The resident appears stubborn, overly critical or overly emotional, all out of proportion to what has actually happened. 4) Reactions can be set off by a number of things: several questions being asked at once, being asked "why" questions, feeling lost, small accidents, too many people in a new place, being scolded or contradicted, having an argument, staff members that are tense, rushed or impatient, and if a patient tries and fails to complete a task he/she once regarded as simple. 5) Dementia residents experience a loss of impulse control. 6) The resident loses adult judgment. 7) The resident is unable to evaluate the seriousness of an incident therefore he/she "over-reacts". b. Approaches – 1) Try to head off or prevent situations that lead to catastrophic reaction. 2) Give directions one step at a time. 3) Using a rocking motion, patting, holding hands or

OBJECTIVE	CONTENT
	soothing music to calm the resident. 4) Distract the resident gradually with something new. 5) Allow the resident plenty of space during a catastrophic reactions. Move slowly and tell the resident exactly what you are doing. 6) Don't force a resident to spend time with someone that frightens or upsets him/her today because tomorrow may be a whole different story. 7) Don't take attacks personally. Attacks usually take place on whomever is closest. 4.9 Sundowning: a. Description – 1) Persons with acute or chronic confusion become more confused, restless and insecure late in the day and especially after dark. 2) Attention span and concentration become even more limiting. 3) No one knows what causes sundowning. 4) Patients with Alzheimer's tire more easily, even from minimal demands on their thinking ability, and become more restless and hard to manage when tired. 5) Sundowning may relate to a lack in sensory stimulation and the absence of routine daytime noises and dim lighting may trigger the Sundown behavior. 6) Alzheimer's residents may become more anxious late in the

OBJECTIVE	CONTENT
	day because they think they should be "going home" (all those feelings indicate a need for security and protection). b. Approaches – 1) An early afternoon rest may help if sundowning is caused by fatigue. 2) Keep the resident active in the morning. 3) Don't physically restrain the resident. 4) Let the resident pace back and forth where he/she can be watched. 5) Give the resident something to fiddle within his/her hands to distract him/her. 6) Don't ask the resident to make decisions. 4.10 Inappropriate Behavior: a. Description – 1) Loss of impulse control seen in brain diseases means infantile behaviors reappear. 2) Has nothing to do with success or failure of childhood discipline or training. 3) Resident may lose awareness that his/her behavior is not considered proper in public. 4) Time sense is severely affected and the resident becomes intolerable to even slight delays. b. Approaches – 1) Resident's tactless insults don't necessarily mean displeasure with one person but rather he/she is upset with his/her situation and the lack of control. 2) Ignore insults or cursing of the resident.

OBJECTIVE	CONTENT
List the basic human needs described.	3) Reassure the resident that you won't leave and that the doctor told you how to take care of him/her. 4) Childish patients who exhibit attention getting behavior may be craving more stimulation and will respond to a hug, pat or the chance to move around a little. 5) Don't over react to incidents. 5. Social Care 5.1 There are five basic human needs which each individual needs are to be nurtured, accepted, loved and assisted to reach their highest potential (see Maslow's chart in Appendix): a. 1st level – 1) Food. 2) Air. 3) Water. 4) Activities. 5) Sleep. 6) Physiological survival. 7) Need. b. 2nd level – 1) Protection from harm. 2) Violence. 3) Disease. 4) War. 5) Poverty. 6) Assurance of continuing income and employment security. 7) Safety needs. c. 3rd level – 1) Love. 2) Accepted by others. 3) Approval. 4) Membership in group. 5) Belonging. 6) Social need.

Unit VIII (contd.)

OBJECTIVE	CONTENT
List the emotional needs of the resident in a long term care facility.	d. 4th level – 1) Worth. 2) Status. 3) Power. 4) Recognition. 5) Self-confidence-esteem. 6) Ego Needs. e. 5th level – 1) Full potential. 2) Creativity. 3) Self-actualizing needs. 5.2 Meeting emotional needs of the resident in a long term care facility: a. Independence – 1) Encourage decision-making in areas about which there can be a choice; foods when there is a selection, activities, when to do activities of daily living. 2) Encourage resident to be in control of his own body; self-care as is possible, choice of clothing. b. Need for supportive environment – 1) Supportive physical environment: -Proper medical and dental care. -Safe, comfortable clothing. -Room and halls free of accident-causing situations. -Protection from others. c. Need for social interaction – 1) Encourage contact between residents and persons outside facility. 2) Encourage interaction among residents. 3) Keep charge nurse informed of expressed needs or wants of resident. 4) Encourage resident to do as much as he can as well as he can for as long as he can.

Unit VIII (contd.)

OBJECTIVE	CONTENT
	5) Encourage resident to maintain sense of belonging and self-esteem. 6) Insure resident does not become isolated or withdrawn from others by establishing rapport and becoming acquainted. 7) Promote interaction among other residents. d. Need for recognition as an individual- 1) Be respectful of each resident and allow for as much privacy as is possible. 2) Encourage self-expression in crafts, listening to their stories, recognizing past accomplishments. e. Spiritual needs – 1) Encourage and help resident to participate in spiritual observances. 2) Encourage and facilitate visits by clergy, if desired. 3) Respect individual beliefs; don't impose your own beliefs on residents.
Identify ways to help the residents meet their needs status.	f. Status needs – 1) Speak to the resident by proper name and title. 2) Listen to their memories and fears. 3) Recognize residents past experiences. 4) Remind resident to be proud and feel important. 5) Discuss current events and ask their opinion.
Identify the aspects of sexuality in the aging.	5.3 Social aspects of sexuality in the aging: a. Sexuality fulfills strong needs for elderly in close relationship to another. b. Sexuality is part of a person's individuality.

Unit VIII (contd.)

OBJECTIVE	CONTENT
	c. There is continued need among the elderly for respect and privacy in sexual matters. d. Individuals should be protected from unwanted advances of others and from embarrassing themselves if confused. e. Masturbation – allow privacy and don't interfere with this. However, if it occurs in public, it should be managed in a sensitive way to prevent offending others and degrading the individual. The nursing assistant should inform the charge nurse of this type of occurrence.

Unit IX
Basic Restorative Services
(5 hours theory/lab and 4 hours clinical)

OBJECTIVE	CONTENT
Define Restorative Care. Identify requirements of restorative care. Identify changes in functional abilities associated with aging. Identify approaches to restorative care.	1. Restorative Care – 1 hour 1.1 Restorative care involves the rehabilitation of the individual to the greatest personal, social, economical usefulness and independence of which the resident is capable: a. Restorative care requires the development of a fine degree of judgment to know when and when not to intervene. It is important to know how to intervene without the resident feeling he has failed. b. The maintenance of physical, mental and social functional abilities and capabilities require their constant use. The effects of inactivity becomes apparent within a few days and compounds the disabilities that result from injury or illness. 1.2 Residents awareness of changes of functional ability associated with aging: a. Becomes aware of using stair railings. b. Becomes aware of pausing before stepping off a curb. c. Becomes aware of stopping part of the way up a flight of steps. d. Becomes aware of the need for reading glasses or bifocals. e. Becomes aware that a whole day spent with children, friends, or relatives is tiring. f. Becomes aware that behavior that once was accepted is now irritating. g. Adoption to illness, emotional or social crisis become difficult. 1.3 Approaches to restorative nursing care: a. Efforts directed to assist each resident to – 1) Express how he feels about his illness, himself, his behavior and wants.

Unit IX (contd.)

OBJECTIVE	CONTENT
	2) Become as independent as possible in Activities of Daily Living (ADL). 3) Prevent complications of illness or injury. 4) Learn new skills. 5) Develop a sense of personal accomplishment, usefulness, and pride. 6) Learn to accept the accomplishment of small goals because total rehabilitation may not be possible. 7) Remember skills are acquired.
List approaches to restoring resident's independence.	b. Approaches to restore resident's independence – 1) Be patient and give the resident plenty of time to do for himself. 2) Express confidence in his ability to be independent. 3) Emphasize the progress the resident makes. 4) Offer verbal praise for the resident's efforts to do things for himself.
List physical measures of restorative care.	1.4 Measures of restorative care: a. Physical measure – 1) Proper body alignment. 2) Bed/Chair positioning. 3) Range of motion exercise. 4) Bowel and Bladder training. 5) Ambulation. 6) Elevation of extremities as indicated.
Name mechanical devices used in restorative care.	b. Mechanical devices – 1) Foot board. 2) Self help devices. 3) Pillows. 4) Hand rolls. 5) Eye glasses. 6) Hearing aid. 7) Dentures.

Unit IX (contd.)

OBJECTIVE	CONTENT
State educational and counseling services in restorative care.	8) Prosthetic and orthotic devices, use and care of. c. Educational and counseling services – 1) Prevention of Intellectual regression. 2) Reality Orientation. 3) Remotivation.
Identify the types of ROM exercises.	2. Range of Motion (ROM) – 2 hours 2.1 Range of motion exercises should permit each of the resident's joints to be exercised. There are three types: a. Active exercise is performed by the resident. b. Passive exercises are performed by someone else when a resident cannot carry out such movement. c. Resistive exercises are performed in response to resistance that is offered by a therapist. 2.2 Rules to follow – Range of motion exercises: a. Do each exercise three times. (Follow the head nurse's or team leader's instructions.) b. Follow a logical sequence so that each joint and muscle is exercised. For instance, start at the head and work your way down to the feet. c. If the patient is able to move parts of the body, encourage him to do as much as he can. d. Be gentle. Never bend or extend a body part further than it can go. e. If a patient complains of unusual pain or discomfort in a particular body part, be sure to report this to your head nurse or team leader. 2.3 Procedure – ROM exercises: (refer to procedure #39 in the Appendix) a. Assemble your equipment – 1) Blanket. 2) Extra lighting, if necessary.

Unit IX (contd.)

OBJECTIVE	CONTENT
List goals of bladder and bowel training.	b. Wash your hands. c. Identify the patient by checking the identification bracelet. d. Ask visitors to step out of the room, if this is your hospital's policy. e. Explain to the patient that you are going to help him exercise his muscles and joints while he is in bed. f. Pull the curtain around the bed for privacy. g. Raise the bed to a comfortable working position. h. Place the patient in a supine position (on his back) with his knees extended and his arms at his side. i. Loosen the top sheets, but don't expose the patient. j. Raise the side rail on the far side of the bed. k. Exercise the neck. 3. Rehabilitative Care – 2 hours 3.1 Bowel and bladder training: a. Goals of bowel and bladder training – 1) Establish a regular pattern of elimination. 2) Decrease the amount of times a resident is incontinent. 3) Increase a resident's self esteem by attaining control of elimination. 4) Decrease the chance of other problems; e.g. skin breakdown that can occur fro continued incontinence. 5) Preserve the integrity and function of the elimination system. b. Preparation for bowel and bladder training – 1) Explain the reason and the importance of possible positive

OBJECTIVE	CONTENT
	benefits of bowel and bladder training. 2) Encourage involvement of the family members. 3) The resident's past elimination pattern is reviewed, as well as the total resident history. 4) A routine for elimination is established by the nurse and written on the nursing care plan. It is resident's personal plan of elimination is carried out by the entire staff. 5) Each long-term care facility will have a specific program that is followed by the staff. These may be different from facility to facility but the basic goal is the same.
Identify steps in bladder training.	c. Steps involved in bladder training – 1) Provide privacy. 2) Adequate fluid intake. 3) Bedside commode or toilet other than bedpan. 4) Use any technique to stimulate voiding. 5) Adhere to the time schedule as outlined in the care plan of the resident. 6) Regularity is the key to successful program. 7) Requires cooperation of shifts. 8) Increase the time interval as possible. 9) Positive reinforcement. 10) Record output and success or non-success each time for evaluation and planning.

Unit IX (contd.)

OBJECTIVE	CONTENT
Identify steps in bowel training.	d. Steps involved in bowel training – 1) Provide privacy. 2) Encourage resident to eat prescribed diet. 3) Assist resident to bathroom facilities immediately after morning meal. 4) Encourage exercise. 5) Positive encouragement. 6) Encourage fluids. 7) Record success or non-success for evaluation and planning.

PART III

CLASSROOM & CLINICAL TRAINING – 15 HOURS

(Theory, Classroom Lab and Clinical)

NOTE: Effective July 1, 2006, all nursing assistant training programs must include Part III in their program. This is required in addition to the 75 hour training program, making the total of 90 clock hours of training.

BARBARA BROYLES ALZHEIMER AND DEMENTIA TRAINING PROGRAM FOR NURSING ASSISTANTS

Do not ask me to remember.
Don't try to make me understand.
Let me rest and know you're with me.
Kiss my cheek and hold my hand.

I'm confused beyond your concept.
I am sad and sick and lost.
All I know is that I need you.
To be with me at all cost.

Do not lose your patience with me.
Do not scold or curse or cry.
I can't help the way I'm acting.
Can't be different though I try.

Just remember that I need you.
That the best of me is gone.
Please don't fail to stand beside me.
Love me 'til my life is done.

Author unknown

The Office of Long Term Care wishes to extend sincere appreciation to University of Arkansas Athletic Director Frank Broyles, Representative Sandra Prater, Senator Mary Ann Salmon, Representative Shirley Borhauer, Dr. Cornelia Beck, and Gwynn Davis.

Representative Prater with assistance and encouragement from Representative Borhauer spent numerous hours creating and sponsoring the legislation that made possible the training provided by way of this curriculum, including the requisite funding. Without her initial impetus and unwavering efforts, Arkansas would still lack this necessary element of CNA training. Senator Salmon, recognizing the value of this necessary training, co-sponsored the legislation and helped shepherd it through the Arkansas Senate.

During the legislative session, Coach Broyles provided dramatic and very personal testimony of the struggles that he and his family faced while his wife, Barbara, battled with this terrible disease. In doing so, Coach Broyles gave a face and feelings to what can oft times be a purely theoretical discussion. His unselfish act of revealing these personal and intimate moments were instrumental in the swift and virtually unanimous approval of the law.

Dr. Cornelia Beck and Gwynn Davis, both of UAMS, proved to be invaluable in the actual content and creation of the curriculum. Without their expertise and efforts, not only would this manual have been significantly delayed, the quality would have suffered greatly.

This Alzheimer's/Dementia curriculum was developed to encompass provisions set forth in Act 1184 of 2005 and will be incorporated into the Arkansas' Office of Long Term Care regulations for Nursing Assistant Training Curriculum. The committee developing the Barbara Broyles Alzheimer's and Dementia Curriculum included the following persons:

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Arkansas Department of Health and Human Services
Office of Long Term Care

Barbara Broyles Alzheimer's and Dementia Training Program

Objective: The Trainee shall understand: Alzheimer's disease and dementia terminology, signs of disease progression, care at specific stages; demonstrate communication skills; discuss principles of nutrition and hydration as related to Alzheimer's disease; discuss common behaviors and interventions associated with Alzheimer's and dementia; and discuss burnout and burnout prevention.

Required Videos: Bathing Without a Battle; Look at Me
Required: Documentation of completion of Bathing Without a Battle

1.0 Introduction to Dementia and Alzheimer's disease

Key Terms

Cognition:	The ability to think quickly and logically
Confusion:	The inability to think clearly, causing disorientation and trouble focusing
Delirium:	A state of severe confusion that is reversible and occurs suddenly
Dementia:	A usually progressive condition marked by the development of multiple cognitive deficits such as memory impairment, aphasia, and inability to plan and initiate complex behavior
Irreversible:	A disease or condition that cannot be cured
Onset:	The time when signs and symptoms of a disease begins
Progressive:	The way a disease advances

1.1 Alzheimer's disease (AD) is a progressive disease that is characterized by a gradual decline in memory, thinking and physical ability. The decline occurs over several years.

