

Correlation of
The Nursing Assistant: Essentials of Holistic Care, Brief Edition, 2nd Edition
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 Sue Roe
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 to
 Wisconsin
DHS 129.07 Standards for nurse aide training programs

(1) CURRICULUM FOR A NURSE AIDE TRAINING PROGRAM. The training program shall include theory and practice in all of the following care areas:

CURRICULUM REQUIREMENTS	CORRELATING PAGES	CHAPTER, SECTION, MAIN TOPIC
(a) Interpersonal communication and social interaction. The program shall include the theory of and practice in communicating and interacting on a one-to-one basis with a client; serving as part of a team implementing client care objectives; demonstrating sensitivity to a client's emotional; social and psychological needs through directed interactions; and skills that enable expressions of age-appropriate behavior by allowing a client to make personal choices and by reinforcing behavior that supports a client's sense of dignity. After completion of this portion of the training program, a nurse aide shall do all of the following:		
<i>1. Identify the components of a caregiver-client relationship and be able to recognize and demonstrate understanding of all of the following:</i>		
a. The uniqueness of each client, in terms of that person's age, disability, family status, financial status, gender, marital status, race, and sexual orientation, and cultural, generational, social, ethnic, religious or other background, values or characteristics.	275–276	Ch 12, Appreciating Diversity, 12.1, What is Diversity?
	277–278	Ch 12, Appreciating Diversity, 12.1, What Are Challenges to Appreciating Diversity?
	279–281	Ch 12, Appreciating Diversity, 12.1, What Is Cultural Humility?
b. The needs of a client with Alzheimer's disease, dementia, mental illness, intellectual disability, or other cognitive disabilities or impairments.	528–529	Ch 21, Mental and Emotional Health, Disabilities, and Cognitive Disorders, 21.2, What Is Delirium and What Are Its Challenges?
	529–534	Ch 21, Mental and Emotional Health, Disabilities, and Cognitive Disorders, 21.2, How Can Nursing Assistants Care for Residents With Dementia?
	513	

	513–513	Ch 21, Mental and Emotional Health, Disabilities, and Cognitive Disorders, 21.1, What Are Mental and Emotional Health?
	514–517	Ch 21, Mental and Emotional Health, Disabilities, and Cognitive Disorders, 21.1, What Are Mental Health Conditions?
	525–526	Ch 21, Mental and Emotional Health, Disabilities, and Cognitive Disorders, 21.1, What Are The Different Types Mental Health Conditions?
	526–528	Ch 21, Mental and Emotional Health, Disabilities, and Cognitive Disorders, 21.1, How Can Nursing Assistants Deliver Care After Trauma and Injury?
c. Ways both nurse aides and clients can cope with stress.	133–134	Ch 7, Human Behavior, Needs, and Work-Life Balance, 7.2, What it the Relationship Among Mind, Body, and Spirit?
	134–136	Ch 7, Human Behavior, Needs, and Work-Life Balance, 7.2, How Does the Mind-Body-Spirit Connection Influence Caregiving?
	137	Ch 7, Human Behavior, Needs, and Work-Life Balance, 7.2, What is Stress?
	137–140	Ch 7, Human Behavior, Needs, and Work-Life Balance, 7.2, How Can Stress Be Managed?
	140–141	Ch 7, Human Behavior, Needs, and Work-Life Balance, 7.2, What is the Best Way to Create a Work-Life Balance?
	344	Ch 15, Vital Signs, Height, and Weight, 15.1, Culture Care: Anxiety About Vital Signs
	571	Ch 23, Certification, Employment, the Workplace, and Lifelong Learning, 23.2, What Will Your Work Environment Be Like?
d. What constitutes caregiver misconduct.	14–15	Ch 1, The Holistic Nursing Assistant, 1.2, What Are Personal and Professional Boundaries?

