



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Health Service Regulation

State-approved Curriculum Nurse Aide I Training Program

MODULE A Nurse Aide I

Teaching Guide 2024 Version 2.0



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**



North Carolina Department of Health and Human Services
Division of Health Service Regulation
North Carolina Education and Credentialing Section

NCDHHS is an equal opportunity employer.

Module A – The Nurse Aide I Teaching Guide

Objectives

1. Describe the North Carolina Nurse Aide I
2. Describe resources available that outline the range of functions of the North Carolina Nurse Aide I
3. Explain the requirements for initial listing and renewals on the North Carolina Nurse Aide Registry
4. Explain the Nurse Aide I's role in the delegation of tasks by a licensed nurse
5. Describe the types of tasks performed by nurse aides
6. Compare basic nursing, personal care, and interpersonal skills
7. Describe essential characteristics of a competent, caring nurse aide
8. Explain the differences between an effective team and an ineffective team

Advance Preparation – In General

- Review curriculum and presentation materials
- Add examples or comments to Notes Section
- Set up computer/projector
- Establish Internet connection

Supplies

- Non-professional attire for individuals – extreme make-up, strong perfume/cologne, multiple fake piercings, lots of jewelry, a fake tattoo, a different (interesting) hairstyle to wear (Teaching Tip #A3)

Handouts- Optional

Instructional Resources/Guest Speakers

- Nurse Aide I job descriptions from local long-term care facilities (Teaching Tip #A1)
- **Guest Speaker:** Human Resources Department Employee or Director of Nursing; topic: desirable, employable characteristics, as well as characteristics of a positive work ethic (Teaching Tip #A6)

Advance Preparation – Teaching Tips

- **#A1 Job Descriptions:** Duplicate one or more copies to pass around the classroom.
- **#A3 Dress Non-professionally for Individuals:** Gather and then dress in non-professional attire, such as extreme make-up, strong perfume/cologne, multiple fake piercings, lots of jewelry, a fake tattoo, a different (interesting) hairstyle to wear.

Advance Preparation – Activities

- **#A2 Go Team Worksheet**
- **#A3 NC NURSE AIDE I RENEWAL DATE** form.

Module A – The Nurse Aide I Definition List

AM Care – personal activities done in the morning that include toileting, face/hand wash, and mouth care before/after breakfast

Activities of Daily Living (ADL) – term used in health care to describe everyday things that a resident routinely does, such as hygiene and grooming, dressing, eating, toileting, and transferring

Basic Nursing Skills – essential skills required of nurse aides to deliver competent care to residents in health care settings

Cognition – how messages from the five senses are collected, stored in memory, recovered from memory, and later used to answer questions, respond to requests, and perform tasks; the ability to think logically and clearly

Delegation – the process of assigning part of one's responsibility to another qualified person in a specific situation; transferring responsibility for the performance of an activity or task while retaining accountability for the outcome

Grooming – tasks done to maintain the person's appearance, such as caring for fingernails and hair

Health Care Personnel Registry – listing of unlicensed health care personnel who are being investigated for or have a substantiated finding of neglect or abuse, misappropriation of property of the resident or facility, diversion of drugs belonging to a resident or facility, or fraud against a resident or health care facility

Hygiene – tasks done to keep bodies clean and healthy, such as bathing and brushing teeth

Interpersonal Skills – in a health care setting, generally refers to a health care provider's ability to get along with others while getting the job done

North Carolina Board of Nursing (NCBON) – regulatory body that issues the list of tasks to include in a Nurse Aide I training program that falls within the range of function for nurse aides in North Carolina

North Carolina Board of Nursing Administrative Code – defines range of function for nurse aides in North Carolina

North Carolina Health Care Personnel Education and Credentialing Section – section of the State of North Carolina that provides services for unlicensed health care workers, their employers, and their instructors and maintains the NC Nurse Aide I Registry

North Carolina Nurse Aide I Registry – a registry of all people who meet state and federal training and testing requirements to perform Nurse Aide I tasks in the State of North Carolina

Nurse Aide I in the State of North Carolina – a valued, unlicensed member of the health care team, responsible for providing delegated nursing tasks within a defined range of function for residents (patients/clients) in a variety of settings, and who is listed on the NC Nurse Aide I Registry

OBRA (Omnibus Budget Reconciliation Act) of 1987 – Federal Law enacted by Congress in 1987 to improve the quality of life of residents living in a nursing home environment; comprehensive review/update of regulations, effective November 28, 2016