1.2 Average life span following the diagnosis of Alzheimer's disease is eight (8) years, but survival may be anywhere from three (3) to twenty (20) years.

1.3 Because Alzheimer's disease is progressive, it is broken down into three stages: Early (Mild), Middle (Moderate) and Late (Severe).

a. Symptoms of the early stage include the following:

1. Memory loss begins to affect everyday activities
2. Difficulty remembering names of people, places or objects

3. Difficulty following directions
4. Disoriented to time and place
5. Increased moodiness, agitation or personality changes due to forgetfulness or embarrassment
6. Has poor judgment and makes bad decisions
7. Develops difficulty maintaining living spaces, paying bills and managing money

b. Symptoms of the middle stage, which is the longest of the three stages, include the following:

1. Increased restlessness during the evening hours (sundowning)
2. Increased level of memory loss; starts losing the ability to recognize family members
3. Requires assistance with activities of daily living
4. Increased problems with communication, ambulation and impulse control
5. Increased behavioral issues; may become violent at times
6. Urinary and fecal incontinence
7. May experience auditory or visual hallucinations and become suspicious of caregivers
8. Finally requires full-time supervision

c. The late stage is considered the terminal stage. Symptoms include:

1. Loses ability to verbalize needs; may groan, grunt or scream
2. Does not recognize self or family members
3. Becomes bed-bound
4. Total dependence for activities of daily living
5. Body function gradually declines
6. Death

1.4 Delirium and Dementia are often confused. Delirium is usually triggered by a rapid onset (acute) of illness or change in physical condition that is life threatening if not recognized and treated. Dementia is usually progressive condition marked by the development of multiple cognitive deficits such as memory impairment, aphasia, and inability to plan and initiate complex behavior

1.5 Signs and symptoms of acute delirium are:

a. Rapid decline in cognitive function
b. Disorientation to place and time
c. Decreased attention span
d. Poor short-term memory and immediate recall
e. Poor judgment
f. Restlessness

g. Altered level of consciousness
h. Suspiciousness
i. Hallucinations and delusions

Notify the Charge Nurse immediately of any resident that begins to exhibit the above symptoms or behaviors and stay with the resident. Delirium is a medical emergency.

2.0 Maintenance of Respect, Dignity and Quality of Life

Key Terms

Dignity:	Respect and honor
Independence:	Ability to make decisions that are consistent, reasonable and organized; having the ability to perform activities of daily living without assistance
Quality of life:	Overall enjoyment of life
Respect:	Treated with honor, show of appreciation and consideration

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2.1 Every human being is unique and valuable. Therefore, each person deserves understanding and respect. Dementia does not eliminate this basic human need. Person-centered care maintains and supports the person regardless of his/her level of dementia.

2.2 Residents' abilities, interests, and preferences should be considered when planning activities and care. As the disease progresses, adjustments will be required in order to maintain dignity.

2.3 It is important for staff to know who the resident was before the dementia started. An individual's personality is created by their background, including:

a. Ethnic group membership
    1. Race
    2. Nationality
    3. Religion
b. Cultural or social practices
c. Environmental influences such as where and how they were raised as children
d. Career choices
e. Family life
f. Hobbies

2.4 Encourage residents to participate in activities and daily care, but avoid situations where the resident is bound to fail. Humiliation is disrespectful, degrading, and can increase the likelihood of disruptive behaviors.

2.5 To promote independence do things ***with*** the resident rather than ***for*** them.

2.6 Allow time for the residents to express feelings, and take time to understand what they are feeling. Provide emotional support.

2.7 Long term care facilities must provide care for residents in a manner and an environment that promotes the maintenance or enhancement of each resident's dignity, respect, and quality of life.

2.8 Dignity means that during interactions with residents, Nursing Assistants and other staff assist the resident to maintain and enhance self-esteem and self-worth. By:

a. Respecting the resident's social status, speaking respectfully, listening carefully, treating residents with respect (e.g., addressing the resident with a name of the resident's choice, not excluding residents from conversations or discussing residents in a community setting);
b. Focusing on residents as individuals when staff converse with them and addressing residents as individuals when providing care and services.
c. Grooming residents based on their wishes (e.g., hair combed and styled, beards shaved or trimmed, nails clean and clipped);
d. Assisting residents to dress in their own clothes appropriate to the time of day and individual preference;
e. Assisting residents to attend activities of their own choosing;
f. Promoting resident independence and dignity in dining (such as avoidance of day-to-day use of plastic cutlery and paper/plastic dishware; use of napkins instead of bibs; dining room conducive to pleasant dining); and
g. Respecting the resident's private space and property (e.g., not changing radio or television station without the resident's permission, knocking on doors and requesting permission to enter, closing doors as requested by the resident, not moving or inspecting the resident's personal possessions without permission)

3.0 Communication

Key Terms

Communication: Giving or exchanging information with words, body language or writing

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3.1 Residents that are victims of Alzheimer's disease often experience problems in making their wishes known and in understanding spoken words. Communication becomes harder as time goes by.

3.2 Changes that are commonly seen in the Alzheimer's resident include:

a. Inability to recognize a word, phrase
b. Inability to name objects
c. Using a general term instead of specific word
d. Getting stuck on ideas or words and repeating them over and over
e. Easily losing a train of thought
f. Using inappropriate, silly, rude, insulting or disrespectful language during conversation
g. Increasingly poor written word comprehension
h. Gradual loss of writing ability
i. Combining languages or return to native language
j. Decreasing level of speech and use of select words, which may also cause the use of nonsense syllables
k. Reliance on gestures rather than speech

3.3 There are several components when assisting the resident with communication. These components are:

a. Patience with the resident.
b. Show your interest in the subject.
c. Offer comfort and reassurance.
d. Listen for a response.
e. Avoid criticizing or correcting.
f. Avoid arguments with the resident.
g. Offer a guess as to what the resident wants.
h. Focus on the feelings, not on the truth.
i. Limit distractions.
j. Encourage non-verbal communication.

3.4 The Nursing Assistant's method of communicating with the Alzheimer's resident is as critical as the actual communication. Utilizing the following techniques will decrease frustration for both the resident and the Nursing Assistant.

a. Obtain the resident's attention before speaking and maintain his or her attention while speaking.

b. Address the resident by name, approach slowly from the front or side and get on the same level or height as the resident.
c. Set a good tone. Use a calm, gentle, low-pitched tone of voice.
d. If the conversation is interrupted or the Nursing Assistant or resident leaves the room, start over from the beginning.
e. Slow down, do not act rushed or impatient. If the information needs to be repeated, do so using the same words and phrases as before.
f. Speak clearly and distinctly using short, familiar words and short sentences, and avoiding long explanations.
g. Emphasize key words, break tasks and instructions into clear and simple steps, offer one step at a time; and provide the resident time and encouragement to process and respond to requests.
h. Use nonverbal cues, such as touching, pointing or starting the task for the resident. If the resident's speech is not understandable, encourage him/her to point out what is wanted or needed.

3.5 Communication strategies to use when communicating with residents that have dementia include:

a. Listen carefully and encourage them; do not talk down to them, nor talk to others about them as if they were not present.
b. Minimize distractions and noise.
c. Allow enough time for the resident to process and respond; if they have difficulty explaining something, ask them to explain in a different way.
d. Monitor your body language to ensure a non-threatening posture and maintain eye contact. Nonverbal communication is very important to dementia residents.
e. Choose simple words and short sentences, and use a calm tone of voice. Call the person by name, and make sure you have their attention before speaking.
f. Keep choices to a minimum in order to reduce the resident's frustration and confusion.
g. Include residents in conversations with others.
h. Do not make flat contradictions to statements that are not true.
i. Change the way responses are made to avoid confusion, frustration, embarrassment, and behavioral outbursts.
j. Use of communication devices (such as a picture board, books, or pictures) encourages the resident's independence and decreases frustration.

3.6 Communication tips to use when caring for the resident with Alzheimer's disease:

a. Be calm and supportive.
b. Focus on feelings, not facts.

c. Pay attention to tone of voice.
d. Identify yourself and address the resident by name.
e. Speak slowly and clearly.
f. Use short, simple and familiar words, and short sentences.
g. Ask one question at a time.
h. Allow enough time for a response.
i. Avoid the use of pronouns (e.g., he, she, they), negative statements and quizzing.
j. Use nonverbal communication such as pointing and touching.
k. Offer assistance as needed.
l. Have patience, flexibility, and understanding.

4.0 Behavior Issues

Key Terms

Behavior:	How a person acts
Catastrophic reaction:	An extreme response
Delusion:	A false belief
Depression:	A loss of interest in usual activities
Paranoia:	An extreme or unusual fear
Sundowning:	Increased agitation, confusion and hyperactivity that begins in the late afternoon and builds throughout the evening
Trigger:	An event that causes other events
Wandering:	Moving about the facility with no purpose and is usually unaware of safety

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4.1 Alzheimer's disease progresses in stages, and likewise, so does the behavior. Behavioral responses that may be associated with each stage include, but are not limited too:

a. Early stage

1. Depression
2. Anxiety
3. Irritability

b. Middle stage

1. Wandering
2. Agitation
3. Sleep disturbances

4. Restlessness
5. Delusions
6. Hallucinations
7. General emotional distress

c. Late stage

1. Verbal or physical aggression
2. Agitation
3. Gradual behavioral decline as the disease progresses to death

4.2 Behavior is an observable, recordable, and measurable physical activity. People with normal brain function have the ability to control their responses. People with Alzheimer's disease and dementia have lost much of this ability.

4.3 Behavior is a response to a need. The resident is frequently unable to express his or her needs because of the cognitive losses. Nursing Assistants must be attentive to gestures and clues demonstrated by the resident.

4.4 Every behavior is a response to a need or situation. Gestures, sounds, and conversation may reveal the trigger to the behavior. As verbal skills diminish, behavior becomes the communication method.

4.5 Before choosing a specific behavioral intervention, the trigger of the behavior must be identified. Triggers may be environmental, physical, or emotional.

a. Environmental triggers may include:

1. Rearrangement of furniture
2. Increased number of people in the facility
3. Change in the daily schedule

b. Physical triggers may include:

1. New medications
2. Infections
3. Pain

c. Emotional triggers may include:

1. Reactions to loss
2. Depression
3. Frustration
4. Self-perception

5. Past life events
6. Personality

4.6 Effective behavior management includes the following:

a. Identifying of the trigger
b. Understanding the trigger
c. Adapting the environment to resolve the behavior

Changing the environment (such as reducing excessive noise and activity) or providing comfort measures (such as rest or pain medication) may reduce the behavior. The intervention must meet the needs of the resident while maintaining respect, dignity and independence.

4.7 Successful behavioral interventions preserve the resident's dignity and helps staff gain confidence, improve morale, and increase job satisfaction. Behavior control also assists in reducing the use of restraints, decreases abuse and neglect, and increases family satisfaction.

4.8 Common behaviors:

a. Wandering
b. Sundowning
c. Depression
d. Disorientation to person, place, and/or time
e. Inappropriate sexual behavior
f. Emotional outbursts
g. Combativeness (hostility or tendency to fight)
h. Inappropriate toileting (use of inappropriate areas for toileting, such as a plant)
i. Easy frustration
j. Repetitive speech or actions
k. Swearing, insulting, or tactless speech
l. Shadowing (following others)
m. Withdrawal
n. Hoarding (hiding objects or food)
o. Sleep disturbances
p. Paranoia and suspiciousness
q. Delusions and/or hallucinations
r. Decreased awareness of personal safety
s. Catastrophic reactions (extreme emotional responses such as yelling, crying, or striking out that seem out of proportion to the actual event)

4.9 Wandering is a known and persistent problem behavior that has a high risk factor for resident safety. Safety risk factors may include:

a. Falls

b. Elopement
c. Risk of physical attack by other residents who may feel threatened or irritated by the activity

4.10 Residents wander for several reasons and may include:

a. Trying to fulfill a past duty, such as going to work
b. Feeling restless
c. Experiencing difficulty locating their room, bathroom or dining room
d. Reacting to a new or changed environment

4.11 Preservation of resident safety is the main objective when caring for the wandering resident. Interventions:

a. Establish a regular route.
b. Provide rest areas.
c. Accompany the resident.
d. Provide food and fluid.
e. Redirect attention to other activities or objects.
f. Determine if behavior is due to environmental stress.

4.12 Sundowning is a behavioral symptom of dementia that refers to increased agitation, confusion, and hyperactivity that begins in the late afternoon and builds throughout the evening. Interventions:

a. Encourage rest times.
b. Plan the bulk of activities for the morning hours.
c. Perform quieter, less energetic activities during the afternoon.

4.13 Inappropriate sexual activity is another behavior issue. Offensive or inappropriate language, public exposure, offensive and/or misunderstood gestures are the characteristics of this behavior. Interventions:

a. Treat the resident with dignity and respect.
b. Remove the resident from the public situation.
c. Redirect attention to an appropriate activity.
d. Assist the resident to the bathroom.

4.14 Agitation occurs for a variety of reasons. Nursing Assistants must ensure the safety and dignity of the agitated resident while protecting the safety and dignity of the other residents. Interventions:

a. Do not crowd the resident; allow them room to move around while still providing for safety.
b. Ask permission to approach or touch them.
c. Maintain a normal, calm voice.

d. Slow down, do not rush the resident.
e. Limit stimulation in the resident's area.
f. Avoid confrontations and force.
g. Avoid sudden movements outside of the resident's field of vision.

4.15 Disruptive verbal outbursts are one of the most persistent behaviors in a long-term care facility. These outbursts may include:

a. Screaming
b. Swearing
c. Crying
d. Shouting
e. Loud requests for attention
f. Negative remarks to other residents or staff (including racial slurs)
g. Talking to self

4.16 Anger and aggression are often the visible symptoms of anxiety and fear. Interventions:

a. Reassure the resident that they are safe
b. Redirect their attention to an activity
c. Assist the resident with toileting, feeding or fluids
d. Move the resident to a quiet area

Notify the Charge Nurse immediately of aggressive behaviors that may threaten other residents and/or staff and stay with the resident.

4.17 Emotional, environmental, or physical triggers may result in a catastrophic reaction. Warning signs of a possible reaction may include:

a. Sudden mood changes
b. Sudden, uncontrolled crying
c. Increased agitation
d. Increased restlessness
e. Outburst of anger (physical or verbal)

4.18 Catastrophic reactions are out-of-proportion responses to activities or situations. Interventions:

a. Speak softly and gently in a calm voice
b. Protect the resident, yourself, and others as necessary
c. Remove the person from a stressful situation
d. Avoid arguing with the resident
e. Avoid the use of restraints
f. Redirect the resident's attention
g. Change activities if the activity is causing the reaction

4.19 Interventions that should not be used include the following:

a. Arguing with the resident or other staff members
b. Speaking loudly to the resident or other staff members
c. Treating the resident like a child
d. Asking complicated questions
e. Using force or commanding the resident to do something

4.20 The resident has the right to be free from any physical or chemical restraints imposed for purposes of discipline or convenience, and not required to treat the resident's medical symptoms (CMS F221; F222).

4.21 Restraints are protective measures to prevent injury, not to limit a resident's mobility for staff convenience. Examples of restraints include:

a. Physical: any item, object, device, garment, or material that limits or restricts a person's freedom of movement or access to their body.