	42–44 44–46	Ch 3, Legal and Ethical Practice, 3.1, What is the Legal Scope of Practice for Nursing Assistants? Ch 3, Legal and Ethical Practice, 3.1, Which Laws and Regulations Affect Nursing Assistants?
e. The messages conveyed by body language, speech and facial expressions.	33–35 256–257	Ch 2, Understanding Healthcare, 2.2, How Can Staff Members Communicate Effectively? Ch 11, Communication and Caring, 11.1, What is Holistic Communication?
2. Demonstrate an ability to establish effective relationships with clients and be able to do all of the following:		
a. Communicate with clients in a respectful manner that affords clients dignity.	256–257	Ch 11, Communication and Caring, 11.1, What is Holistic Communication?
b. Explain procedures and activities to clients before carrying out those procedures or beginning those activities.	260–262 306	Ch 11, Communication and Caring, 11.1, How Can Communication Be Improved? Ch 14, Mobility, 14.1, How Should Residents Be Positioned, Turned, Transferred, and Lifted?
c. Demonstrate concern for clients who have long-term or disabling illnesses or who are dying.	543–547	Ch 22, End-of-Life Care, 22.1, How Do Nursing Assistants Provide Holistic Care for Those Who Are Dying?
d. Identify developmental tasks associated with the aging process.	208 209–211	Ch 9, The Body's Anatomy and Physiology, 9.2, How Do Lifestyle Choices and Aging Affect Body Systems? Ch 9, The Body's Anatomy and Physiology, 9.2, How Do Lifestyle Choices and Aging Affect Body Systems?
3. Demonstrate an ability to use appropriate verbal and nonverbal communication skills with clients and be able to do all of the following:		
a. Recognize effective listening techniques.	260–262	Ch 11, Communication and Caring, 11.1, How Can Communication Be Improved?
b. Distinguish assertive from aggressive responses.	270–271	Ch 11, Communication and Caring, 11.3, How Can Conflict Be Resolved?
c. Identify the difference between non-acceptable and acceptable touching during job performance.	14–15	Ch 1, The Holistic Nursing Assistant, 1.2, What Are Personal and Professional Boundaries?

	135–136 265	Ch 7, Human Behavior, Needs, and Work-Life Balance, 7.2, How Does the Mind-Body-Spirit Connection Influence Caregiving? Ch 11, Communication and Caring, 11.2, What Are Caring Skills?
d. Identify therapeutic interventions and specialized techniques for responding to client's wandering and confusion.	532–534	Ch 21, Mental and Emotional Health, Disabilities, and Cognitive Disorders, 21.2, How Can Nursing Assistants Care for Residents with Dementia?
4. Recognize common barriers to communication, including language, vision changes, hearing loss, speech problems, memory loss, disorientation, and pain.	258–260	Ch 11, Communication and Caring, 11.1, What Are Barriers to Effective Communication?
5. Demonstrate an ability to promote the independence of clients within the limitations of their physical, mental and intellectual impairments by fostering self-help skills through appropriate responses to clients' attempts to provide self care, including recognizing clients' level of ability in self care activities.	9 14–15 70–72 111 113 135–136 217 329 337–338	Ch 1, The Holistic Nursing Assistant, 1.1, What is a Typical Day for a Nursing Assistant? Ch 1, The Holistic Nursing Assistant, 1.2, What Are Personal and Professional Boundaries? Ch 4, Safe Practice, 4.3, How is a Restraint-Free Environment Promoted and Maintained? Ch 6, Holistic Care, 6.1, What Are Levels of Care? Ch 6, Holistic Care, 6.1, What Are the Different Types of Care Delivery? Ch 7, Human Behavior, Needs, and Work-Life Balance, 7.2, How Does the Mind-Body-Spirit Connection Influence Caregiving? Ch 10, Diseases, Conditions, and Pain, 10.1, How Can You Help Yourself and Residents Achieve Wellness? Ch 14, Mobility, 14.3, What Are Rehabilitation and Restorative Care? Ch 14, Mobility, 14.3, What Assistive Devices Help Achieve Independent Living?