PM Care – personal activities done in the evening that include toileting, face/hand wash, snack, mouth care, and backrub

Personal Care Skills – tasks that deal with a person's body, appearance, and hygiene, typically done daily

Team – a group of people with a common purpose, assigned tasks, and coordinated effort to get a job done

Work Ethic – is behavior in workplace that includes appearance, communication skills, treatment of others, choices, judgment, and teamwork

Module A – The Nurse Aide I	
(S-1) Title Slide	
(S-2 & S-3) Objectives <ol style="list-style-type: none"> 1. Describe the North Carolina Nurse Aide I. 2. Describe resources available that outline the range of functions of the North Carolina Nurse Aide I. 3. Explain the initial listing and renewal requirements on the North Carolina Nurse Aide Registry. 4. Explain the Nurse Aide I's role in the delegation of tasks by a licensed nurse 5. Describe the types of tasks performed by nurse aides. 6. Compare basic nursing skills, personal care skills, and interpersonal skills. 7. Describe important characteristics of a competent, caring nurse aide. 8. Explain the differences between an effective team and an ineffective team. 	
(S-4) NC Aide I A Nurse Aide I in the State of North Carolina is an essential, unlicensed member of the health care team, responsible for providing delegated nursing tasks within a defined range of functions for residents (patients/clients) in a variety of settings and who is listed on the N.C. Nurse Aide I Registry <ul style="list-style-type: none"> • The Nurse Aide I in NC may also be called nurse aide or nursing assistant • Certified Nursing Assistant or CNA is a term used by the public, including employers. Passing a state-approved nurse aide training program, the state competency test and being listed on the Nurse Aide I Registry is what the public is looking for when they use the term CNA 	Notes:
(S-5) OBRA (Omnibus Budget Reconciliation Act) OBRA is a Federal Law, enacted by Congress, in 1987, with updates in 2016 <ul style="list-style-type: none"> • The purpose of the Act is to improve the quality of life for residents living in a nursing home • One part of OBRA defines requirements for nurse aide training and competency evaluation, and the nurse aide registry; this course and the instructors are here because of OBRA • OBRA discussions will occur throughout the course 	Notes:
(S-6) Range of Function for Nurse Aides The North Carolina Board of Nursing is responsible for defining the range of functions for nurse aides in North Carolina <ul style="list-style-type: none"> • The NCBON issues a list of core tasks to include in Nurse Aide I training programs. These tasks can be found online at NCBON NAI tasks for training programs. • Nurses may delegate other tasks that fall within the range of functions for nurse aides if the tasks meet specific criteria before the delegation of the task occurs 	Notes:

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<p>(S-7) The North Carolina Nurse Aide I Registry North Carolina Nurse Aide I Registry – a registry of all individuals who meet state and federal training and testing requirements to perform Nurse Aide I tasks in the State of North Carolina</p> <ul style="list-style-type: none"> • North Carolina Health Care Personnel Education and Credentialing (NC HCPEC) <ul style="list-style-type: none"> – Section of the State of North Carolina government that provides services for unlicensed health care workers, their employers, and instructors – Maintains N.C. Nurse Aide I Registry – Approves Nurse Aide Training Programs 	Notes:
<p>(S-8) NC Health Care Personnel Registry (NCHCPR) The NC Health Care Personnel Registry (NC HCPR) is a listing of unlicensed health care personnel who are being investigated for/or have a substantiated finding of any of the following:</p> <ul style="list-style-type: none"> • Resident neglect, resident abuse, misappropriation of resident property or health care facility, diversion of drugs belonging to a resident or health care facility, or fraud against a resident or health care facility • Resident neglect, resident abuse, misappropriation of resident property or health care facility committed by nurse aides against nursing home residents are also listed on the N.C. Nurse Aide I Registry.\ • Employers in many health care settings are required to check the Health Care Personnel Registry for allegations or substantiated findings before hiring employees. • According to federal regulations, a nurse aide listed on the Nurse Aide I Registry with a substantiated finding of resident abuse, neglect, and misappropriation of resident property in a nursing home cannot be employed in a nursing home • A Nurse Aide I does not want to be listed on the NCHCPR 	Notes:
<p>(S-9) NC Nurse Aide I Registry Listing Requirements</p> <ul style="list-style-type: none"> • An individual is listed on the Nurse Aide I Registry upon completing a State-approved Nurse Aide I Training Program and passing the National Nurse Aide Assessment Program (NNAAP); the NNAAP test includes: <ul style="list-style-type: none"> – Computer-based testing (CBT) using multiple choice questions – A demonstration of five (5) randomly selected skills • The initial listing period starts on the day you successfully complete the North Carolina state-approved Nurse Aide I 	Notes:

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<p>competency test and ends, or expires, on the last day of the 24th consecutive month</p> <ul style="list-style-type: none"> • An individual may take the NNAAP test up to 3 times after successful completion of a State-approved Nurse Aide I Training Program before retraining must occur 	
<p>(S-10) Nurse Aide I Listing Renewals</p> <ul style="list-style-type: none"> • An individual's listing on the Nurse Aide I Registry is renewed through qualified work experience completed every 24 months • Qualified work experience requires the following: <ul style="list-style-type: none"> – Working a minimum of eight hours during the 24-month listing period – Receiving payment for work experience – Performing nursing or nursing-related services – Supervision by an RN • The Registry listing for any nurse aide who does not work eight hours for pay while being supervised by an RN during the 24-month listing period will expire. Before a nurse aide can continue to work as a Nurse Aide I, the individual must take and pass a state-approved Nurse Aide I training and retake and pass the state competency test before being relisted on the Nurse Aide I Registry • At renewal, the new listing period starts on the last date worked as a Nurse Aide performing nursing or nursing-related duties reported by a Registered Nurse on the Online Employment Verification Form and ends, or expires, on the last day of the 24th consecutive month 	Notes:
<p>(S-11) Online Renewal Form</p> <ul style="list-style-type: none"> • The form to renew a listing on the Nurse Aide I Registry is found online at Nurse Aide I Online Renewal Form. Paper forms are not accepted. • It is the responsibility of the Nurse Aide I to know when their listing expires and how to renew it. You may check your listing expiration date at Verify Nurse Aide I Listing • The nurse aide and RN supervisor must complete and sign their forms online <ul style="list-style-type: none"> – Nurse Aide I Online Renewal Form (Nurse aide to complete) – Nurse Aide I Online Employment Verification Form (RN to complete) • The nurse aide should submit their renewal listing form about three months before the date of listing expires. • (<u>Emphasize to students</u>) A nurse aide <u>cannot</u> work as a Nurse Aide I once their Nurse Aide I listing on the Nurse Aide I Registry expires. 	Notes:

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<p>(S-12) Nurse Aide I Renewal Responsibilities</p> <ul style="list-style-type: none"> • Keep up with your renewal date. The date you pass the state competency test is used to initially list you on the Registry. If you forget it, verify the date online at https://ncnar.ncdhhs.gov • At renewal, the new listing period starts on the last date worked as a Nurse Aide performing nursing or nursing-related duties reported by a Registered Nurse on the Online Employment Verification Form • The two-year renewal period ends, or expires, on the last day of the 24th consecutive month. For example, if your initial NC Nurse Aide I Registry listing date was 10/22/2024, your 2-year renewal date is 10/30/2026 • Remember to submit your renewal listing form about three months before the date your listing expires • Promptly report changes in name, address, email to the registry 	Notes:
<p>(S-13) Job Responsibilities of Nurse Aide</p> <ul style="list-style-type: none"> • Perform delegated basic nursing skills in a competent, caring manner • Perform delegated personal care skills in a competent, caring manner • Use appropriate interpersonal skills to understand, communicate, interact, and relate with other people 	Notes:
<p>(S-14) Tasks of Nurse Aide I on the Job</p> <ul style="list-style-type: none"> • What exactly does delegate mean? • Delegation occurs when a licensed nurse asks a nurse aide to take responsibility for performing a task. The nurse aide must be able to do the task safely and accurately • Nurses use delegation of tasks and legal regulations to assign duties and tasks to others on the health care team • Delegation improves efficiency and shows trust in others. Remember that the nurse is still accountable 	Notes:
<p>(S-15) Basic Nursing Skills</p> <p>Basic Nursing Skills are essential skills required of a nurse aide to deliver competent care to residents in health care settings</p> <ul style="list-style-type: none"> • Examples include: <ul style="list-style-type: none"> – Taking and recording vital signs – Caring for the resident's environment – Recognizing abnormal changes in a resident and reporting such changes to the nurse – Caring for residents when death is imminent 	Notes:

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<ul style="list-style-type: none"> Privacy is key when providing basic nursing skills 	
(S-16) Basic Nursing Skills – Importance <ul style="list-style-type: none"> The performance of basic nursing skills is an important duty of nurse aide Following the resident’s interdisciplinary care plan, following directives from supervisors, and reporting important findings are all critical for the well-being of residents 	Notes:
(S-17) Personal Care Skills Personal care skills are tasks that deal with a person’s body, appearance, and hygiene <ul style="list-style-type: none"> Privacy is key when providing personal care skills They are done daily – in the a.m., p.m., and the time a resident prefers personal care Each individual has their preferences, such as the time of bath, certain soaps, or hairstyles 	Notes:
(S-18) Personal Care Skills – Hygiene and Grooming <ul style="list-style-type: none"> Hygiene <ul style="list-style-type: none"> Tasks performed to keep bodies clean and healthy Examples include bathing and brushing teeth Grooming <ul style="list-style-type: none"> Tasks performed to maintain the person’s appearance while fostering dignity and choice Examples include caring for fingernails and hair 	Notes:
(S-19) Personal Care Skills – Concept of ADLs <ul style="list-style-type: none"> Activities of Daily Living (ADLs) is a common term Hygiene and grooming, plus dressing, eating, transferring, and toileting are examples of ADLs Assisting with ADLs of assigned residents is an important duty of nurse aides 	Notes:
(S-20) Providing Personal Care <ul style="list-style-type: none"> Help residents to be as independent as possible by encouraging them to do as much care for themselves as possible Residents may feel embarrassed accepting help with personal care needs. Nurse aides should be professional and provide privacy during care While assisting with personal care needs, the nurse aide can observe the resident’s skin, mobility, comfort, and cognition 	Notes:

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<p>(S-21) Interpersonal Skills Interpersonal skills are essential skills that are used by a person when working with others</p> <ul style="list-style-type: none"> • These skills are determined by standards and values, culture and environment, heredity, interests, feelings, expectations others have for us, and past experiences • In a health care setting, interpersonal skills generally refer to a health care provider's ability to get along with others while getting the job done 	
<p>(S-22) Interpersonal Skills – Importance</p> <ul style="list-style-type: none"> • Nurse aides interact with a variety of people while on duty. It is important to understand how the nurse aide's actions and attitudes impact those around them, including residents, family members, and co-workers • Use of appropriate interpersonal skills is essential for a successful nurse aide 	Notes:
<p>(S-23) Interpersonal Skills – Nurse Aide's Role</p> <ul style="list-style-type: none"> • When caring for residents, nurse aide should: <ul style="list-style-type: none"> – Empathize (view things or events as the resident views them) – Anticipate residents' needs – Treat residents as unique individuals. Honor resident requests when possible – Display patience and tolerance while trying to understand residents' behavior – Be sensitive to residents' moods. Be mindful of your reactions to their moods 	Notes:
<p>(S-24) Relationships in health care</p> <ul style="list-style-type: none"> • Be respectful to family. Listen well so you can understand concerns they may have • Maintain an open, positive, and professional relationship with each member of the health care team • Effectively communicate and work well with others 	Notes:
<p>TEACHING TIP #A1: Job Descriptions Pass around nurse aide job descriptions obtained from local long-term care facilities</p>	Notes:
<p>(S-25) The Nurse Aide as Employee – Important Qualities</p> <ul style="list-style-type: none"> • A nurse aide must act, behave, and function in a professional manner while at work • A nurse aide must demonstrate an excellent work ethic because of the importance of the position <ul style="list-style-type: none"> – A work ethic is a personal set of values that determines how an employee approaches their work. In other words, a work ethic is one's behavior in the workplace 	Notes:

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<ul style="list-style-type: none"> – It includes appearance, communication skills, treatment of others, attitude, and teamwork <p>TEACHING TIP #A2: Work ethic</p> <ol style="list-style-type: none"> 1. Before beginning this Teaching Tip, ask for a student volunteer to list the student answers. Once completed, make copies of the list, one for each student, if the list is legible. If not, word process the list, or have someone word process it and make copies of it. Give a copy of the list to each student. Word-processed documents can be given to students at a later date. 2. Ask students (paraphrase question if you want): <p>What behaviors does a nurse aide with a good work ethic demonstrate when working? (If a student doesn't have health care experience as a reference, this question would apply to any person they know who demonstrates a good work ethic.)</p> <p>(Options: What do you see an aide with a good work ethic doing at work, or how does a nurse aide with a good work ethic act at work?)</p> <p>If students don't offer many observations, use the more specific questions below:</p> <ul style="list-style-type: none"> – What do you notice about the <u>appearance</u> of a nurse aide with a good work ethic? – What do you notice about the <u>communication skills</u> of a nurse aide with a good work ethic? – What do you notice about how a nurse aide with a good work ethic <u>treats others</u>? – What do you notice about the <u>attitude</u> of a nurse aide with a good work ethic? – What do you notice about how a nurse aide with a good work ethic <u>works with other team members</u>? <p>When returning copies of the list to students, remind them they and their peers created it. Suggest to students that they remember the items on the list as they move forward in their careers, whatever that career may be.</p> 	
<p>TEACHING TIP #A3: Dress Non-professionally</p> <p><u>Instructor</u>: Arrive to class wearing attire considered non-professional by most people.</p>	<p>Notes:</p>

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<p>TEACHING TIP #A4: Discussion About Non-professional Attire</p> <p><u>Ask students the following questions. Give them time to respond (wait at least 15 seconds before prodding students for responses):</u></p> <ul style="list-style-type: none"> • What's your opinion of me based on how I look? • One at a time, what is it about how I look that you consider inappropriate for the workplace? • Would it be OK for a nurse aide to show up looking like this for work? • What might residents and family members think of the nurse aide? 	
<p>(S-26) Professional Appearance</p> <ul style="list-style-type: none"> • Follows facility dress code for uniform and jewelry • Dresses neatly in a modest, clean uniform, without tears or wrinkles, with a facility name badge visible at all times • Wears clean, non-skid, closed-toed, comfortable shoes that fit well and offer support • Wears clean undergarments in appropriate color and style • Bright-colored and patterned undergarments show through white or light-colored clothing. 	Notes:
<p>(S-27) Maintains Excellent Personal Hygiene</p> <ul style="list-style-type: none"> • Maintains neatly trimmed, short, natural, and clean nails without polish • Maintains simple, attractive hairstyle and pulls long hair back away from the face • Maintains excellent personal hygiene (bathes daily, free of offensive odors, without perfume/cologne/after-shave) • Wears clean stockings or socks that fit well • Wears no face jewelry in eyebrows, nose, lips, or tongue • At the most, wears a single pair of stud earrings • Wears no heavy make-up • Flashes a warm and friendly smile 	Notes:
<p>(S-28) 15 Seconds...</p> <ul style="list-style-type: none"> • Just how important is a person's physical appearance? <ul style="list-style-type: none"> – It takes 15 seconds to make a first impression – First impressions are important – whether it be meeting a resident for the first time or showing up for a job interview – Looking good and feeling good about oneself increases self-confidence, which, in turn, increases the likelihood that residents will have confidence in you as a health care provider 	Notes:

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(S-29) Nurse Aide Attitude at Work <ul style="list-style-type: none"> • Patient and understanding • Honest and trustworthy • Conscientious and tries to do their absolute best • Enthusiastic and enjoys the job • Courteous, considerate, and respectful • Cheerful 	Notes:
(S-30) Cares About Others <ul style="list-style-type: none"> • Dependable and responsible • Accountable and willing to admit mistakes • Tolerant of others and keeps opinions to self • Self-aware • Cares for people equally well, no matter race, age, sex, religion, or sexual orientation • Cares about others and what they are going through 	Notes:
(S-31) Mission and Vision of the NC Department of Health and Human Services and the Nurse Aide I <ul style="list-style-type: none"> • The Mission of the NC Department of Health and Human Services (NCDHHS) is that we, in collaboration with our partners, provide essential services to improve the health, safety and well-being of all North Carolinians • The Vision of NCDHHS is that we advance innovative solutions that foster independence, improve health, and promote well-being for all North Carolinians The role of the Nurse Aide I in health care is to improve the health and promote the safety and well-being of the individuals in their care. 	Notes:
(S-32) The Nurse Aide as Employee – Nurse Aide’s Role Carry the mission and vision of NCDHHS as you strive to be the best nurse aide you can be. The citizens of North Carolina are depending on you	Notes:
(S-33) The Role of the Nurse Aide as an Employee <ul style="list-style-type: none"> • Understand the requirements of being a nurse aide in North Carolina and maintain a current listing on the Nurse Aide I Registry • Know what nurse aides are legally allowed to do • Have concern for others and help make their lives happier and more complete – whether it be residents, families, or co-workers; encourage residents to do all they can for themselves • Maintain excellent appearance, grooming, and hygiene while at work 	Notes:

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(S-34) The Workday <ul style="list-style-type: none"> • Report to work on time and when scheduled • Use sick time for just that – sick time • Perform an honest day's work for an honest day's pay • Show respect to boss and supervisors; don't join in when others are criticizing management • Perform tasks delegated by the nurse 	Notes:
(S-35) Being a Nurse Aide <ul style="list-style-type: none"> • Be gentle and kind to residents, families, and co-workers • Be able to put yourself in the other person's shoes and attempt to understand the person (empathy) • Be pleasant, not moody, bad-tempered, or sad, while at work • Respect others and their possessions • Always try your best • Never be afraid to ask when you do not know an answer or how to do something 	Notes:
(S-36) The Nurse Aide as Employee – Nurse Aide's Role <ul style="list-style-type: none"> • Treat residents, families, and co-workers with dignity • Be a team player and help others when you are asked and when you have downtime • Be careful and alert to surroundings at work and to resident cues • Be eager and excited about going to work 	Notes:
(S-37) The Nurse Aide as Employee – Do Not Gossip <ul style="list-style-type: none"> • Be above suspicion with what you say <ul style="list-style-type: none"> – Speak honestly and with kindness – Say only what you mean – Avoid using the word to speak against yourself or to gossip about others – Use the power of your word in the direction of truth and caring <p>Paraphrased from <i>The Four Agreements</i> by Don Miguel Ruiz</p>	Notes:
(S-38) The Nurse Aide I as Employee <ul style="list-style-type: none"> • Do not lie, cheat, or steal (not even a pencil or ink pen) • Always look for the good in others • Always take the opportunity to praise others when the chance arises • Do not use profanity or tell offensive jokes 	Notes:
(S-39) Listen to Your Conscience <p>If you are unsure what you are about to do is right, don't do it – it's your conscience talking!!!!</p>	Notes:

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<p>TEACHING TIP #A5: Self-reflection</p> <p>Instruct students to think about the qualities just listed. Ask students:</p> <ul style="list-style-type: none"> • How do you match up with the personal and professional qualities of a nurse aide as an employee? • What qualities are important to have when caring for residents in a long-term care facility? <p>TEACHING TIP #A6: Guest Speaker</p> <p>Employee from the Human Resources Department or Director of Nursing in a nursing home to speak about desirable, employable characteristics of a nurse aide and a description of a positive work ethic.</p>	
<p>(S-40) The Nurse Aide as a Team Member</p> <p>A team is a group of people with a common purpose, assigned tasks, and coordinated effort to get a job done</p>	Notes:
<p>ACTIVITY #A1: Introducing Teamwork</p> <p>Use your whiteboard for this activity to document answers from the class. Seeing their answers recorded for all to read can be motivating to students.</p> <p>Ask the questions below to the class, listening to and writing the answers from class members on the whiteboard.</p> <p><u>After all questions have been asked by the instructor and answered by the students, supplement their answers with answers in <i>italics</i>.</u></p> <p><u>Instructor says to students:</u> Think about a baseball team.</p> <ol style="list-style-type: none"> 1) What makes the players a team? <i>Interest in the game, practice together over time, common goals</i> 2) What are important qualities of the coach? <i>Coordinate schedules, listen to team members, provide overall vision, foster team spirit</i> 3) What is important about the team members who sit on the bench? <i>Provide backup and team spirit</i> 4) What might need to change when the pitcher is sick? <i>Requires others to have flexibility in roles</i> 5) What happens when the first baseman only attends half of the practices? <i>Other team members may assume the first baseman doesn't want to be part of the team</i> <i>Ask the team member if something else is going on for them right now; listen, don't judge, don't try to solve their problem</i> <i>Increase positive interactions with the team member</i> 	Notes:

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<p><i>Talk about the goal of the team and how the team member contributes to the goal</i></p> <p>6) What happens when the outfielder drops a pop fly and the other team wins the game? <i>Support each other in the disappointment of losing the game. NO BLAME, NO SHAME</i></p> <p>Answers may include, but not be limited to the following:</p> <ul style="list-style-type: none"> • Common interests and goals • Recognition of players' strengths and weaknesses • Understanding of other team members' roles • Promotion of confidence in other members • Flexibility in roles • Mechanism for conflict resolution (besides fist fighting) • Supporting each other 	
<p>(S-41) Definition of a Team</p> <ul style="list-style-type: none"> • Work together and function as a whole • Communicate with each other • Coordinate work activities and share responsibilities • Receive assignments to ensure that each team member knows what to do, what is expected of them, and how to plan work schedules • The nurse aide is a member of a health care team 	Notes:
<p>(S-42) Qualities of an Effective Team</p> <ul style="list-style-type: none"> • Climate – informal, comfortable, and relaxed; members are interested and involved • Communication – open and two-way, ideas and feelings encouraged • Interactions – inclusive and trusting; people like each other and like working with each other • Goals and tasks are appropriate, understood, and modified so that work gets done • Leaders lead, and members participate in a respectful and cooperative manner • Everyone pulls together – high levels of inclusion, trust, liking, and support • Problem-solving is high – when a problem arises, people consult with appropriate resources and work to resolve the problem 	Notes:
<p>TEACHING TIP #A7: Consequences of Being Late or a No-Call/No-Show</p> <ul style="list-style-type: none"> • A no-call/no-show occurs when an employee does not show up for a scheduled shift and doesn't call or notify the facility about the absence • <u>Ask students the following questions: (Give them time to respond; wait at least 15 seconds before prodding students</u> 	Notes:

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<p>for responses) What might the results be if you (the nurse aide) are late for work? What if you did not show up for work one day without letting the facility know?</p> <ul style="list-style-type: none"> • <u>Instructor shares possible consequences after students have answered the questions:</u> <ul style="list-style-type: none"> – First offense: a written warning or equivalent reprimand – Second offense: a work suspension or mandatory meeting with HR or a manager – Third offense: a no call no show termination letter may be issued 	
<p>(S-43) Qualities of an Ineffective Team</p> <ul style="list-style-type: none"> • The climate is tense • Communication is closed and one-way; ideas and feelings are discouraged; members are hesitant to speak up • Interactions are based on authority only; people with more power dominate and look down on people they feel are unequal and undeserving of their time • Goals are unclear, misunderstood, or forced; may result in not getting the job done • The highest authority does decision-making with minimal group involvement • Distrust among members and members forced to conform • Disagreements or conflicts are ignored, denied, suppressed and do not demonstrate getting along • Problem-solving is low; criticism is destructive; members are attacked; job doesn't get done 	Notes:
<p>(S-44) Group Commitment</p> <ul style="list-style-type: none"> • Feel strong sense of belonging • Enjoy being with each other • Ask each other for advice • Seek and provide support in times of difficulty • Value each other and contribution each makes • Are motivated and want to do a good job • Share good feelings openly • Feel the goals of the group are important and achievable 	Notes:
<p>(S-45) ACTIVITY #A2: Go Team Worksheet (Individual)</p> <p>Direct students to the worksheet in the Student Manual. Read the instructions aloud. When everyone is finished with the worksheet, go over the answers. Ask students:</p> <ul style="list-style-type: none"> • Why is it important to be a positive team member? • Think about teams you have been on in the past (church team, sports team, work team, or other kind of team). Were the teams effective? • Why were they effective, or why were they not effective? 	Notes:

Module A – The Nurse Aide I	
<p>(S-46) ACTIVITY #A3: Quiz Time</p> <p>Quiz Time to help students remember their listing and renewal dates. Quiz is not graded.</p> <p>Refer to the student copy of the Nurse Aide I Renewal Date handout in the Student Manual. Have students print their names on the handout. The students will fill out their original listing day when they pass the state test. From this date, they can calculate their first renewal date.</p> <ul style="list-style-type: none"> • Read Question #1 aloud. <p>#1. What date is used to list a nurse aide on the Nurse Aide I Registry for the first time? <i>Remind students to write their answers on the prepared sheet of paper.</i></p> <ul style="list-style-type: none"> • Move to Question #2 when all students have answered #1. • Read Question #2 aloud. <p>#2. You were listed on the Nurse Aide I Registry on 01/14/2023. What is your listing renewal date? <i>Remind students to write their answers on the prepared sheet of paper.</i></p> <ul style="list-style-type: none"> • Quiz is over <hr/> <p>Review after quiz is over</p> <ul style="list-style-type: none"> • When you and the students are ready, read Question #1 and read the following answer to #1 aloud: <p>#1. What date is used for the first listing of a nurse aide on the Nurse Aide I Registry? <i>Ask for volunteers to share their answers. If no one shares, move on to the answer.</i></p> <p>Answer: The date a candidate passes the two-part state test is used for the initial listing of a nurse aide on the Nurse Aide I Registry.</p> • When you and the students are ready, read Question #2 and read the following answer to #2 aloud: <p>#2. You were listed on the Nurse Aide I Registry on 04/14/2024. What is your listing renewal date? <i>Ask for volunteers to share their answers. If no one shares, move on to the answer.</i></p> <p>Answer: The initial listing period starts on the day you successfully complete the North Carolina state-approved Nurse Aide I competency test and ends, or expires, on the last day of the 24th consecutive month.</p> 	Notes:

#1 Activity #A2

Go Team Worksheet

Instructions: Read the following conversations overheard in various health care settings. Decide whether a member of an effective or ineffective team is talking. Place a checkmark in the correct box.

Conversation	Effective	Ineffective
1. "No, I won't get Mr. James to the bathroom because he is not my resident."		
2. "I can't wait until the staff Christmas party!"		
3. "Why don't you help Mrs. Smith with the bedpan, and I'll turn Mr. Peters."		
4. "If I have to sit in another end-of-shift report with that witch, Mrs. Brown, I'll scream!"		
5. "Don't you think Jackie is a good charge nurse?"		
6. "I really enjoy working with you, Katie."		
7. "Hey Marty, let's go turn all our residents together."		
8. "Cindy, I sure do see why we can't keep any Nurse Aides here. I've been here the longest and I've only been here eight months!"		
9. "That Mary, she looks like a horse whenever she shakes her head, no."		
10. "Guess what I heard about Johnnie? It will really shock you!"		
11. "I am really glad to be a part of the care planning team."		
12. "You are such a good person to work with."		
13. "The infection control nurse said we only had a 2% infection rate. We did better on our goal than we predicted."		
14. "Sophie, you know Mrs. Atkins better than anyone. Why do you think she seems so unhappy?"		
15. "Gee, Betsy, I sure am glad you and Sam resolved the disagreement about the luncheon date."		
16. "Hey, Cecil, can I ask your advice about something?"		
17. "I don't care what you think, Missy. We are not going to do it that way. We are going to do it my way."		
18. "That's a stupid goal. How in the world will we ever achieve that?"		
19. "You will do it now because I said so!"		
20. "Man, I never seem to get done with all my assigned work."		
21. "Frankly, I don't care what you think."		

#2 Activity #A2**Go Team Worksheet Answer Key**

Conversation	Effective	Ineffective
1. "No, I won't get Mr. James to the bathroom because he is not my resident."		X
2. "I can't wait until the staff Christmas party!"	X	
3. "Why don't you help Mrs. Smith with the bedpan, and I'll turn Mr. Peters."	X	
4. "If I have to sit in another end-of-shift report with that witch, Mrs. Brown, I'll scream!"		X
5. "Don't you think Jackie is a good charge nurse?"	X	
6. "I really enjoy working with you, Katie."	X	
7. "Hey Marty, let's go turn all our residents together."	X	
8. "Cindy, I sure do see why we can't keep any Nurse Aides here. I've been here the longest and I've only been here eight months!"		X
9. "That Mary, she looks like a horse whenever she shakes her head, no."		X
10. "Guess what I heard about Johnnie? It will really shock you!"		X
11. "I am really glad to be a part of the care planning team."	X	
12. "You are such a good person to work with."	X	
13. "The infection control nurse said we only had a 2% infection rate. We did better on our goal than we predicted."	X	
14. "Sophie, you know Mrs. Atkins better than anyone. Why do you think she seems so unhappy?"	X	
15. "Gee, Betsy, I sure am glad you and Sam resolved the disagreement about the luncheon date."	X	
16. "Hey, Cecil, can I ask your advice about something?"	X	
17. "I don't care what you think, Missy. We are not going to do it that way. We are going to do it my way."		X
18. "That's a stupid goal. How in the world will we ever achieve that?"		X
19. "You will do it now because I said so!"		X
20. "Man, I never seem to get done with all my assigned work."		X
21. "Frankly, I don't care what you think."		X

FIRST NC NURSE AIDE I RENEWAL DATE

Name: _____

**I was first listed on the NC Nurse Aide I
Registry on:**

Date: _____

**The first time I renew my listing on the NC
Nurse Aide I Registry falls on:**

Date: _____