1. Leg restraints;
2. Arm restraints;
3. Hand mitts;
4. Soft ties or vests;
5. Lap cushions;
6. Lap trays the resident cannot remove easily;
7. Side rails that keep a resident from getting out of bed on their own;
8. Tucking in or using Velcro® to hold a sheet, fabric or clothing tightly so that a resident's movement is restricted;
9. Using trays, tables, bars or belts with a chair that the resident cannot easily remove or prevents the resident from rising; or
10. Placing a chair or bed so close to a wall that the wall prevents the resident from rising out of the chair or getting out of the bed on their own.

b. Chemical: any drug that is used for discipline or convenience and not required to treat medical symptoms.

4.22 Nursing Assistants DO NOT make the decision of whether or not a restraint is used and are only used as a last resort option.

4.23 Restraints require a physician's order and frequent monitoring. Restraints must be checked every 30 minutes and released according to the care plan, but not to go beyond every 2 hours, for exercise, tolieting, positioning, and hydration.

4.24 Caregiver behaviors that should be encouraged and used to decrease or prevent the use of restraints may include:

1. Maintaining a calm and non-controlling attitude.
2. Speaking softly and calmly.
3. Asking one question at a time and waiting patiently on the answer.
4. Using simple, one step commands, and positive phrases.
5. Avoiding crowding the resident with more people than needed for the task.
6. Providing a distraction such as an activity or music.

5.0 Activities

5.1 The goal in the care of residents with Alzheimer's disease is to give the support needed so that they can participate in the world around them to the best of their ability.

5.2 The Nursing Assistant must focus on the fact that the resident is involved and satisfied, not on the task or activity.

5.3 Activities fall into two categories--"doing" activities and "meaningful" activities. Doing activities keep the person busy and meaningful activities have value to the resident with dementia.

5.4 Activity-based care is care that is focused on assisting the resident to find meaning in their days rather than doing activities just to keep the person busy.

5.5 Principles of activity-based care are:

a. Focuses on giving caregivers the tools to create chances for residents with dementia to be successful in activities and their relations with other people.
b. Uses any daily activity that can be broken down into individual, sequential steps.
c. Works within the remaining abilities or strengths of the resident with Alzheimer's disease, helping to shift emphasis away from the resident's disabilities and impairments.
d. Adjusts an activity based on the resident's ability level.
e. Depends on the caregiver's interest and desire to create opportunities for successful interactions that are planned and guided to encourage the resident's full involvement.
f. Rewards the resident's attempts at participating in activities and provides them with a sense of being capable and alive.

5.6 Timing of activities is important and individualized. Attention/focus activities, physical activities and sensory activities that are provided

during each resident's prime time and on a set, routine basis may increase participation and satisfaction with that activity.

5.7 Cultural environment refers to the values and beliefs of the people in an area. Staff, residents, families, visitors and volunteers determine the culture of the facility. Promotion of a positive environment begins with inclusion of the residents and making them feel important to the relationships and activities going on.

6.0 Nutrition

6.1 Residents with Alzheimer's disease may have specialized nutritional needs based on their cognitive and physical status.

6.2 Dementia may lead to decreases in food and fluid intake because:

a. Does not realize hunger or thirst
b. Reduced sense of smell and taste
c. Difficulty swallowing
d. Does not recognize eating utensils
e. Cannot feed self
f. Loses coordination
g. Depression
h. Restless and unable to remain seated during meals

6.3 Water is not the only fluid available to residents. Some residents may not like water and should be offered alternative fluids. Alternative fluids include, but are not limited to:

a. Milk
b. Juices
c. Decaffeinated drinks (tea, coffee, soft drinks)
d. Popsicles
e. Ice cream
f. Gelatins
g. Fruit
h. Soups
i. Broths

6.4 Mealtime is just not a time to eat, but is also a social activity. Providing meals in an environment that encourages and enhances the eating process is beneficial to all residents. Residents that are easily distracted during meals should not be isolated from the rest of the residents; however, they may eat better in a quieter part of the dining room.

6.5 Observe residents for the following warning signs to minimize mealtime difficulties:

a. Change or difficulty in swallowing or chewing
b. Poor utensil use
c. Refuses food and drinks

The Nursing Assistant must report the change and the circumstances surrounding the change to the Charge Nurse immediately.

6.6 Types of assistance may include:

a. Setting up the meal tray
b. Opening containers
c. Verbal cuing or prompting to encourage self-feeding
d. Physical cuing involving hand-on-hand assistance
e. Total feeding

6.7 The resident with Alzheimer's sometimes has little awareness of food in their mouth. To remind the resident to chew, the Nursing Assistant may gently move the resident's chin or touch the tongue with a fork or spoon. To stimulate swallowing, gently stroke the resident's throat.

6.8 Nursing Assistants who are assisting the resident with eating should sit at the resident's level, make eye contact, and talk with the resident during the meal.

6.9 Consistency in meal times, seating arrangements and times will assist in promotion of the resident's independence and may decrease behavioral issues during meal service.

7.0 Staff Stress and Burnout

7.1 Providing care on a daily basis for the resident with Alzheimer's or dementia is extremely stressful. This population may be more prone than others in a facility to becoming victims of abuse or neglect. Because of this, staff that deals with Alzheimer's or dementia residents must take additional precautions to ensure that they do not over-react or react negatively to resident behaviors.

7.2 Regardless of the cause, staff must take the necessary steps to ensure that they do not react inappropriately to resident behaviors. Frustration can lead to:

a. Negative, harsh or mean-spirited statements made to staff or residents

b. Physical abuse of residents
c. Emotional abuse of residents
d. Verbal abuse of residents
e. Neglect of residents

7.3 Staff must always remember that the statements and behaviors of residents suffering from Alzheimer's or dementia are beyond the control of the resident and not personally directed toward staff.

7.4 The usual profile of the employee who is subject to burnout is:

b. Takes work personally and seriously
c. Works over at the end of a shift
d. Works extra shifts
e. Takes on extra projects
f. Very high or unrealistic expectations
g. Perfectionist attitude

7.5 Signs of staff burnout include, but are not limited to, the following:

a. No longer enjoying the work
b. Irritability with residents and co-workers
c. Fear of failure, inadequacy, job loss and obligation to supervisor, co-workers, family, et cetera
d. Feelings of being overwhelmed
e. Viewing work as a chore
f. Frequent complaints of illness

7.6 Strategies to use to assist in preventing burnout include:

a. Maintain good physical and mental health.
b. Get adequate amounts of sleep on off days and before each shift.
c. Remain active within your family and community.
d. Maintain a separation between work and personal relationships.
e. Maintain a sense of humor.

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APPENDIX

Skills Procedures

Glossary

Common Medical Abbreviations

Maslow's Hierarchy of Needs

References

Curriculum Committee

Acknowledgements

SKILLS PROCEDURES

Difficulty Level I

1. Assisting the Resident with a Urinal:

a. Assemble your equipment: Urinal and cover, soap, towels, disposable gloves.
b. Wash your hands.
c. Identify the resident and explain what you plan to do.
d. Provide for privacy.
e. Ask the resident if he wishes to use the urinal.
f. Give the resident the urinal. If the resident is unable to put the urinal in place, put his penis into the opening as far as it goes. If the resident is unable to hold it in place, you will have to do so. (Wear gloves for these last two steps.) Raise the head of the bed if the resident prefers.
g. Ask the resident to signal when he is finished. Leave the room (if appropriate) to give the resident privacy. Wash your hands.
h. Return when the resident signals.
i. Put on gloves (if not already done).
j. Take the urinal. Be careful not to spill it. Cover it and take it to the resident's bathroom (or hopper room).
k. Check the urine for color, odor, and amount.
l. Measure the urine if necessary or collect specimen if necessary.
m. Rinse the urinal with cold water. Clean it per facility policy and return it to its proper place
n. Remove and dispose of gloves.
o. Wash your hands.
p. Return to the resident. Help him wash his hands in a basin of water or wet washcloth.
q. Make the resident comfortable. Place call bell within reach.
r. Make a notation on the resident's chart that he has used the urinal. Also note anything you have observed about the resident during this procedure.

2. Measuring and Recording of Fluid Intake:

a. Assemble your equipment: I&O record at bedside, pen, graduated pitcher.
b. Wash your hands.
c. Identify the resident and explain what you plan to do .
d. Ask the resident to help by recording the amount of fluid taken by mouth (if appropriate).
e. Record intake on the I&O record at bedside. Intake includes:
   -amount of liquid resident takes with meals (this includes anything liquid at room temperature such as ice cream or jello).
   -amount of water and other liquids taken between meals.
   -all other intake including fluids given by mouth, intravenously, or by tube feeding. How it is taken should also be recorded.
f. Record intake after each meal before the tray is removed.

g. Record other intake as it is consumed.
h. Convert amounts to cubic centimeters (cc).
i. Record information on resident's chart per facility policy.

3. Measuring and Recording of Urinary Output:

a. Assemble your equipment: bedpan, cover and urinal or container for urine, measuring container, pad and pencil, gloves.
b. Wash your hands and put on gloves.
c. Identify the resident and explain what you plan to do.
d. Provide for privacy.
e. Pour the urine from the bedpan or urinal into the measuring container.
f. Place the measuring container on a flat surface for accuracy in measurement.
g. At eye level, carefully look at the container to see the number reached by the level of urine – remember it.
h. Rinse and return the measuring cup to its proper place. Pour the urine and rinse water into the toilet.
i. Rinse and return the urinal or bedpan to its proper place. Pour the rinse water into the toilet.
j. Remove and dispose of gloves.
k. Wash your hands.
l. Record the amount of urine in "cc" and the character of the urine on the output side of the I&O sheet.

4. Measuring Height and Weight:

a. Assemble your equipment: scale with height rod, pad, and pencil.
b. Wash your hands.
c. Identify the resident and explain what you plan to do.
d. Provide for privacy.
e. Encourage resident to urinate before measuring weight.
f. Cover the platform scale with a paper towel.
g. Raise the height measurement rod.
h. Assist the resident to remove slippers and robe if appropriate.
i. Slide the balance printer on the scale until it balances on the dial.
j. Accurately record the resident's name and weight on the pad.
k. Assist the resident to stand as straight as possible being sensitive to his/her safety.
l. Lower the rod that measures height.
m. Assist the resident to safely step off the scales or move away from the weighing device.
n. Accurately record the resident's height on the pad.
o. Assist the resident to put on robe and slippers if appropriate.
p. Assist the resident back to his/her room. Make resident comfortable. Place call bell within reach.
q. Return scales and equipment to proper storage area.
r. Wash hands.

SKILLS PROCEDURES

5. Taking Axillary Temperature:

a. Assemble your equipment: oral thermometer, tissue or paper towel, pad and pencil, and watch.
b. Wash your hands.
c. Identify the resident and explain what you plan to do.
d. Provide for privacy.
e. Remove the thermometer from its case and shake down the mercury so that it is below the numbers and lines.
f. Inspect the thermometer for cracks and chips. Do not use if you see any flaws.
g. Remove the resident's arm from the sleeve. If the axillary region is moist with perspiration, pat it dry with a towel.
h. Place the bulb of the oral thermometer in the center of the armpit in an upright position.
i. Put the resident's arm across his/her chest or abdomen.
   If the resident is unconscious or too weak to help, you will have to hold the arm in place.
j. Leave the thermometer in place 10 minutes. Stay with the resident.
k. Remove the thermometer. Read the thermometer and record temperature.
l. Clean the thermometer according to facility policy and procedure and return it to the container.
m. Make resident comfortable. Place call bell within reach.
n. Wash your hands.

6. Taking Radial Pulse:

a. Assemble your equipment: watch with a second hand, pad and pencil.
b. Wash your hands.
c. Identify the resident and explain what you plan to do.
d. Have the resident in a sitting or lying position.
e. The resident's hand and arm should be well supported and resting comfortably.
f. Find the pulse by putting the first three fingers of your right hand on the radial artery and press very gently against the artery until the pulse is felt (never use your thumb to take the pulse because it has a pulse beat and you would be counting your own pulse).
g. While looking at the second hand of your watch, keep your fingers gently on the pulse and count the number of beats per minute.
h. Record the pulse rate, rhythm and force immediately.
i. Make the resident comfortable. Place call bell within reach.
j. Wash your hands.

7. Taking Respiration:

a. Assemble your equipment: watch with a second hand, pad and pencil.
b. Wash your hands.
c. Identify the resident and explain what you plan to do.
d. Place the resident's arm across his/her chest while holding the wrist. You can feel their breathing.
e. Look at the second hand on your watch.

f. As the resident's chest rises (when they breath in) count one.
g. Count the next time the chest rises.
h. Continue to do this for one full minute.
i. While counting the respirations, observe the characteristics of the resident's breathing.
j. Record your findings immediately.
k. Make the resident comfortable. Place call bell within reach.
l. Wash you hands.

8. Meal Service – Serving a Tray:

a. Wash your hands.
b. Obtain food tray and check for diet card. Diet card must accompany the tray to the resident.
c. Check the diet card to ensure the right food for the right resident.
d. Observe the food content of the tray. Is the food correct? Presentable?
e. Check the tray for necessary items: self help devices, napkin, condiments, and fluids.
f. Adjust the tray for comfort to the resident (height and availability).
g. Assist in the preparation of the food as needed.
h. Encourage and assist the resident as needed. Always encourage independence.
i. Remove the tray when resident has finished.
j. Note and record the food eaten or not eaten. Record fluids on intake record, if required.
k. Wash your hands.

9. Handwashing:

a. Assemble your equipment: soap, paper towels, and waste can.
b. Turn on the faucet with a paper towel held between the hand and the faucet. Drop the paper towel into the waste can.
c. Wet hands with fingertips pointed downward.
d. Apply skin cleanser or soap to hands.
e. Hold your hands downward and lower than your elbows while washing.
f. Rub hands together vigorously for at lest 10 seconds.
g. Work up a good lather. Spread it over the entire area of your hands and wrist (two inches above the wrist). Get soap under your nails and between your fingers. Add water while washing.
h. Rinse thoroughly from wrist to fingertips, keeping fingertips down.
i. Dry hands thoroughly with a paper towel.
j. Use a paper towel to turn off the faucet.
k. Discard the paper towel into the waste can.
l. Do not touch the waste can.
m. Do not touch the inside of the sink with clean hands.
n. Do not lean against the sink or splatter uniform.

SKILLS PROCEDURES

Difficulty Level II

10. Application of Protective Restraints:

a. Check to be sure the application of the restraint has been ordered by a physician.
b. Assemble the equipment.
c. Identify the resident and explain what you plan to do. Display a positive, gentle attitude. Use terms that stress the protective nature of the restraint, such as "safety belt" and "postural support".
d. Restrain the resident only in beds or chairs with wheels.
e. Tie the restraint under the chair out of reach of the resident or to the bed frame. Never tie the restraint to side rails or part of the bed that would cause tightening when the positioning of the bed is changed. Do not use a slip knot to secure ties.
f. Check the resident for proper positioning (properly aligned and comfortable).
g. Make sure the restraint is not too tight. The resident should have some movement allowed with the restraint on.
h. Make sure the resident is protected from pressure caused by knots, wrinkles or buckles. Pad areas under restraint to prevent friction.
i. Make sure that water and call bell are within reach.
j. If possible, place the restrained resident in an area where they can be closely observed.
k. Check the resident frequently. Check every thirty (30) minutes making sure to check for restricted circulation. Release every two (2) hours for at least ten (10) minutes for exercise, range of motion and to use the bathroom.
l. Report and chart per facility policy.