	415–419	Ch 18, Personal Hygiene, 18.1, What Are Personal Hygiene and Grooming Responsibilities?
	466–467	Ch 19, Health Eating and Nutritional Challenges, 19.2, Adaptive and Assistive Eating Equipment
	469–470	Ch 19, Health Eating and Nutritional Challenges, 19.2, Adaptive and Assistive Eating Equipment
	528	Ch 21, Mental and Emotional Health, Disabilities, and Cognitive Disorders, 21.1, How Can Nursing Assistants Deliver Care After Trauma and Injury?
	532	Ch 21, Mental and Emotional Health, Disabilities, and Cognitive Disorders, 21.2, How Can Nursing Assistants Care for Residents with Dementia?
6. Identify the role of the family and other persons of importance to the client in the client's care and as resources for client emotional support.	5	Ch 1, The Holistic Nursing Assistant, 1.1, What Do You Need to Know to Become a Holistic Nursing Assistant?
	14	Ch 1, The Holistic Nursing Assistant, 1.2, What Professional Qualities, Attitudes, and Behaviors are Expected from a Nursing Assistant?
	533–534	Ch 21, Mental and Emotional Health, Disabilities, and Cognitive Disorders, 21.2, How Can Nursing Assistants Care for Residents with Dementia?
	538–539	Ch 22, End-of-Life Care, 22.1, How Do Family Traditions and Spiritual and Religious Beliefs Influence Dying and Death?
	543–544; 546	Ch 22, End-of-Life Care, 22.1, How Do Nursing Assistants Provide Holistic Care for Those Who Are Dying?
(b) Basic nursing skills. The program shall include the theory of and practice in basic nursing skills, including bed making, taking vital signs, measuring height and weight, caring for the client's environment, measuring fluid and nutrient intake and output, assisting in the provision of proper nutritional care, walking or transferring the client using body mechanics and appropriately selected equipment with regard to principles of client care ergonomics, and maintaining infection control and safety standards. A nurse aide shall do all of the following:		

1. Use acceptable personal hygiene.	12	Ch 1, The Holistic Nursing Assistant, 1.2, What Professional Qualities, Attitudes, and Behaviors are Expected from a Nursing Assistant?
2. Recognize the components of working relationships.	12–14 14–15 25 35–36 36	Ch 1, The Holistic Nursing Assistant, 1.2, What Professional Qualities, Attitudes, and Behaviors are Expected from a Nursing Assistant? Ch 1, The Holistic Nursing Assistant, 1.2, What Are Personal and Professional Boundaries? Ch 2, Understanding Healthcare, 2.1, Which Healthcare Staff Members Work with Nursing Assistants? Ch 2, Understanding Healthcare, 2.2, What Are the Functions of the Healthcare Team? Ch 2, Understanding Healthcare, 2.2, How Can I Be An Effective Member of the Healthcare Team?
3. Identify how and when to seek guidance, using the supervisory channels of communication within the facility or agency.	33–34 36	Ch 2, Understanding Healthcare, 2.2, How Can Staff Members Communicate Effectively? Ch 2, Understanding Healthcare, 2.2, How Can I Be An Effective Member of the Healthcare Team?
4. Use proper body mechanics.	61 61–63	Ch 4, Safe Practice, 4.1, What Are Body Mechanics? Ch 4, Safe Practice, 4.1, How Are Proper Body Mechanics Used?
5. Demonstrate an understanding of the meaning of common medical terms and abbreviations.	180–181 181–184	Ch 9, The Body's Anatomy and Physiology, 9.1, What is Medical Terminology? Ch 9, The Body's Anatomy and Physiology, 9.1, How is the Human Body Described?
6. Observe and report changes in client behavior and physical status, including signs and symptoms of common diseases and conditions.	8 291–292	Ch 1, The Holistic Nursing Assistant, 1.1, What Are the Responsibilities of a Nursing Assistant?

	<p>293–293</p> <p>518</p> <p>527–528</p> <p>529–530</p> <p>530–534</p> <p>544–546</p>	<p>Ch 13, Planning, Observing, and Documenting Care, 13.2, What Are Objective and Subjective Observations?</p> <p>Ch 13, Planning, Observing, and Documenting Care, 13.2, How Does Accurate Reporting Make a Difference in Care?</p> <p>Ch 21, Mental and Emotional Health, Disabilities, and Cognitive Disorders, 21.1, What Care is Available for Residents with Mental Health Conditions?</p> <p>Ch 21, Mental and Emotional Health, Disabilities, and Cognitive Disorders, 21.1, How Can Nursing Assistants Deliver Care After Trauma and Injury?</p> <p>Ch 21, Mental and Emotional Health, Disabilities, and Cognitive Disorders, 21.2, What Is Delirium and What Are Its Challenges?</p> <p>Ch 21, Mental and Emotional Health, Disabilities, and Cognitive Disorders, 21.2, How Can Nursing Assistants Care for Residents with Dementia?</p> <p>Ch 22, End-of-Life Care, 22.1, How Do Nursing Assistants Provide Holistic Care for Those Who Are Dying?</p>
7. Recognize when a client may be choking and respond appropriately.	96–99	Ch 5, Emergencies and Disasters, 5.1, What Should Be Done If Someone Is Choking?
8. Recognize the normal physical and psychological changes associated with aging.	<p>208–211</p> <p>128–130</p> <p>130</p> <p>130–131</p> <p>131–132</p>	<p>Ch 9, The Body’s Anatomy and Physiology, 9.2, How Do Lifestyle Choices and Aging Affect Body Systems?</p> <p>Ch 7, Human Behavior, Needs, and Work-Life Balance, 7.1, What Are Human Needs?</p> <p>Ch 7, Human Behavior, Needs, and Work-Life Balance, 7.1, How Do People Grow and Develop?</p> <p>Ch 7, Human Behavior, Needs, and Work-Life Balance, 7.1, What is Behavior?</p> <p>Ch 7, Human Behavior, Needs, and Work-Life Balance, 7.1, How Do Generational</p>

		Differences Affect Behavior and Attitudes?
9. Identify the basic principles of nutrition and hydration.	453–455	Ch 19, Healthy Eating and Nutritional Challenges, 19.1, What Nutrients Are Most Important?
10. Recognize and report deviations from a client's normal food and fluid intake and output.	467–471	Ch 19, Healthy Eating and Nutritional Challenges, 19.2, What Are the Nursing Assistant's Responsibilities in Assisting Residents with Meals?
11. Recognize the basic requirements of commonly prescribed therapeutic diets.	461–464	Ch 19, Healthy Eating and Nutritional Challenges, 19.2, What Nutritional Support is Available for Residents?
12. Use common measures to promote a client's skin integrity, considering the client's ethnicity, race and age.	440–441 209 219–221	Ch 18, Personal Hygiene, 18.2, How Can Nursing Assistants Help Maintain Skin Integrity? Ch 9, The Body's Anatomy and Physiology, 9.2, How Do Lifestyle Choices and Aging Affect Body Systems? Ch 10, Diseases, Conditions, and Pain, 10.1, Which Diseases and Conditions Affect the Integumentary System?
13. Demonstrate appropriate techniques in walking, transferring, positioning and transporting clients.	303–318 319–321 322–327	Ch 14, Mobility, 14.1, How Should Residents Be Positioned, Turned, Transferred, or Lifted? Ch 14, Mobility, 14.2, How Should a Nursing Assistant Assist with Ambulation? Ch 14, Mobility, 14.2, How Are Assistive Devices Used During Ambulation?
14. Recognize and respond appropriately to unsafe environmental conditions, including damp floors, frayed electrical cords and loose hand rails.	58–60 65 65–67 67–68 76–77 78–79	Ch 4, Safe Practice, 4.1, How Do Nursing Assistants Ensure Safety? Ch 4, Safe Practice, 4.2, What Causes Falls? Ch 4, Safe Practice, 4.2, How Can Falls Be Prevented? Ch 4, Safe Practice, 4.2, What Should Be Done if a Resident Falls? Ch 4, Safe Practice, 4.4, How Should a Nursing Assistant Respond to a Fire? Ch 4, Safe Practice, 4.4, What Are Electrical and Chemical Hazards?