11. Collecting a Routine Fecal (Stool) Specimen:

a. Assemble your equipment: bedpan and cover, stool container, label, wooden tongue depressor, tissue, washcloth and towel for resident, and disposable gloves.
b. Make out label including: resident's full name, room number, date and time of specimen (fill in time when actual specimen has been collected), and other information as requested. Put label on container.
c. Wash your hands.
d. Identify the resident and explain what you plan to do. Ask the resident to call you when he/she feels the need to move the bowels.
e. Provide for privacy.
f. Put on gloves.
g. Follow the procedure for giving and receiving the bedpan. If the resident is unable to use the bedpan, place several layers of toilet tissue in the bottom of the toilet and have the resident move their bowels on the paper.
h. Ask the resident not to urinate into the bedpan and not to put toilet tissue into the bedpan. Provide a plastic or paper bag to temporarily dispose of the tissue and discard in the toilet.
i. After the resident has had a bowel movement, take the bedpan into the bathroom (or hopper room).

j. Using the wooden tongue depressor, take 1-2 tablespoons of stool from the bedpan and place it into the stool specimen container.
k. Cover the container. Do not touch the inside or top of the container.
l. Wrap the depressor in a piece of toilet tissue and discard it into a plastic or paper bag.
m. Empty the remaining feces (stool) into the toilet.
n. Clean the bedpan and return it to its proper place.
o. Remove and dispose of gloves.
p. Wash your hands.
q. Offer the resident a washcloth and towel for his/her hands. Assist as necessary. Make the resident comfortable. Place call bell within reach.
r. Make a notation on the resident's chart that you have collected the specimen, the time and anything that you observed during the procedure.
s. Store the specimen in the correct place until it is take to the laboratory.

12. Collecting a Route Urine Specimen:

a. Assemble your equipment: bedpan or urinal, measuring container, urine specimen container and lid, paper or plastic bag, tissue, label, wet washcloth and towel and disposable gloves.
b. Make out label including: resident's full name, room number, type of specimen, date and time, and other information as requested. Put label on container.
c. Wash your hands.
d. Put on gloves.
e. Identify the resident and explain what you plan to do.
f. Provide for privacy.
g. Explain the procedure. Some residents may be able to collect the specimen themselves and should be allowed to do so. If the resident is able, he can urinate directly into the container. If not, ask the resident to urinate into the clean bedpan or urinal. Remind the resident not o put toilet tissue into the bedpan or urinal and to use the paper bag provided. You will discard the tissue into the toilet.
h. Take the bedpan or urinal into the bathroom (or hopper room).
i. If the resident is on I&O, pour the urine into a clean measuring container and note the amount of urine on the I&O chart.
j. Pour the urine into the specimen container and fill it ¾ full.
k. Put the lid on the container and wipe off the outside of the container.
l. Pour the remaining in the bedpan, urinal or measuring container into the toilet.
m. Clean and rinse the bedpan, urinal and measuring container. Put them in their proper place.
n. Remove and dispose of gloves.
o. Wash your hands.
p. Offer the resident a washcloth and towel to wash his/her hands. Assist as necessary. Make the resident comfortable. Place call bell within reach.

q. Make a notation on the resident's chart that you collected the specimen, the time and anything you observed about the resident during this procedure.
r. Store the specimen in the correct place until it is take to the laboratory.

13. Use of Wheelchair/Geriatric Chair:

a. The resident shall be covered to protect from chilling. Blankets shall be kept away from the wheels. Tuck the blanket firmly around the resident.
b. The wheelchair or gerichair shall be wiped off with a disinfectant after each use, if it is to be used by others.
c. Push the wheelchair or gerichair from behind except when going in and out of elevators. Pull the wheelchair or gerichair into and out of the elevator.
d. If moving a resident down a ramp, take the wheelchair or gerichair down backwards. Glance over your shoulder to be sure of your direction and to prevent collisions and falls.
e. Set the brakes when: assisting a resident into a wheelchair or gerichair, assisting a resident out of a wheelchair or gerichair, when the wheelchair or gerichair is to remain stationary.
f. Put footrests up when assisting resident in and out of wheelchairs or gerichairs.
g. Have the resident's feet on the foot rests when moving to prevent injury. Never push the wheelchair if the footrests are in an up position.
h. If safety straps are needed, they shall be fastened correctly. Observe the resident's feet, elbows and hands when turning or going down corridors.
i. Pay attention where you are going and push chair slowly.
j. Slow down at corners and look before moving the wheelchair or gerichair to prevent collisions with other residents, staff, etc.

14. Moving a Resident in Bed from Side to Side:

a. Wash your hands.
b. Identify the resident and explain what you plan to do.
c. Provide for privacy.
d. Lock the wheels of the bed.
e. Raise the whole bed to the highest position best for you.
f. Lower the backrest and footrest, if this is allowed.
g. Put the side rail in the up position on the far side of the bed.
h. Loosen the top sheets but do not expose the resident.
i. Place your feet in a good position – one in close to the bed – one back. Slide both of your arms under the resident's back to his far shoulder and then slide the resident's shoulders toward you by rocking your weight to your back foot.
j. Keep your knees bent and your back straight as you slide the resident.
k. Slide both your arms as far as you can under the resident's buttocks and slide his/her buttocks toward you in the same way. Use a pull (turning) sheet whenever possible for helpless residents.
l. Place both your arms under the resident's feet and slide them toward you.

m. Replace and adjust the pillow, if necessary.
n. Remake the top of the bed.
o. Make the resident comfortable. Lower the bed to its lowest horizontal position. Place call bell within reach.
p. Record/report completion of procedure and note any observations made about the resident.

15. Oral Hygiene for the Conscious Resident:

a. Assemble your equipment: soft bristle toothbrush, toothpaste, paper cup filled with cool water, mouthwash (if desired), dental floss, emesis basin and towel (if resident is unable to go to the bathroom or sink), and disposable gloves.
b. Wash your hands.
c. Put on gloves.
d. Identify the resident and explain what you plan to do.
e. Provide for privacy.
f. Encourage the resident to do as much of his/her own care as possible.
g. Position the resident sitting upright in a chair or in bed. Drape a towel under the chin and chest.
h. Moisten the toothbrush and apply toothpaste.
i. Clean upper teeth and gums.
j. Clean lower teeth and gums.
k. Gently massage the gums by pointing the bristles toward the gums. Alternate brushing side to side and downward motion for upper teeth and upward motion for lower teeth.
l. Offer water for the resident to rinse as is necessary.
m. Provide the emesis basin for the resident to empty his/her mouth as is necessary.
n. Finish by having the resident rinse the mouth thoroughly with plain water (and mouthwash if desired).
o. Clean and replace equipment in the resident's bedside table.
p. Remove and dispose of gloves.
q. Wash your hands.
r. Make resident comfortable. Place call bell within reach.
s. Record that the procedure was completed and note any observations made about the resident.

16. Oral Hygiene for the Resident with Dentures:

a. Assemble your equipment: water, labeled cup, toothbrush, toothpaste, emesis basin or sink, face towel, and disposable gloves.
b. Wash your hands.
c. Identify the resident and explain what you plan to do.
d. Provide for privacy.
e. Place paper towel in sink to protect dentures.
f. Put on gloves.
g. Rinse dentures under cool water.

h. Fill cup with soaking solution and place dentures in cup.
i. Help resident to rinse and clean mouth.
j. Help resident to replace dentures.
k. Leave labeled cup close at hand for resident.
l. Clean your equipment and replace in proper place.
m. Remove and dispose of gloves.
n. Wash your hands.
o. Make resident comfortable. Place call bell within reach.
p. Make a notation that the procedure was completed and note any observations made about the resident.

17. Taking Oral Temperature:

a. Assemble your equipment: clean oral thermometer in case, tissue or paper towel, pad and pencil, and watch.
b. Wash your hands.
c. Identify the resident and explain what you plan to do.
d. Ask the resident if he/she has recently had hot or cold liquids, or if recently smoked. If yes, wait 10 minutes before taking temperature.
e. The resident should be in bed or sitting in a chair. Do not take a temperature while the resident is walking.
f. Take the thermometer out of the container and inspect it for cracks and chips. Do not use if defective.
g. Shake the mercury down until it is below the calibrations.
h. Run the thermometer under cool water. This will make the thermometer more pleasant in the resident's mouth.
i. Ask the resident to lift up their tongue. Place the bulb end of the thermometer under the tongue. Ask the resident to keep their lips gently around the thermometer without biting it.
j. Leave the thermometer in place for at least three (3) minutes. For the most accurate reading, leave the thermometer in place for eight (8) minutes.
k. Stay with the resident.
l. Take the thermometer out of the resident's mouth. Hold the stem end and wipe the thermometer with a tissue from the stem towards the bulb.
m. Read the thermometer.
n. Record the temperature and any observations made about the resident during the procedure.
o. Shake down the mercury.
p. Clean the thermometer. Replace the thermometer in its container. Store according to facility policy and procedure.
q. Wash your hands.
r. Make resident comfortable. Place call bell within reach.

SKILLS PROCEDURES

18. Shaving a Resident:

a. Assemble your equipment: bedside table, basin of very warm water, shaving cream, safety razor, face towel, mirror, tissues, aftershave lotion (optional), face powder (optional), washcloth, and disposable gloves.
b. Wash your hands.
c. Identify the resident and explain what you plan to do.
d. Provide for privacy.
e. Adjust a light so that it shines on the resident's face but not in his eyes.
f. Raise the bed to a proper height. Raise the head of the bed if possible.
g. Spread the towel under the resident's chin. If the resident has dentures, make sure they are in his mouth.
h. Put on gloves.
i. Apply shave cream to face.
j. Hold skin tight as you shave in the direction the hair grows. Use short firm strokes. Start under the sideburns and work downward over the cheeks. Continue carefully over the chin. Work upward on the neck under the chin.
k. Rinse razor often in water.
l. If you nick the resident's skin, report this to your supervisor.
m. Wash off remaining shaving cream when you have finished.
n. Apply aftershave or powder (optional).
o. Clean equipment and return it to its proper place.
p. Remove and dispose of gloves.
q. Wash your hands.
r. Lower the bed to lowest position. Make the resident comfortable. Place call bell within reach.
s. Record that the procedure was completed and note any observations made about the resident.

19. Fingernail Care:

a. Assemble your equipment: washbasin ¾ full with warm soapy water, hand or bath towel, paper towel, orangesticks, clippers, nail file or emery board, and lotion.
b. Wash your hands.
c. Identify the resident and explain what you plan to do.
d. Provide for privacy.
e. Assist the resident to a comfortable position in bed or chair and adjust overbed table in front.
f. Soak the fingers in the basin of warm soapy water for at least five (5) minutes.
g. Either soak both hands together or one at a time. Encourage the resident to exercise fingers while soaking.
h. Rinse the hands with warm clean water and dry with hand or bath towel.
i. If soaking one hand at a time, have the resident start soaking the second hand.
j. Gently remove dirt from around and under each fingernail with an orangestick, cleaning dirt from the orangestick on the paper towel.

k. Trim nails in an oval shape, taking care not to trim below the skin line or cut the skin. Report any cuts to supervisor.
l. Smooth the nails with an emery board or file.
m. Repeat the same procedure for the second hand.
n. Apply lotion (optional).
o. Clean equipment and return to its proper place.
p. Wash your hands.
q. Make resident comfortable. Place call bell within reach.
r. Record/report completion of procedure and note any observations made about the resident.

Difficulty Level III

20. Foot and Toenail Care:

a. Assemble your equipment: washbasin ¾ full with warm soapy water, bath towel and washcloth, paper towel, orangesticks, clippers, bath mat, and lotion.
b. Wash your hands.
c. Identify the resident and explain what you plan to do.
d. Provide for privacy.
e. If permitted, assist resident out of bed and into chair.
f. Place bath mat on floor in front of resident. Put water basin on mat.
g. Remove slippers and assist resident to put feet in water. Cover with bath towel to help retain heat.
h. Soak feet for at least five (5) minutes.
i. At the end of the soak period, wash feet with washcloth scrubbing roughened areas. Rinse and dry feet and toes thoroughly.
j. Clean around and under the toenails with an orangestick following the same procedure used for cleaning the fingernails.
k. Check with the charge nurse before trimming the resident's toenails. Residents with poor circulation to the feet or diseases such as diabetes will usually have their toenails trimmed by a podiatrist. For residents without these problems, you will need to trim the toenails regularly, using the same equipment as with the fingernails.
l. If trimming is allowed, trim the toenails straight across to prevent the edges from becoming ingrown.
m. Inspect the feet and in between each toe for condition of skin, presence of corns, callouses or other foot problems and circulation. Apply lotion.
n. Assist resident with putting on clean stockings, socks, shoes or slippers.
o. Clean equipment and return to its proper place.
p. Wash your hands.
q. Return resident to bed (if needed) and make comfortable. Place call bell within reach.
r. Record/report completion of procedure and note any observations made about the resident.

SKILLS PROCEDURES

21. Hair Care – Shampoo in Bed:

a. Assemble your equipment: comb and brush, shampoo, conditioner (optional), containers of warm to hot water, chair, pitcher, large basin or pail to collect dirty water, bed protectors, several large bath towels, washcloth, water trough or 1 & ½ yards of 60" wide plastic, cotton balls (optional), bath blankets, water proof pillow (optional), electric blow dryer (optional), and curlers (optional).
b. Wash your hands.
c. Identify the resident and explain what you plan to do.
d. Provide for privacy.
e. Raise the bed to the highest horizontal position. Lower the headrest and the side rails on the side you are working.
f. Place a chair at the side of the bed near the resident's head. The chair should be lower than the mattress. The back of the chair should be touching the mattress.
g. Place a towel on the chair. Place the large basin or pail on the towel.
h. Replace pillowcase with waterproof covering (optional).
i. Replace to bedding with bath blanket. Fanfold the top sheets to the foot of the bed without exposing the resident.
j. Ask resident to move across the bed so that his/her head is close to where you are standing. Position pillow under shoulders so that head is tilted slighted backward.
k. Place the bed protectors on the mattress under the resident's head.
l. Loosen the pajamas so the resident is comfortable and clothing is not in the trough. Put small amount of cotton in the resident's ears, if needed.
m. Place towel under the resident's head and shoulders. Give resident a washcloth to cover eyes.
n. Inspect the resident's hair for knots or lice. If the resident has knots, carefully comb them out. If the resident has lice, stop the procedure and report this to your supervisor.
o. Pour some water over the resident's hair using a pitcher or cup. Adjust the water temperature to resident's preference. Repeat until the hair is completely wet.
p. Apply shampoo and using both hands, wash the hair and massage the scalp with your fingertips. Rinse the shampoo off by pouring water over the hair. Have the resident turn from side to side. Repeat until hair is free from soap.
q. Dry the resident's forehead and wrap head in a bath towel.
r. Rub the resident's hair with a towel to dry it as much as possible. If available and not counter indicated, a portable hair dryer may be used to complete the drying process.
s. Comb and prepare hair per the resident's preference.
t. Replace bedding and remove the bath blanket. Bring up the top sheets to cover the resident.
u. Lower the bed to its lowest position and raise the side rails.
v. Clean your equipment and return to its proper place.
w. Wash your hands.
x. Make the resident comfortable. Place call bell within reach.
y. Record/report completion of the procedure and note any observations made about the resident.

SKILLS PROCEDURES

22. Hair Care – Combing the Resident's Hair:

a. Assemble your equipment: towel, paper bag, comb or brush, any hair preparation the resident normally uses, and hand mirror.
b. Wash your hands.
c. Identify the resident and explain what you plan to do.
d. Provide for privacy.
e. If possible, comb the resident's hair after the bath (and/or shampoo) and before you make the bed.
f. If the resident wears glasses, ask him/her to remove them.
g. Part the hair down the middle to make it easier to comb.
h. Brush the resident' hair carefully, gently and thoroughly. Be sure to brush the back of the head.
i. Ask the resident to turn his/her head from side to side or turn it form them so you can reach the entire head.
j. For the resident who cannot sit up, separate the hair into small sections. Then comb/brush each section separately, using a downward motion, starting at the loose ends and working up towards the head.
k. Complete brushing/combing and arrange attractively per resident's preference. Let the resident use the mirror.
l. If the resident has long hair, suggest braiding it to keep it from getting tangled.
m. Clean equipment and return to its proper place.
n. Wash your hands.
o. Make the resident comfortable. Place call bell within reach.
p. Record/report completion of the procedure and note any observations made about the resident.