15. Recognize and respond appropriately to emergency situations including following emergency evacuation procedures.	86–88	Ch 5, Emergencies and Disasters, 5.1, What First Aid Guidelines Are Important?
	88–91	Ch 5, Emergencies and Disasters, 5.1, What is Basic Life Support?
	91–93	Ch 5, Emergencies and Disasters, 5.1, How Should Chest Pain, Heart Attacks, and Strokes Be Handled?
	93–94	Ch 5, Emergencies and Disasters, 5.1, What is Anaphylaxis?
	94–95	Ch 5, Emergencies and Disasters, 5.1, What is the Best Method for Responding to Burns?
	95–96	Ch 5, Emergencies and Disasters, 5.1, What Should Be Done if Someone is Poisoned?
	96–99	Ch 5, Emergencies and Disasters, 5.1, What Should Be Done If Someone Is Choking?
	99–100	Ch 5, Emergencies and Disasters, 5.1, What Happens When a Person Faints?
	100–101	Ch 5, Emergencies and Disasters, 5.1, What is the Appropriate Way to Respond to a Seizure?
	100–103	Ch 5, Emergencies and Disasters, 5.1, What is a Hemorrhage and How Can it Be Controlled?
	105–106	Ch 5, Emergencies and Disasters, 5.2, What is the Best Way to Respond to a Disaster?
16. Demonstrate appropriate hand washing techniques.	153–158	Ch 8, Infection Prevention and Control, 8.2, What Are Standard Precautions?
17. Understand and use commonly used alternatives to restraints in accordance with current professional standards.	45–46	Ch 3, Legal and Ethical Practice, 3.1, Which Laws and Regulations Affect Nursing Assistants?
	70–72	Ch 4, Safe Practice, 4.3, How is a Restraint-Free Environment Promoted and Maintained?
18. Maintain the safety and cleanliness of client care areas.	153	Ch 8, Infection Prevention and Control, 8.2, What Is Asepsis?
	164–165	Ch 8, Infection Prevention and Control, 8.2, What Are Standard Precautions?

	168–169	Ch 8, Infection Prevention and Control, 8.2, What is an Exposure Control Plan?
19. Make use of proper isolation technique.	158–163; 166–167	Ch 8, Infection Prevention and Control, 8.2, What Are Standard Precautions?
20. Perform commonly accepted infection control practices, including proper gloving technique and proper disposal of blood and body fluids and secretions.	158–165	Ch 8, Infection Prevention and Control, 8.2, What Are Standard Precautions?
21. Make occupied and unoccupied beds.	395–402	Ch 17, Restful Environment, 17.1, What is the Proper Way to Make a Bed?
22. Measure temperature, pulse and respiration.	343–352 352–356 356–357	Ch 15, Vital Signs, Height, and Weight, 15.1, How is Temperature Measured? Ch 15, Vital Signs, Height, and Weight, 15.1, What is Pulse? Ch 15, Vital Signs, Height, and Weight, 15.1, What is the Rate of Respiration?
23. Measure a client's weight and height.	364–369	Ch 15, Vital Signs, Height, and Weight, 15.2, Why is it Important to Measure Height and Weight?
24. Record objective information.	291–293	Ch 13, Planning, Observing, and Documenting Care, 13.2, What Are Objective and Subjective Observations?
25. Apply nonprescription ointments to unbroken skin areas.	440	Ch 18, Personal Hygiene, 18.2, How Can Nursing Assistants Help Maintain Skin Integrity?
26. Recognize the general effects of prescribed routine medications.	249–250 518	Ch 10, Diseases, Conditions, and Pain, 10.2, What is the Best Way to Observe and Report Pain? Ch 21, Mental and Emotional Health, Disabilities, and Cognitive Disorders, 21.1, What Care is Available for Residents with Mental Health Conditions?
27. Recognize therapeutic interventions and specialized non-pharmacological pain control interventions.	249–251 543	Ch 10, Diseases, Conditions, and Pain, 10.2, What is the Best Way to Observe and Report Pain? Ch 22, End-of-Life Care, 22.1, What Care is Available to Those Who Are Dying?

28. Assist with care of clients when death is imminent.	543–547	Ch 22, End-of-Life Care, 22.1, How Do Nursing Assistants Provide Holistic Care for Those Who Are Dying?
29. Assist with post-mortem care.	550–553	Ch 22, End-of-Life Care, 22.1, How Do Nursing Assistants Assist with Postmortem Care?
30. Maintain the safety and cleanliness of areas where food is stored.		
(c) Personal care skills. The program shall include the theory of and practice in basic personal care skills, including bathing, mouth care, grooming, dressing, toileting, and assistance with eating, hydration and skin care. A nurse aide shall demonstrate the ability to do all of the following:		
1. Give a complete or partial bed bath to a client and assist a client in taking a bath or a shower.	415–419	Ch 18, Personal Hygiene, 18.1, What Are Personal Hygiene and Grooming Responsibilities?
2. Provide care of the client's perineal area.	431–434	Ch 18, Personal Hygiene, 18.1, What Are Personal Hygiene and Grooming Responsibilities?
3. Apply appropriate oral hygiene practices when assisting a client with oral hygiene, including caring for the client's dentures.	424–428	Ch 18, Personal Hygiene, 18.1, What Are Personal Hygiene and Grooming Responsibilities?
4. Care for a client's nails, hair and skin.	419–424; 428–431 440–441	Ch 18, Personal Hygiene, 18.1, What Are Personal Hygiene and Grooming Responsibilities? Ch 18, Personal Hygiene, 18.2, How Can Nursing Assistants Help Maintain Skin Integrity?
5. Shave and shampoo a client, including applying nonprescription medicated shampoos.	420–424	Ch 18, Personal Hygiene, 18.1, What Are Personal Hygiene and Grooming Responsibilities?
6. Dress and undress a client.	434–438	Ch 18, Personal Hygiene, 18.1, What Are Personal Hygiene and Grooming Responsibilities?
7. Prepare a client for meals.	467–471	Ch 19, Healthy Eating and Nutritional Challenges, 19.2, What Are the Nursing Assistant's Responsibilities in Assisting Residents with Meals?
8. Assist in feeding a client, including helping a client use adaptive devices and feeding utensils and encouraging a	465–467 467–471	Ch 19, Healthy Eating and Nutritional Challenges, 19.1, What Nutritional Support is Available for Residents?

client to eat nutritionally balanced meals.	460–461	Ch 19, Healthy Eating and Nutritional Challenges, 19.2, What Are the Nursing Assistant's Responsibilities in Assisting Residents with Meals? Ch 19, Healthy Eating and Nutritional Challenges, 19.1, What Can Make Mealtimes Enjoyable?
9. Assist a client with bowel and bladder elimination.	483–489 497–498	Ch 20, Hydration and Elimination, 20.2, How Can Nursing Assistants Help with Urinary Elimination? Ch 20, Hydration and Elimination, 20.2, How Can Nursing Assistants Help with Bowel Elimination?
(d) Basic restorative services. The program shall include the theory of and practice in providing restorative services. Basic restorative services include the application of assistive devices for ambulation; eating and dressing; maintenance of range of motion through appropriate exercises; proper turning and positioning both in bed and chair; proper transferring techniques; bowel and bladder training; and care and use of prosthetic devices such as hearing aids, artificial eyes and artificial limbs. A nurse aide shall demonstrate the ability to do all of the following:		
1. Recognize the importance of bowel and bladder programs.	507–508	Ch 20, Hydration and Elimination, 20.2, What Are Bladder and Bowel Retraining?
2. Recognize the method for maintaining and improving musculoskeletal functioning by promoting joint mobility, body alignment and movement, including being able to do all of the following:		
a. Position clients by use of pillows, towel rolls, padding and footboards.	303; 305–308	Ch 14, Mobility, 14.1, How Should Residents Be Positioned, Turned, Transferred, and Lifted?
b. Perform simple range of motion exercises.	330–337	Ch 14, Mobility, 14.3, What Are Some Ways to Increase Circulation and Exercise?
c. Assist clients in the use of crutches, walkers, wheelchairs, canes, prostheses and appliances.	322–327 313–316	Ch 14, Mobility, 14.2, How Are Assistive Devices Used During Ambulation? Ch 14, Mobility, 14.1, How Should Residents Be Positioned, Turned, Transferred, and Lifted?
3. Transfer clients safely and according to principles of patient care ergonomics and with proficiency in use of available	313–317	Ch 14, Mobility, 14.1, How Should Residents Be Positioned, Turned, Transferred, and Lifted?