23. Assisting the Resident with a Bedpan:

a. Assemble your equipment: bedpan and cover or fracture bedpan and cover, toilet tissue, wash basin with water or wet wash cloth, soap, talcum powder or corn starch, hand towel, and gloves.
b. Wash your hands.
c. Identify the resident and explain what you plan to do. Ask the resident if he/she would like to use the bedpan.
d. Provide for privacy.
e. Put on gloves (optional).
f. Raise the bed to highest horizontal position. Lower the side rails on the side where you are standing.
g. Fold back top sheets so they are out of the way.
h. Raise the resident's gown, but keep the lower part of the body covered with the top sheets.
i. Ask the resident to bend his/her knees and put their feet flat on the mattress. Then the resident to raise their hips. If necessary, help the resident to raise their buttocks by slipping your hand under the lower part of the back.

j. Place the bedpan in position with the seat of the bedpan under the buttocks.
k. If the resident is unable to lift his/her buttocks to get on or off the bedpan, then turn the resident on their side with their back to you. Put the bedpan against the buttocks. Then turn the resident back on to the bedpan.
l. Replace the covers over the resident. Raise the backrest and knee rest, if allowed, so the resident is in a sitting position.
m. Raise the side rails to the up position.
n. Put toilet tissue where the resident can reach it easily.
o. Remove gloves (if used) and wash your hands.
p. Ask the resident to signal when finished.
q. Leave the room to provide for privacy (unless counter-indicated). Make sure the signal cord is within easy reach. When the resident signals, return to the room and put on gloves.
r. Lower side rails. Help the resident to raise his/her hips so you can remove the bedpan.
s. Help the resident if he/she is unable to clean themselves. Turn the resident on their side and clean the anal area with tissue. Discard tissue in bedpan unless specimen is to be collected. Cleanse resident with warm water and soap.
t. Raise the side rails. Cover bedpan immediately. You can use a disposable pad or paper towel if no cover is available.
u. Take the bedpan to resident's bathroom (or hopper room).
v. Return to the resident. Offer the resident the opportunity to wash their hands and freshen up. Change linens or protective pads as necessary.
w. Note the excreta (feces or urine) for amount, odor, and color.
x. Empty the bedpan into the toilet. Clean the bedpan and other equipment and return to its proper place. Cold water is always used to clean the bedpan.
y. Remove and dispose of gloves. Wash your hands.
z. Make resident comfortable. Place call bell within reach.
aa. Record/report completion of the procedure and note any observations made about the resident.

24. Giving a Back Rub:

a. Assemble your equipment: bath towel, lotion, and basin of water warmed to 105 F.
b. Wash your hands.
c. Identify the resident and explain what you plan to do.
d. Provide for privacy.
e. Raise the bed to the highest position. Keep the side rails up on the far side of the bed.
f. Place lotion in basin of water to warm.
g. Ask the resident to turn on his/her side or abdomen. Position the resident as close to the side of the bed where you are working as possible.
h. Expose the resident's back.
i. Pour a small amount of lotion in the palm of your hand. If lotion is not warm enough, rub hands together to warm.

j. Apply the lotion to the back using long firm strokes (advise the resident it may feel cool). Continue strokes from the buttocks to the back of the neck and shoulders.
k. Exert firm upward pressure. Use gentle downward pressure rubbing in small circular motion with palm of hands. Do not lift hands.
l. Give special attention to all bony prominences using circular motion.
m. Continue rhythmic rubbing for one (1) to three (3) minutes.
n. Dry resident's back by patting with a towel.
o. Assist resident with putting on gown or pajamas.
p. Clean equipment and return to its proper place.
q. Wash your hands.
r. Make resident comfortable. Place call bell within reach.
s. Record/report completion of procedure and note any observations made about the resident.

25. Dressing and Undressing a Resident:

a. Wash your hands.
b. Identify the resident and explain what you plan to do.
c. Provide for privacy.
d. Select appropriate clothing and arrange in order of application. Encourage resident to participate in selection.
e. Raise bed to comfortable working position.
f. Assist resident to comfortable sitting position on the edge of bed or lie flat.
g. Remove night clothing, keeping resident covered with bath blanket.
h. To put on a shirt remember to place injured, inflexible or compromised limb in the garment first. Grasp resident's hand and guide it through the armhole by reaching into the armhole from the outside. Repeat procedure with opposite arm.
i. Assist with underwear, trousers or pajamas. If the resident is lying down, they may lift up buttocks while you pull up clothing.
j. Never jerk, pull or yank on a limb.
k. Place socks or stockings on feet. Never use round garters since they reduce circulation. When placing feet in socks and shoes, remember to check for blisters or red areas.
l. Wash your hands.
m. Make resident comfortable. Place call bell within reach.
n. Record/report completion of the procedure and note any observations made about the resident.

26. Heimlich Maneuver:

a. Ask the resident, "Can you speak?" If the resident can speak, cough or breathe, do not interfere. If the material does not dislodge, apply the Heimlich Maneuver.
b. Call for "HELP".
c. Stand behind the resident and wrap your arms around them.
d. Put the thumb side of one hand on the abdomen (thumb should be tucked into fist). Place fist, thumb side in, against abdomen between naval and tip of sternum.

e. Grasp this hand with the other hand while bending resident forward slightly and press it into the abdomen with a quick upward movement.
f. Repeat until the foreign object is expelled (6 to 10 times) or until the resident becomes unconscious.
g. Again call for "HELP". Licensed, trained personnel should be summoned to activate CPR and/or calling 911.

27. Making an Unoccupied Bed:

a. Assemble your equipment: two large sheets (substitute one fitted sheet, if used), pillowcases, bedspread, clean blankets, draw sheet (if used at your facility), mattress pad and cover.
b. Wash your hands.
c. Lock bed wheels so the bed will not roll and place chair at the side of the bed. Arrange linen on chair in order in which it is to be used. Adjust bed to a comfortable working height.
d. Remove soiled linen holding it away from your uniform and discard immediately into laundry bag.
e. Position mattress to head of bed by grasping handles on side.
f. Place mattress cover on mattress and adjust it smoothly. If mattress cover is not used, check the mattress for any soiling or wetness. Wipe mattress with slightly dampened cloth and allow to dry.
g. Unfold each piece of clean linen centered on the bed beginning with the bottom sheet. Hem seams face the mattress.
h. Hem is even with the foot of the mattress and the fold is in the exact center of the bed from head to foot. Open the sheet from the fold until the sheet covers the entire mattress evenly. Tuck the sheet under the mattress lightly.
i. Work entirely on one side of the bed until that side is finished.
j. Place the draw sheet (if used) about 14 inches down from the head of the bed. Tuck it in.
k. Place the top sheet so that the fold is in the center. The wide hem is at the top with the seam on the outside.
l. Place the spread at the foot of the bed with a square corner at the bottom end.
m. Tuck in the spread at the foot of the bed with a square corner at the bottom end.
n. Smooth the sheet and spread from the bottom to the top and fold down the top hem of the sheet over the top of the spread.
o. Go to the opposite side of the bed and proceed to make that side of the bed in the same manner. Pull sheets tight.
p. Put the pillowcases on the pillows holding the pillow away from your body and uniform. Place pillow at head of bed with open end away from the door.
q. Place chair and bedside table at assigned location.
r. Wash your hands.
s. Record/report completion of the procedure.

SKILLS PROCEDURES

28. Taking Rectal Temperature:

a. Assemble your equipment: rectal thermometer in a case, tissue or paper towel, lubricating jelly, pad and pencil, watch, and disposable gloves.
b. Wash your hands.
c. Identify the resident and explain what you plan to do.
d. Provide for privacy.
e. Place the bed in a flat position, if possible.
f. Put on gloves.
g. Take thermometer out of its container. Hold the stem.
h. Inspect for any cracks or chips. Do not use if you see any defects.
i. Shake down the mercury until it is below the calibrations.
j. Put a small amount of lubricating jelly on a piece of tissue. Lubricate the bulb of the thermometer with the jelly.
k. Ask the resident to turn on his/her side. Assist as necessary. Turn back top covers just enough that you can see the resident's buttocks. Avoid overexposing the resident.
l. With one hand, raise the upper buttock until you see the anus. With the other hand, gently insert the bulb one inch through the anus into the rectum.
m. Hold the thermometer in place for three (3) minutes.
n. Remove the thermometer from the resident's rectum. Hold the stem end of the thermometer and wipe it with a tissue form stem to bulb to remove particles of feces.
o. Read the thermometer.
p. Remove your gloves.
q. Record the temperature. Note that this is a rectal temperature by writing an "R" after the figure. Report any abnormal readings immediately to your charge nurse. Note any other observations made about the resident.
r. Clean and store thermometer in its proper place.
s. Wash your hands.
t. Make resident comfortable. Place call bell within reach.

29. Taking Blood Pressures:

a. Assemble your equipment: sphygmomanometer, stethoscope, antiseptic pad to clean earpiece of stethoscope, pad and pencil.
b. Wash your hands.
c. Identify the resident and explain what you plan to do.
d. Provide for privacy.
e. Wipe the earplugs of stethoscope with the antiseptic pad.
f. Have the resident resting quietly. He/she should be either lying down or sitting in a chair.
g. If you are using mercury scale apparatus, the measuring scale should be level with your eyes.
h. The resident's arm should be bare up to the shoulder, or the resident's sleeve should be well above the elbow (but not tight).

i. The resident's arm from the elbow down should be fully extended on the bed. Or, it might be resting on the arm of the chair or your hip, well supported, with the palm upward.
j. Unroll the cuff and loosen the valve on the bulb. Then squeeze the compression bag to deflate it completely.
k. Wrap the cuff around the resident's arm above the elbow snugly and smoothly. Do not wrap it so tightly that the resident is uncomfortable from the pressure.
l. Leave the area clear where you place the bell or diaphragm of the stethoscope.
m. With your fingertips, find the resident's brachial pulse. Hold your fingers there and inflate the cuff until the pulse disappears.
n. When the pulse disappears, pump the cuff up another 30 points. At this point tell the resident they may feel a numb, tingling sensation in his/her arm.
o. Gently but quickly place the bell of the stethoscope over the brachial pulse, holding it firmly in place with three fingers.
p. Open the valve carefully and slowly allow the cuff to deflate.
q. Listen intently while observing the sphygmomanometer scale.
r. Continue to loosen the control valve slowly and observe the pressure dropping as you listen for the systolic beat (first beat). The first clear definite beat, though faint, will be the systolic pressure of the heart. Remember the number.
s. As you continue to deflate the cuff slowly, the mercury column or pointer will drop evenly and the eats will become soft and muffled.
t. The last definite beat that you hear is the diastolic pressure of the heart. Remember the number.
u. At this point, deflate the cuff quickly until all the air is out.
v. Record your finding s by writing the systolic pressure over the diastolic pressure, for example 120/80.
w. Remove the cuff.
x. Clean the earpiece of the stethoscope and store it according to facility policy.
y. Wash your hands.
z. Make the resident comfortable. Place call bell within reach.

30. Transfer/Discharge of the Resident:

a. Before transferring a resident to another unit, be sure that the receiving unit has been properly prepared.
b. Inform the resident of the move, answering questions as your instructions permit.
c. Collect all personal items that are to be moved with the resident.
d. Depending on whether the resident is to be moved in his/her own bed, a wheelchair or a stretcher, use procedures learned on moving and transporting.
e. You may be expected to go with the resident to provide for their physical and emotional comfort. The resident may need reassurance and some assistance in getting acquainted in their new unit.
f. Before discharging a resident, gather the resident's personal possessions. Secure valuables per facility policy.

g. Offer to help the resident pack. Help the resident dress, if necessary.
h. Before the resident leaves the unit, ask the charge nurse to confirm that all discharge procedures have been completed. When the resident leaves, the nursing assistant should direct their efforts to making this a pleasant experience, leaving the resident with a happy memory.
i. Record/chart per facility procedure.

Difficulty Level IV

31. Checking for a Fecal Impaction:

Note: Check the facility policy to make sure this procedure is allowed to be performed by a nursing assistant.

a. Assemble your equipment: washcloth and towel, basin of warm water, toilet tissue, bath blanket, protective pad, lubricant, and disposable gloves.
b. Wash your hands.
c. Identify the resident and explain what you plan to do.
d. Provide for privacy.
e. Raise bed to a comfortable position. Lower side rails on side closed to you.
f. Ask resident to raise hips. Place bed protector under hips.
g. Turn resident to lay on side (assist as necessary) facing away from you.
h. Cover with bed blanket and fanfold top bedclothes to foot of the bed.
i. Put on gloves. Lubricate index finger of dominant hand.
j. Ask resident to take a deep breath and bear down as you insert lubricated finger into the rectum. Note: Rectum should feel soft and pliable. You may feel no feces or you may feel a soft stool, a large solid mass, or multiple hard formations.
k. Withdraw finger. Note: If a spontaneous bowel movement occurs, note amount and character.
l. Remove gloves, wash hands and put on clean gloves.
m. Wash the resident's buttocks with warm water and dry.
n. Assist resident onto back. Ask resident to raise hips and withdraw bed protector.
o. Remove protector and gloves, folding down from outside to inside-out, and place on chair.
p. Pull bedding up and remove bath blanket. Raise side rails.
q. Clean equipment and return to its proper place. Dispose of protector and gloves according to facility policy.
r. Wash your hands.
s. Make resident comfortable. Leave call bell within reach.
t. Record/report completion of procedure and findings to charge nurse. Note any observations made about the resident.

32. Administering a Pre-packaged (Saline Solution) Enema:

Note: Check the facility policy to make sure this procedure is allowed to be performed by a nursing assistant. Enemas should be given only at the charge nurse's instruction and direction.

a. Assemble your equipment: pre-packaged enema, bedpan and cover, towels, soap, basin of water, toilet tissue, bath blanket, bed protector, and disposable gloves.
b. Wash you hands.
c. Identify the resident and explain what you plan to do.
d. Provide for privacy.
e. Fanfold the covers to the foot of the bed as you cover the resident with a bath blanket.
f. Place chair at foot of bed, cover with a towel and place bedpan on chair.
g. Place bed protector under buttocks.
h. Have the resident turn on his/her left side, if possible (assist as necessary). Have resident's hips near the edge of the bed on the side where you will be working.
i. Turn back the bath blanket (or sheet) so that the resident's hips are exposed while the rest of his/her body is covered. Expose the resident's anus.
j. Put on gloves.
k. Follow instructions on the pre-packaged solution. Instruct resident to take a deep breath while you insert pre-lubricated tip into the anus. Squeeze container until all the solution has entered the rectum.
l. When the solution has been inserted, remove the tip and dispose of the container.
m. Encourage the resident to remain on side. Tell the resident to try to hold the solution for 20 minutes. Provide privacy if the resident is able to be left alone. Place call bell and toilet tissue within reach. Remove gloves and wash hands.
n. Check resident every 5 minutes until solution has been retained for 20 minutes.
o. Position resident on bedpan or assist to bathroom. If resident is on bedpan, raise head of bed to comfortable position. Place toilet tissue and call bell within easy reach. If resident is in the bathroom, stay nearby.
p. Report immediately if the resident has had difficulty expelling the solution.
q. Put on gloves and remove bedpan or assist resident to return to bed. Observe and note contents of bedpan or toilet. Cover pan and dispose of in flush toilet.
r. After you are finished, remove and dispose of all articles properly according to facility policy. Clean bedpan and return to its proper place. Remove and dispose of gloves.
s. Wash your hands.
t. Assist resident to wash his/her hands.
u. Remove the bath blanket. Straighten the bed covers.
v. Make resident comfortable. Place call bell within reach.
w. Record/report completion of procedure and note any observations made about the resident.

SKILLS PROCEDURES

33. Admission of a Resident:

a. Assemble your equipment: pad and pencil, stethoscope, blood pressure cuff, thermometer, scales, watch with second hand, inventory record, resident's record, and other equipment/supplies needed for admission.
b. Prepare the unit for the resident by making sure that all necessary equipment and furniture are in its proper place, in good working condition and clean. Make sure bed is made with clean linen and all space is clean. Check for adequate lighting and provide ventilation. Apply resident's name label on door, etc. as needed.
c. Wash your hands.
d. Identify the new resident by asking his/her name and by checking the identification. Identify yourself. Greet the resident and family courteously. Call resident by proper or preferred name.
e. Take the resident and family to the unit/room.
f. If semi-private room, introduce roommate. Provide privacy by screening unit.
g. Ask the new resident to be seated, or if ordered, help resident undress and assist into bed from stretcher or wheelchair. Adjust side rails.
h. Explain the call bell system and standard regulations. Place call bell within easy reach.
i. Care for clothing and personal articles according to facility policy. Assist with unpacking and labeling clothing. Label all personal articles and store in bedside table (or appropriate place). Be certain resident, if awareness level permits, knows where you place these articles, if not the resident, then a family member.
j. Follow and explain to the resident and family the facility policy for inventory and safekeeping of valuables.
k. Give instructions to resident and/or family as to time and place of meals and, as appropriate, provide other orientation such as facility premises, introduction to other staff, etc.
l. Check the resident's weight and height.
m. Take temperature, pulse, respiration, and blood pressure.
n. Clean and replace equipment according to facility policy.
o. Wash your hands.
p. Make resident comfortable. Place call bell within reach. Leave fresh water if permitted.
q. Record/report completion of procedure. Report to charge nurse: resident's vital signs; any bruises, sores, etc. on the resident's body; any special observations made about the resident.

34. Feeding a Resident (Requiring Total Feeding):

a. Identify the resident and explain what you plan to do.
b. Offer the bedpan/urinal before tray time.
c. Wash your hands.
d. Wash the resident's hands.
e. Roll the head of the bed up unless the resident's condition disallows it. Adjust the resident to a comfortable position.

f. Obtain the food tray and check the diet card to be certain that the tray is for the right resident.
g. Place the tray on the overbed table. Remove unnecessary items from the overbed table.
h. Place a napkin under the resident's chin.
i. Tell the resident what is on the tray. Season the food according to resident's taste unless otherwise ordered. Follow the resident's preference for the order in which food is offered.
j. Test the food for temperature. Warn the resident if the food or liquid is hot.
k. Alternate solids and liquids in a manner in which the resident prefers. Feed the resident slowly. Do not offer food until the last bit has been swallowed.
l. Talk to the resident.
m. Allow resident to assist as much as possible.
n. Use napkin to wipe resident's mouth and hands as often as necessary.
o. If the resident is paralyzed on one side, offer the food on the unaffected side of mouth and allow time for swallowing.
p. When serving a liquid with a straw, hold the straw in place while the resident sucks in.
q. Encourage the resident to eat as much as possible without forcing.
r. Remove tray as soon as resident is finished. Make sure to note what the resident has or has not eaten.
s. Wash the resident's hands and face.
t. Take the tray to the proper place. Return to the room and tidy the bed and overbed table.
u. Wash your hands.
v. Make resident comfortable. Place call bell within reach.
w. Record/report completion of the procedure. Note the amount of food and liquid intake. Note any other observations made about the resident.

35. Incontinence Care:

a. Assemble your equipment: wash basin with warm water, washcloth, hand towel, soap, talcum powder or cornstarch, skin lotion, clean clothes, adult undergarment (optional), clean bed lines, protective pad for bed, disposable gloves, room deodorizers (optional).
b. Wash your hands.
c. Identify the resident and explain what you plan to do.
d. Provide for privacy.
e. Demonstrate calm, pleasant and matter of fact attitude. DO NOT scold or treat the resident like a child. Provide for dignity of the resident.
f. Put on gloves (optional).
g. Wash and dry all affected skin areas.
h. Remove and dispose of gloves, if used. If gloves were not used, wash hands.
i. Maintain good skin condition by applying power, cornstarch and lotion as necessary.
j. Assist resident to put on clean, dry clothes. May use adult undergarment.
k. Change bed lines as necessary. Use protective pad on bed.
l. Remove all soiled linen and clothing according to facility policy.

m. Wash your hands.
n. Make resident comfortable. Place call bell within reach.
o. Provide the resident with room deodorizers as needed to assure an odor-free environment.
p. Record/report completion of procedure. Note frequency and character of the bowel movement. Record observations made about the resident's behavior.
q. Check the resident at least every two hours.

36. Urinary Catheter and Tubing Care:

a. Assemble your equipment: basin of water, mild soap or cleaning solution, wash cloth or gauze pads, paper or plastic bag for waste, lotion and/or cornstarch powder, and disposable gloves.
b. Wash your hands.
c. Identify the resident and explain what you plan to do.
d. Provide for privacy.
e. Position the resident on his/her back so the catheter and meatus are exposed.
f. Observe the area around the catheter for lesions (sores), crusting, leakage or bleeding. Report any unusual observations to your charge nurse immediately.
g. Put on gloves.
h. Wash the area gently. Do not pull on the catheter, but hold it with one hand while wiping it with the other.
i. Wipe away from the meatus. Wipe from the meatus to the anus. Wipe one way, not back and forth. Use different area of washcloth or separate gauze pad for each wipe.
j. Remove and dispose of gloves.
k. Dry the area. Apply lotion and/or cornstarch powder to the thighs in small quantities. Ask charge nurse if this area should be kept dry or moist.
l. Make sure the catheter tubing is secured (not pulling on meatus) and draining properly.
m. Dispose of the dirty water into the toilet. Clean equipment and return to its proper place.
n. Wash your hands.
o. Make resident comfortable. Place call bell within reach.
p. Record/report completion of procedure and note any observations made about the resident.

37. Postmortem Care:

a. Assemble your equipment: basin of warm water, washcloth, towels, shroud or clean sheet, clean dressings, and container for valuables.
b. Wash your hands.
c. Provide for privacy.
d. Remove all equipment and used articles. Check facility policy regarding removal of catheters.
e. Maintain an attitude of respect.

f. Remove all pillows except one under the head. Place the body on the back, head and shoulders elevated. Move the body gently to avoid bruising.
g. Close eyes by grasping eyelashes. Do not press on the eyeballs.
h. Place dentures in the mouth, if possible. If not possible, clean, place in cup and give to the family. Secure jaw if needed.
i. Bath as necessary. Remove any soiled dressings and replace with clean ones.
j. Fold the arms over the abdomen.
k. Put the shroud on the body.
l. Collect all belongings. Wrap and label them. Care for resident's valuables according to facility policy.
m. Wash your hands.
n. Record/report completion of procedure.

38. Transfer a Resident from Bed to Stretcher:

a. Assemble your equipment: stretcher, bath blanket, sheet, turning sheet (optional).
b. Wash your hands.
c. Identify the resident and explain what you plan to do.
d. Provide for privacy.
e. Lock wheels of bed and raise to horizontal position equal to height of stretcher. Lower side rails of bed on the side you are working on.
f. Place a sheet or bath blanket over the resident. Working under the sheet or bath blanket, fold the top covers to the height of stretcher. Lower side rails of bed on the side you are working on.
g. Position stretcher against bed. Lock wheels and lower side rails of stretcher.
h. Facing the bed, lean across the stretcher holding it against the bed with your body.
i. If resident is able, instruct him/her to slide slowly toward you onto the stretcher, moving hips, then head and shoulders then legs.
j. If resident is unable to help move themselves, enlist help from two other nursing assistants. Position one assistant on the opposite side of bed and one at end of bed. The third assistant will be positioned on opposite side of stretcher.
k. Roll turning sheet close to resident's body. Assistant on opposite side of stretcher uses both hands to grasp turning of resident and, with the other hand, grasps turning sheet to guide resident. Assistant at foot of bed lifts resident's feet and legs. All assistants must coordinate their activities and move together as signal is given.
l. Position resident on stretcher. Place a pillow under the resident's head unless they object or it aggravates condition.
m. Tighten stretcher restraints and provide blanket/cover as needed. Raise side rails.
n. Transport the resident as directed. Assume a position at the head and push the stretcher.
o. Transport the resident to the assigned area. Do not leave the resident alone. Wait until another health care worker assumes responsibility for the resident's care.
p. Wash your hands.

q. Record/report completion of procedure and note any observations made about the resident.

39. Range of Motion Exercises:

a. Wash your hands.
b. Identify the resident and explain what you plan to do.
c. Provide for privacy.
d. Prior to starting the procedure, offer the resident the bedpan or urinal.
e. Raise the bed to a comfortable working position. Lower the side rails on the side you are working on.
f. Move the resident close to you. Position yourself close to the resident, using good body mechanics.
g. Place the resident in a supine position with knees extended and arms at side.
h. Proceed with the exercises as you have been instructed. Be sure you have specific instructions as to the type of motions to be carried out.
i. Do not expose the resident unnecessarily during the procedure.
j. Always be gentle as you do each exercise, supporting the area above and below the moving joint. Do not complete an exercise if the resident complains of pain or discomfort or if there is resistance in the joint movement.
k. When finished, lower side rails on bed. Make the resident comfortable. Place call bell within reach.
l. Wash your hands.
m. Record/report completion of the procedure and note any observations made about the resident.

40. Assisting the Resident with a Shower:

a. Assemble your equipment: soap, washcloth, bath towels, bath mat, chair or stool, bath powder (optional), clean clothing (gown, robe, slippers).
b. Wash your hands.
c. Identify the resident and explain what you plan to do.
d. Provide for privacy.
e. Take supplies to the bathroom and prepare it for the resident. Check the shower and wash it if necessary.
f. Assist the resident to the bathroom and help them to remove robe and slippers.
g. Turn on the shower and adjust water to safe temperature and resident's preference. Check water temperature with hand or elbow before the resident enters shower. The water temperature should be comfortably warm.
h. Assist the resident into the shower. Offer chair/stool, if necessary.
i. Give the resident soap and washcloth so he/she can wash as much as possible. Give the resident as much privacy as is safely possible. Assist as necessary.
j. Turn off the water and assist the resident out of the shower.
k. Assist the resident with drying parts of body they have difficulty reaching. Apply powder if requested or instructed.

l. Help the resident dress as needed.
m. Assist resident back to their room. Make resident comfortable. Place call bell within reach.
n. Return to the shower room. Clean shower and bathroom as necessary. Return supplies to proper place.
o. Wash your hands.
p. Record/report completion of the procedure and note any observations made about the resident.

41. Assisting Resident to and from Chair/Wheelchair to Bed:

a. Assemble your equipment: chair or wheelchair, bath blanket, robe and slippers nearby.
b. Wash your hands.
c. Identify the resident and explain what you plan to do.
d. Provide for privacy.
e. Cover the chair or wheelchair with bath blanket.
f. Place chair or wheelchair near the head of bed facing the foot of the bed. Lock the wheelchair and raise foot rest.
g. Elevate head of bed and lock wheels. Lower the bed to lowest horizontal position.
h. Drape resident with a bath blanket and fanfold top bedclothes to foot of bed.
i. Assist the resident to a sitting position by placing one arm around the resident's shoulders. Place the other arm under the resident's knees and pivot (rotate) the resident toward the side of the bed. Remain facing the resident to prevent a fall.
j. Assist the resident in putting on robe and slippers.
k. Have resident place feet on floor with both hands on your shoulders. Place your hands on either side of the resident's underarms. Assist the resident to a standing position.
l. Keeping hands in the same position, help resident to turn slowly until the resident's back is toward the chair.
m. Lower the resident gradually to a sitting position in the chair, bending at your hips and knees.
n. Make the resident comfortable. If the resident is in a wheelchair, place both feet on the footrest and lock the wheelchair securely. Cover resident with a bath blanket. Place call bell and drinking water within reach.
o. Stay with resident until you are sure there are no adverse side affects. Report anything unusual to supervising nurse.
p. Wash your hands.
q. Record/report completion of procedure and note any observations made about the resident.

To assist the resident back to bed, just reverse the directions. Your body mechanics and positioning are the same as in helping the resident into the chair.

a. Wash your hands.
b. Prepare the bed. Adjust bed to lowest horizontal position and wheels are locked. Raise head of bed, fanfold top bedclothes to foot of the bed, and raise opposite side rails.

c. Position chair or wheelchair at foot of the bed. Lock wheels of wheelchair and lift footrest.
d. Remove bath blanket and have resident place feet flat on the floor.
e. Assist resident to a standing position, pivot toward the bed slowly and smoothly. Assist resident to sit on edge of bed.
f. Remove robe and slippers.
g. Assist resident onto center of bed. Lower head of bed and raise side rails.
h. Make resident comfortable. Place call bell within reach.
i. Wash your hands.
j. Record/report completion of procedure and note any observations made about the resident.

42. Giving a Bed Bath:

a. Assemble your equipment: soap and soap dish, washcloth, wash basin, face towels, bath towels, bath blanket (optional), clean gown or clothing, talcum powder or cornstarch (optional), lotion, comb or hairbrush, items for nail care, items for oral hygiene, disposable gloves (if indicated), and clean bed linen.
b. Wash your hands.
c. Identify the resident and explain what you plan to do.
d. Provide for privacy.
e. Offer bedpan or urinal. Empty and clean before proceeding with bath. Wash hands.
f. Make sure any windows or doors are closed to prevent chilling the resident.
g. Take everything to the bedside before starting the procedure. Put tow4els and linen on chair in order of use.
h. Raise the bed to a comfortable working height with the side rail up on the side opposite from where you are working. Lower the headrest and knee rest of the bed, if permitted. The resident should be as flat as is comfortable and permitted.
i. Remove and fold blanket and spread leaving the resident covered with bath blanket. Place folded blanket and spread over back of chair. Leave one pillow under resident's head.
j. Assist resident to move closer to you so you can work easily without straining your back.
k. Remove the gown, but keep the resident covered to avoid chilling.
l. Fill the washbasin 2/3 full of water at 105 degrees F.
m. Put a towel across the resident's chest and make a mitt with the washcloth. Wash the eyes from the nose to the outside of the face. Wash the face (use soap at resident's preference, being careful not to get soap in resident's eyes) neck and ears. Rinse and dry gently with bath towel. Rinse washcloth. Apply lotion/cream as needed.
n. Expose resident's far arm. Protect bed with bath towel placed underneath arm. Wash, rinse and dry arm and hand. Be sure armpit is clean and dry. Apply deodorant and powder if resident needs them or request them. Repeat for other arm.
o. Place the basin of water on the towel on the bed. Put the resident's hand into the water. Wash, rinse, and dry the hand well. Provide fingernail care.

p. Put bath towel over resident's chest, and then fold blanket to waist. Under towel, wash, rinse and dry chest. Rinse and dry folds under breasts of female resident carefully to avoid irritating skin. Use powder/lotion as needed.
q. Fold the blanket down to the pubic area and wash resident's abdomen. Be sure to wash the naval and any creases of the skin. Dry the abdomen, then pull the blanket up over the abdomen and chest and remove the towel.
r. If necessary, empty the dirty water. Rinse the basin and fill it with clean water (105 degrees F).
s. Fold the blanket back from the resident's leg farthest from you. Bend the knee, and wash, rinse and dry the leg and foot. If the resident can easily bend the knee, put wash basin on towel and place resident's foot directly into the basin to wash it.
t. Observe the toenails and the skin between the toes. Look for redness and cracking. Care for toenails as necessary. Remove the washbasin and dry the leg and foot and between the toes. Cover the leg and foot and remove the towel. Repeat the entire procedure for the other leg and foot.
u. If necessary, empty the dirty water. Rinse the basin and fill it with clean water (105 degrees F).
v. Assist resident to turn on side away from you and to move toward center of bed. Place towel lengthwise next to resident's back. Wash, rinse and dry neck, back and buttocks. Use long firm strokes when washing back.
w. A back rub is usually given at this point. Look for reddened areas and other skin conditions. Remove towel, apply powder/lotion as needed, and assist resident to turn over.
x. Place towel under buttocks and upper legs. Offer the resident a soapy washcloth to wash the genital area. Offer a clean wet washcloth to rinse with, and a dry towel for drying. If the resident is unable to do this, you must wash for them. Allow privacy at all times. Put on gloves when washing the genital area (remove gloves when completed).
y. Cover pillow with towel and comb or brush resident's hair. Oral hygiene is usually given at this time.
z. Follow the procedures for dressing the resident and transferring to a wheelchair (if instructed). If resident is to remain in bed, put a clean gown on the resident.
aa. Change the linens and make the bed.
bb. Dispose of used towels, washcloths and dirty linen in appropriate place. Clean your equipment and put it in its proper place. Discard disposable equipment.
cc. Make resident comfortable. Raise side rails. Place call bell within reach. Leave room/unit orderly.
dd. Wash tour hands.
ee. Record/report completion of procedure and note any observations about the resident.

43. Assisting the Resident with a Tub Bath:

a. Assemble your equipment: soap, washcloth, towels, bath thermometer (if available), chair bath mat, powder, lotion, clean clothing, disinfectant solution.

b. Take supplies to the tub/bath room and prepare it for the resident. Make sure tub is clean (use disinfectant solution).
c. Wash your hands.
d. Identify the resident and explain what you plan to do.
e. Take the resident to the tub room, being sure that he/she is covered to avoid chilling. Provide for privacy.
f. Fill the tub half full of water at 105 degrees F. Test temperature with a bath thermometer, if available, or by touch.
g. Place a towel on the floor where the resident will step out of the tub to prevent slipping. Have a towel or mat in bottom of the tub to prevent slipping.
h. Assist resident to undress and get into the tub. Get additional assistance if necessary.
i. Let the resident stay in the tub according to your instructions (usually about 15 minutes). Assist the resident with washing as needed. Never leave the resident alone in the tub.
j. Assist the resident out of the tub, holding bath blanket around the resident, and onto the towel-covered chair. Assist in drying as needed. Apply powder/lotion as needed.
k. Assist the resident to dress and return to the room/unit.
l. Make the resident comfortable. Place call bell within reach.
m. Return to the tub room. Clean the tub (use disinfectant). Dispose of used towels, washcloths, and dirty clothes in appropriate place. Return supplies to proper place.
n. Wash your hands.
o. Record/report completion of procedure and note any observations about the resident.

44. Feeding with an Asepto Syringe:

a. Assemble your equipment: food tray, syringe, water, washcloth, and swabs.
b. Wash your hands.
c. Identify the resident and explain what you plan to do.
d. Provide for privacy.
e. Raise the bed to a 45 degree angle.
f. Provide washcloth for the resident to wash hands and face if physically able. Assist as necessary.
g. Obtain food tray and check the diet card to make sure the tray, diet and resident's name are correct. Place tray on overbed table.
h. Place a napkin under the resident's chin.
i. Moisten lips or mouth with a dampened swab.
j. Place small amounts of one type of food at a time in the syringe.
k. Be aware that communication is necessary. Tell the resident the food contents of the syringe.
l. Test the temperature of the food before placing in resident's mouth.
m. Place the tip of the syringe between the gums and cheek, not on the tongue.
n. If the resident is paralyzed on one side, offer the food on the unaffected side of mouth and allow time for swallowing.
o. Feed slowly. Be sure all food is swallowed before giving more.

p. Alternate small amounts of food with small amounts of water. When serving liquid with a straw, hold the straw in place while the resident sucks in.
q. Provide as normal an environment as possible to meet total resident needs.
r. Remove the tray as soon as the resident has finished. Make sure to note what the resident has or has not eaten.
s. Wash the resident's hands and mouth.
t. Take the tray to the proper place. Return to the room and tidy the bed and overbed table.
u. Make the resident comfortable. Place call bell within reach.
v. Wash your hands.
w. Record/report completion of the procedure. Record the type and amount of food eaten. Note any other observations made about the resident.

45. Isolation Technique – Preparing the Unit:

a. Isolation is an infectious disease control process and will be carried out according to facility policy and specific technique for a specific disease. Check instructions from the charge nurse.
b. Assemble your equipment: caution sign, cart, disposable masks, disposable gloves, gowns, wastebasket liners, bags (to dispose of contaminated materials), linen bags marked "isolation", resident needs (bath articles, toilet articles, thermometer, antiseptic solution, etc.).
c. Wash your hands (even more frequent handwashing is a necessity for isolation technique).
d. Place a "Barrier", "Isolation", or "Precaution" sign on the door.
e. Place a cart or bedside table beside the door and supply it with: isolation gowns, caps, gloves, and masks as ordered; plastic bags; linen/laundry bags specially marked as "isolation".
f. Follow isolation instructions prior to entering resident's unit/room.
g. Place all resident care equipment in the usual resident unit places.
h. Line wastebasket with a plastic bag.
i. Supply a laundry hamper with a linen/laundry bag specially marked "isolation".
j. Put antiseptic solution dispenser over or near sink.
k. Check supply of paper towels and liquid soap.
l. Place a basin of disinfectant solution for soaking contaminated articles near the sink.
m. Follow isolation instructions as you leave the resident's unit/room.
n. Wash your hands.
o. Record/report completion of procedure and note any observations about the resident.

Isolation Technique – Handwashing:

a. Assemble your equipment: soap or detergent, waste can, paper towels, and nail brush.
b. Open a paper towel near the sink. This is considered your clean area. Put all your equipment on it. Leave it there until you are ready to leave the room.

c. Turn on the faucet with a paper towel held between the hand and the faucet. Drop the paper towel into the waste can.
d. Wet your hands and wrist under the running water. Keep your fingertips pointed downward.
e. Apply soap or skin cleanser to hands.
f. Hold your hands downward and lower than your elbows while washing.
g. Work up a good lather. Spread it over the entire area of your hands and wrist (two inches above the wrist). Get soap under your nails and between your fingers. Add water while washing.
h. Use a rotating and rubbing (friction) motion for one full minute:
   -rub vigorously.
   -rub one hand against the other hand and wrist.
   -rub between your fingers by interlacing them.
   -rub up and down to reach all skin surfaces on your hands and between your fingers.
   -rub the tips of your fingers against the palms to clean with friction around the nail beds.
   -use the nail brush on your nails.
   -wash at least two inches above your wrist.
i. Rinse thoroughly from wrist to fingertips, keeping fingertips down.
j. Dry hands and wrist thoroughly with a paper towel.
k. Use a paper towel to turn off the faucet.
l. Discard the paper towel into the waste can.
m. Do not touch the waste can.
n. Do not touch the inside of the sink with clean hands.
o. Do not lean against the sink or splatter uniform.

Isolation Technique – Mask, Gown, and Gloves:

a. Assemble your equipment: mask, gown, gloves, plastic bag, and paper towel.
b. Remove any rings and secure them inside uniform pocket.
c. Remove watch and place in a plastic bag or on a clean paper towel.
d. Wash your hands.
e. Adjust mask over nose and mouth and tie securely.
f. Unfold the isolation gown so that the opening is at the back. If you are wearing a long-sleeved uniform, roll your sleeves above your elbows.
g. Put on gown, slipping arms into sleeves. Fit the gown at the neck, making sure your uniform is covered. Reach behind and tie the neck back with a simple bow or fasten the adhesive strip. Reach behind and overlap the edges of the gown to cover uniform completely. Secure ties in a bow or fasten adhesive strip.
h. Obtain and place plastic gloves in front of you on table so thumbs are pointing in opposite directions. Make a cuff on each glove. Slip fingers into left glove, easing glove over hand and fingers as you pull glove on with opposite hand. Pick up right glove with left hand by slipping fingers of gloved hand under the cuff. Insert right hand into glove, spreading fingers slightly to slide into proper areas.

i. Upon completion of resident care, remove contaminated gloves, mask and gown.
j. Remove gloves, turning them inside out (slip gloved fingers of right hand under cuff of opposite hand, touching the glove only. Pull glove down to fingers, exposing thumb. Slip uncovered thumb into opposite cuff. Pull glove down over right hand. With right hand touching the inside of the left glove, pull down over the left hand). Dispose of gloves according to facility policy.
k. Undo waist ties and loosen gown at waist.
l. Turn on faucets, holding a clean paper towel. Discard paper towel in waste can.
m. Wash hands carefully and dry with paper towel. Dispose of paper towel. Turn off faucet with a paper towel. Dispose of paper towel.
n. Using paper towel to operate dispenser, wet hands with anti septic and rub together. Air dry.
o. Undo mask. Holding by ties only, deposit in proper container.
p. Undo neck ties and loosen gown at shoulders.
q. Slip fingers of the right hand inside the left cuff without touching the outside of the gown. Pull gown down and over the left hand. Pull gown down over the right hand with the gown covered left hand.
r. Fold gown with contaminated side inward. Roll and deposit in laundry bag or waste container, if disposable.
s. Rewash hands using same technique.
t. Remove watch from plastic bag or paper towel. Dispose of paper towel.
u. Open door with clean paper towel. Prop door open with foot and drop paper towel in waste can.

46. Making an Occupied Bed:

a. Assemble your equipment: cotton draw sheet or turning sheet for selected residents, bed protectors (if used), bath blanket (if available), pillow cases, regular and fitted sheet, bedspread, blanket, and container for dirty linen.
b. Wash your hands.
c. Identify the resident and explain what you plan to do.
d. Provide for privacy.
e. Place bedside chair at foot of bed. Place linen/supplies on chair in order of use.
f. Adjust the bed to a flat position (unless otherwise indicated) and lock wheels. Raise to comfortable working horizontal height.
g. Loosen all sheets around the entire bed.
h. Take the bedspread and blanket off the bed and fold them over the back of the chair. Leave the resident covered with top sheet or bath blanket.
i. Raise the side rail on the opposite side from where you will be working.
j. Turn the resident to the side toward the raised rail, with a pillow under the head. Assist as necessary.
k. Fold the cotton draw sheet toward the resident and tuck it against resident's back. Protect resident from any soiled matter on the bed.
l. Raise the plastic draw sheet (if it is clean) over the bath blanket and the resident.

m. Roll the bottom sheet towards the resident and tuck it against his/her back. This strips your side of the bed down to the mattress.
n. Take the large clean sheet and fold it in half lengthwise. Do not permit the sheet to touch the floor or your uniform.
o. Place it on the bed, still folded, with the fold running along in the middle of the mattress. The small hem end of the sheet should be even with the foot edge of the mattress. Fold the top half of the sheet toward the resident (this is for the other side of the bed). Tuck the folds against the back, below the plastic draw sheet.
p. Tuck the sheet around the head of the mattress by gently raising the mattress with the hand closet to the foot of the bed and tucking with the other hand.
q. Miter the corner at the head of the mattress. Tuck in the bottom sheet on your side form head to foot of the mattress.
r. Pull the plastic draw sheet toward you, over the clean bottom sheet and tuck in.
s. Place the clean cotton draw sheet over the plastic sheet, folded in half. Keep the fold near the resident. Fold the top half toward the resident, tucking the folds under resident's back, as you did with the bottom sheet. Tuck the free edge of the draw sheet under the mattress.
t. Have the resident roll over the "hump" onto the clean sheets facing toward you. Assist as necessary.
u. Raise the side rail on your side of the bed and lock in place.
v. Go to the other side of the bed and lower side rail.
w. Remove the old bottom sheet and cotton draw sheet from the bed. Put them into the container for dirty linen. Pull the fresh bottom sheet toward the edge of the bed. Tuck it under the mattress from the head to foot. Do this by rolling the sheet up in your hand toward the mattress and pull it as you tuck it under.
x. One at a time, pull and tuck each draw sheet under the mattress.
y. Have the resident turn on his/her back. Assist as necessary.
z. Change the pillowcase and place under the resident's head.
aa. Be sure side rails are up and secure. Lower bed to lowest horizontal position. Replace bedside table and chair. Remove dirty linen according to facility policy.
bb. Make the resident comfortable. Place call bell within reach.
cc. Wash your hands.
dd. Record/report completion of the procedure and note any observations made about the resident.

47. Oral Hygiene for the Unconscious Resident:

a. Assemble your equipment: towel, emesis basin or small basin, disposable gloves, mouth care kit of commercially prepared swabs, or if such kit is not available obtain; tongue depressor, applicators or gauze sponges, lubricant such as glycerine, or a substance used by your facility, or a solution of lemon juice and glycerine.
b. Wash your hands.
c. Identify the resident and explain what you plan to do. Even though a resident seems to be unconscious, he/she may still be able to hear you.

d. Provide for privacy.
e. Stand at the side of the bed and turn the resident's face toward you.
f. Support the resident's face on a pillow covered by a towel.
g. Put the emesis basin (or small basin) on the towel under the resident's chin.
h. Put on your gloves.
i. Place the mouth care equipment near you so you do not have to move.
j. Press on the cheeks and hold the tongue in place with a tongue depressor.
k. Open the commercial package of swabs (if commercial swab is not available, use applicators moistened with solution) and wipe the resident's entire mouth, roof, tongue, and inside the cheeks and lips. Put the used swabs in the basin.
l. Dry the resident's face with a towel. Using a clean applicator put a small amount of lubricant on the resident's lips.
m. Clean your equipment and put it back in proper place. Discard disposable equipment in the proper container.
n. Remove your gloves.
o. Make the resident comfortable. Place call bell within reach.
p. Wash your hands.
q. Record/report completion of the procedure and note any observations made about the resident.

48. Using a Portable Mechanical Resident Lift:

SPECIAL NOTES:
-Never operate a mechanical lift without the assistance of another staff person. Safety requires two people.
-Lock all brakes after positioning lift.
-Check slings and straps for frayed areas or poorly closing clasps.
-Be sure that all locks and straps are fastened securely.
-Reassure resident while moving. Falling is a great fear of residents so be aware of this fact.

a. Assemble your equipment: mechanical lift, sling, blanket or sheet.
b. Wash your hands.
c. Identify the resident and explain what you plan to do.
d. Provide for privacy.
e. Place wheelchair or chair at right angles to foot of bed, facing head of bed. Cover the chair with blanket or sheet.
f. Take lift to resident's bedside. Lock wheels on bed.
g. Roll resident toward you and slide the sling under the resident. Position sling beneath body behind shoulders and buttocks. Be sure that sling is smooth and positioned properly.
h. Attach suspension straps to sling. Check fasteners for security.
i. Position lift frame over bed with base legs in maximum open position and lock.
j. Elevate head of bed and bring resident to semi-sitting position.

k. Attach suspension straps to frame (attach the sling to the lift with the hooks in place facing out). Position resident's arms inside straps. Secure restraint straps, if needed.
l. Have resident fold both arms across chest, if possible. Using the crank, slowly lift resident from the bed. Talk to the resident to comfort them.
m. Guide lift away from the bed. Guide the resident's legs.
n. Position the resident close to chair or wheelchair (with wheels locked). Slowly lower resident into chair or wheelchair. Pay particular attention to the position of the resident's feet (guide the resident's legs).
o. Unhook suspension straps and remove lift.
p. Leave the resident safe and comfortable in the chair for the proper amount of time, according to your instructions.
q. Wash your hands.
r. To get the resident back into the bed, re-hook suspension straps (place the hooks facing out) which are still under the resident.
s. Raise the resident by using the crank on the mechanical lift. Lift resident from the chair into the bed. Have your partner guide the resident's legs. Lower resident into the center of the bed.
t. Remove the hooks from the frame. Remove the sling from under the resident by turning the resident from side to side (assist as necessary).
u. Remake the top of the bed. Put a pillow under the resident's head. Properly position the president. Raise side rails.
v. Make resident comfortable. Place call bell within reach.
w. Record/report completion of the procedure and note any observations made about the resident.

ABRIDGED GLOSSARY

abuse/maltreatment - any willful or negligent act which results in an injury or damage.

active exercise - exercise the resident does for self.

activities of daily living - needs of the resident for daily care.

admission procedures - measures taken when a person enters a long term care facility.

aging process - changes in the body caused by growing older.

ambulatory - able to walk.

apathy - lack of interest or concern.

appetizing - food that looks appealing.

asepsis - state of being free of pathological organisms.

aspiration - materials/particles drawn into the lungs on inspiration.

assault - threat or attempt to injure another in an illegal manner.

attitude - a mood or feeling; mental position with regard to a fact or state.

axillary - armpits; area under the arms.

bacteria - germs, microscopic organisms.

base of support - part of the body that bears the most weight.

battery - physical abuse to resident; unlawful touching of another person with consent, with or without resultant injury.

behavior - non-verbal and/or verbal expression of thoughts and feelings.

ABRIDGED GLOSSARY

blood pressure - refers to two different pressures in the blood system/ systolic pressure (heart contracts) and diastolic pressure (heart in full relaxation).

body alignment - arrangement of the body in a straight line.

body language - gestures that function as a form of communication.

body mechanics - proper use of the human body to do work to avoid injury and strain.

catheter - a tube which is used to withdraw fluid from a body cavity.

charge nurse - the nurse who has the total responsibility for residents during the tour of duty.

chronic - marked by long duration; frequent reoccurrences; not acute.

chronological - relating to arranged in/or according to the order of time.

cognition - process involved in knowing.

coma (unconscious) - lack of awareness; not able to respond, but possible can hear.

communicate - exchange of ideas between two or more people.

comprehension - to understand.

conduct - the way you do things.

confidentiality - containing information whose unauthorized disclosures could be harmful.

confusion - clouding of level of thoughts.

conscious - state of awareness.

ABRIDGED GLOSSARY

consent - permission granted voluntarily by a person in his/her right mind.

contagious - easily transmitted by contact.

contaminated - soiled; contains microorganisms (germs).

contractures - shortening of tissue causing deformity or distortion. Ex. muscle.

constipation - failure of bowels to excrete residue at proper intervals.

convulsion - temporary loss of conscious with severe muscle contractures; fit or generalized spasm.

corn - thickening of the skin, hard or soft, according to location on the foot.

cyanosis -blue/gray color of the skin, lips and/or nailbeds.

death - the end of life; permanent cessation of vital body functions.

decubitus ulcer - pressure sore; bed sore; tissue breakdown.

defamation of character - making damaging or false statements about another person which injures the reputation.

deformity - malformation.

dehydration - there is not a sufficient amount of fluid in the body.

delirium - mental disturbance usually occurring in the course of some infectious disease or under influence of poisonous drugs.

denial - refusal to admit the truth or reality.

ABRIDGED GLOSSARY

dependability - reliable; capable of being depended on.

depression - feeling of dejection which can be characterized by anxiety, discouragement or of inadequacy.

diagnosis - determination of a resident's disease (made by the physician).

diarrhea - water, loose bowel movement (feces).

diastolic - period of relaxation of the heart during which it fills with blood; last thump sound heard when taking blood pressure (bottom reading).

diet - the prescribed allowance of food ordered by the resident's physician.

diabetic - a person who has a disease of the pancreas which does not produce sufficient amounts of insulin.

discharge procedures - measures taken when a resident leaves a long term care facility.

disinfection - killing germs by antiseptics or other methods.

disease - sickness; illness.

disorientation - confusion of time, place and person.

edema - abnormal swelling of a part of the body caused by fluid collecting in that area.

elimination - discharge of waste products from the body by the skin, by the kidneys, by respiration and/or by the intestines.

emotion - subjective feelings; ex. hate, anger, love joy, sadness.

ABBRIDGED GLOSSARY

empathy - understanding; feeling for but not as another feels.

ethics, nursing - system of moral principles governing nursing conduct.

excrement - feces; product of lower intestinal tract; bowel movement.

exploit - to take advantage of.

extremity - a limb of the body.

fever - elevation of body temperature.

flex - to bend.

fragile - easily broken or destroyed; weak.

frustration - an emotion sensation that develops when an individual is prevented from reaching a goal.

goal - the end toward which effort is directed/aimed.

grooming - appearance of the resident.

hallucination - a mistaken sense impression. Any of the five senses can be involved – most frequent is the auditory (hearing).

harassment - mental and emotional abuse. It can be verbal and/or non-verbal.

hierarchy - a graded or ranked series.

health - state of well-being of physical; mental, social and/or spiritual well-being.

health team - made up of all the people who provide services for the residents. The nursing assistant is a vital part of this health team.

ABRIDGED GLOSSARY

hygiene - conditions of practices conductive to health.

hyper- - high.

hypo- - low.

illness - poor health of mind and/or body; presence of disease.

impaction - firmly wedged in.

impairment - to make worse or diminish in some material respect.

impending - probably will happen soon.

incompetence - legal term: individual is unable to handle his personal affairs due to mental impairment.

infection - implantation of germs; spread of disease.

infirmity - weakness, sickness.

inflammation - changes that occur in living tissues when invaded by germs. e.g., redness, swelling, heat and pain.

influenza (flu) - virus infection.

intake - fluids that enter the body.

integrity - soundness, honesty.

integumentary system - protective covering of the body; skin, hair, nails.

intestine - digestive tract beginning at the mouth and ending at the anus.

ABRIDGED GLOSSARY

invasion of resident privacy - public knowledge of a resident's information without consent of wronged resident.

isolation technique - a method of keeping disease (germs) from spreading; to set apart from others.

jaundice - yellow tinge to skin, membranes and eyes.

kidney - organ which secretes urine.

legible - easy to read; clear.

libel - a written or oral defamatory statement or representation that conveys an unjustly unfavorable impression.

long term care facility - a health facility which provides skilled or intermediate nursing care and supportive care on a 24-hour basis to residents whose primary need is for availability of nursing care on an extended basis.

masturbation - self-stimulation of the genital area.

muscle - bundle of contractile fibers which produce movement.

need - a condition of unsatisfied motives.

negligence - failure to use the care that a reasonable prudent and careful person would use in a similar situation.

nutrition - the process of taking in and utilization of food substance.

obese - overweight.

occlude - to obstruct or to block.

ABRIDGED GLOSSARY

organic disease - a disease associated with observable or detectable changes in the organs or tissues of the body.

ostomy - artificially created opening through the abdominal wall that provides a way for the intestinal organs to discharge waste products.

output -fluids discharged by the body.

pallor - paleness, especially of the face.

paralysis - loss of power of movement in one or more parts of the body.

paralyze - to cause loss of muscle control and/or feeling.

passive exercise - exercise that the resident cannot do for self and must be done for the resident.

physical findings - normal, not diseased; concerning body functions.

policy - a definite course of action planned by management.

positioning - arranging.

procedure - a series of steps followed in a regular, definite order.

prostheses - body part that is artificial.

range of motion - exercises which take a body part through the entire ability of its motion.

reality - the environment as it really exists; a real event or state of events.

reality orientation - awareness of environment and self to time, place, person.

ABRIDGED GLOSSARY

recall - remembering a past experience.

respiration - breathing.

responsibility - moral, legal, or mental accountability; something for which a person is responsible.

restraint - any device or instrument used to limit, restrict, or hold resident under control; device or method used to keep a resident from injuring self.

rheumatism - pain, swelling and deformity of joints of unknown cause.

rigidity - stiffness.

role - a behavioral pattern determined by an individual's status in a particular position; roles have specific behavior associated with them.

saliva - fluid secreted by the glands of the mouth.

scalp - part of the human head covered with hair.

secrete - to deposit.

self-abuse - self-deception.

self-neglect - failing to care for or about one's self.

sensitive - easily hurt emotionally; aware of attitudes and feelings of others.

socialization - learning to live together in a group with other human beings.

stethoscope - instrument used to listen to sounds of the body.

stimulate - arouse.

ABRIDGED GLOSSARY

stoma - artificially made opening connecting a body passage with the outside.

stress - a physical, chemical, or emotional factor that causes bodily or mental tension and may be a factor in causing disease.

sympathy - understanding; feeling as another feels; a feeling of sorrow for another.

symptoms - something that indicates the presence of bodily disorder.

systolic - period during which no contraction of heart takes place; the first sound heard when taking blood pressure (top reading).

therapeutic - an act which helps in the treatment of disease or discomfort.

transfer procedures - measures taken when a resident is moving from one room to another or to another facility.

urine - liquid wastes discharged by the kidneys.

vertigo - dizziness.

vital signs - temperature, pulse, respiration and blood pressure.

void - to urinate, to pass water.

COMMON MEDICAL ABBREVIATIONS

Time Abbreviations

a.m.	-morning	stat	-immediately
p.m.	-afternoon or evening	noc	-night
a.c.	-before meals	P.R.N.	-whenever necessary
p.c.	-after meals	q.d.	-every day
B.I.D.	-twice a day	q.h.	-every hour
T.I.D.	-three times a day	q.o.d.	-every other day
Q.I.D.	-four times a day	q3h	-every three hours
H.S.	-bedtime (hour of sleep)	q4h	-every four hours

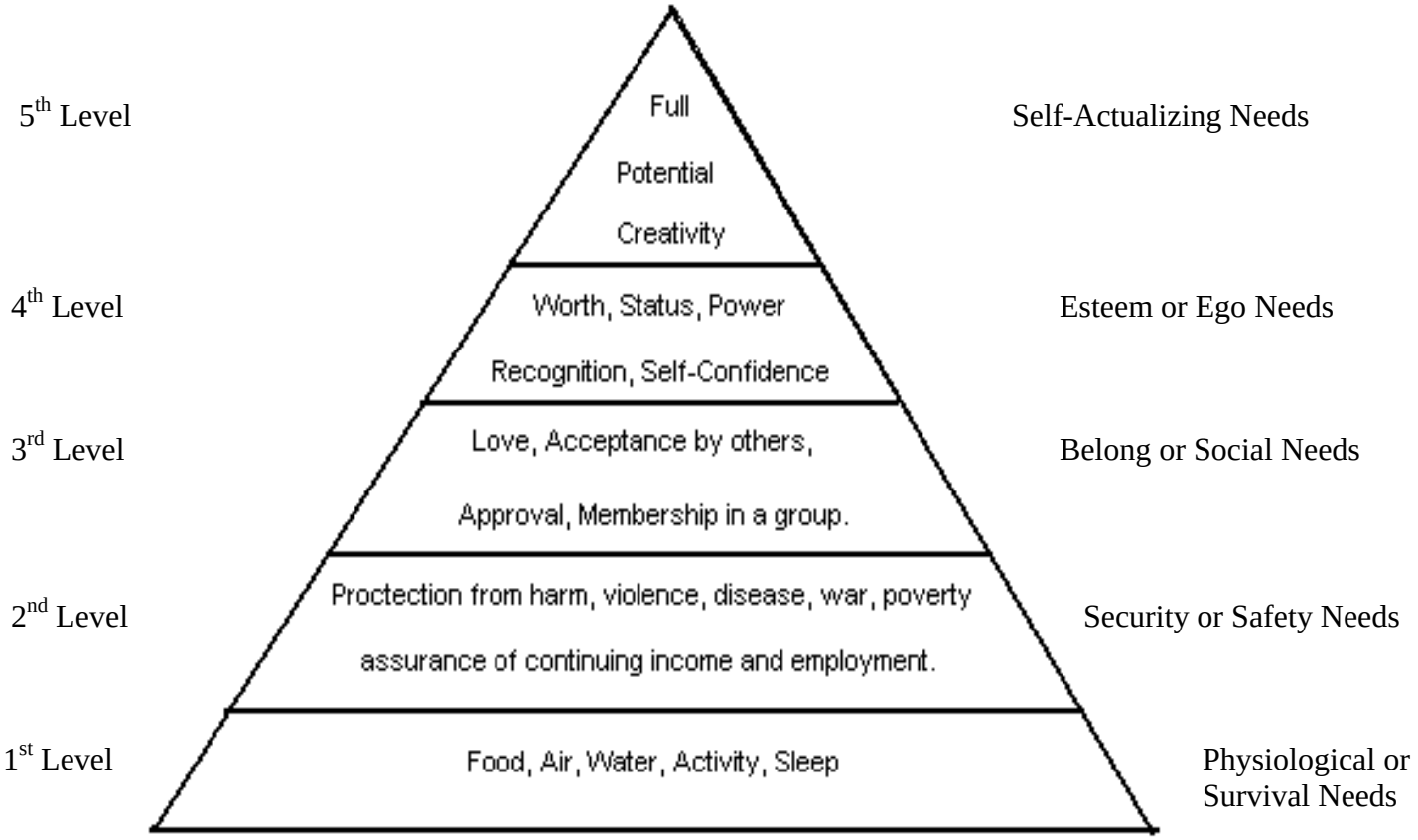
Resident Orders

amt	-amount	NPO	-Nothing by mouth (sometimes NBM)
ax	-axilla		
BM	-bowel movement	P.T.	-physical therapy
BRP	-bathroom privileges	R	-rectal or right
c	-with	ROM	-range of motion
s	-without	spec.	-specimen
ad lib	-as desired	T.W.E.	-tap water enema
DC	-discontinued	S.S.E.	-soap suds enema
ht	-height	w/c	-wheelchair
wt	-weight	TPR	-temperature, pulse, respiration
I&O	-Intake and Output	ADL	-activities of daily living
BP	-blood pressure	V.S.	-vital signs (TPR & BP)

Diagnostic Terms

MI	-Myocardial infarction (heart attack) or mental illness	GI	-gastro intestinal
		GU	-genito-urinary
CVA	-cerebrovascular accident or stroke	CHF	-congestive heart failure
H.O.H.	-hard of hearing	Ca	-cancer
S.O.B.	-short of breath	CV	-cardiovascular
fx	-fracture		

MASLOW'S HIERARCHY OF NEEDS



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Marked Tree, Arkansas

Instructor – Continuing Education Program
Arkansas League for Nursing

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Arkansas State Nurses Association

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REVISION COMMITTEE July, 1992

This curriculum was revised in July 1992 to encompass provisions of the federal regulations issued by the U.S. Department of Health and Human Services (Health Care Financing Administration). Other modifications were made based upon suggestions received from nursing facilities and training providers since implementing this program in July 1989.

The revisions committee included the following individuals:

Ruth Erlene Hamilton	(see previous committee listing)
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Peggy Moody	(see previous committee listing)
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