equipment that is used to transfer clients. Note: Equipment used to transfer clients includes, but is not limited to, mechanical lifts, friction reducing devices; wheelchairs and gait belts.		
4. Reinforce breathing exercises, including coughing and deep breathing.		
5. Help clients use hearing aids and visual aids.	520–522 522–523	Ch 21, Mental and Emotional Health, Disabilities, and Cognitive Disorders, 21.2, How Should Nursing Assistants Assist Residents with Vision Impairment or Loss? Ch 21, Mental and Emotional Health, Disabilities, and Cognitive Disorders, 21.2, How Should Nursing Assistants Assist Residents with Hearing Impairment or Loss?
(e) Rights of clients. 1. The program shall provide instruction on the principles of and requirements relating to clients' rights. The nurse aide shall demonstrate an understanding of all of the following obligations:		
a. Providing privacy for clients in treatment, living arrangements and personal care needs.	44–46 49	Ch 3, Legal and Ethical Practice, 3.1, Which Laws and Regulations Affect Nursing Assistants? Ch 3, Legal and Ethical Practice, 3.2, What Does it Mean to Act Ethically?
b. Maintaining the confidentiality of client health and personal records.	295–296	Ch 13, Planning, Observing, and Documenting Care, 13.3, How Should Healthcare Records Be Handled?
c. Allowing clients to make personal choices to accommodate the clients' needs.	45–46 524 544	Ch 3, Legal and Ethical Practice, 3.1, Which Laws and Regulations Affect Nursing Assistants? Ch 21, Mental and Emotional Health, Disabilities, and Cognitive Disorders, 21.2, Which Disabilities Are Due to Congenital and Genetic Disorders? Ch 22, End-of-Life Care, 22.1, How Do Nursing Assistants Provide Holistic Care for Those Who Are Dying?

d. Providing help clients need in getting to and participating in activities, including client and family group meetings.	216–217 533	Ch 10, Diseases, Conditions, and Pain, 10.1, How Can You Help Yourself and Residents Achieve Wellness? Ch 21, Mental and Emotional Health, Disabilities, and Cognitive Disorders, 21.2, How Can Nursing Assistants Care for Residents With Dementia?
e. Maintaining the personal possessions of clients in good and secure condition.	396 403	Ch 17, Restful Environment, 17.1, What is the Proper Way to Make a Bed? Ch 17, Restful Environment, 17.1, How Can Nursing Assistants Promote a Healing Environment?
f. Interacting with clients without abusing or neglecting the clients.	45–47	Ch 3, Legal and Ethical Practice, 3.1, Which Laws and Regulations Affect Nursing Assistants?
g. Interacting with clients without misappropriating the clients' property.	396 403	Ch 17, Restful Environment, 17.1, What is the Proper Way to Make a Bed? Ch 17, Restful Environment, 17.1, How Can Nursing Assistants Promote a Healing Environment?
h. Immediately reporting to appropriate facility or agency staff every instance of abuse or neglect of a client or misappropriation of a client's property as defined in s. DHS 13.03 (1), (12), and (14).	42–43 46–47	Ch 3, Legal and Ethical Practice, 3.1, What is the Legal Scope of Practice for Nursing Assistants? Ch 3, Legal and Ethical Practice, 3.1, Which Laws and Regulations Affect Nursing Assistants?
2. The nurse aide shall demonstrate behavior that recognizes that clients have rights and that the aide respects those rights. The nurse aide shall do all of the following:		
a. Demonstrate respect and concern for each client's rights, preferences and awareness of age, color, disability, family status, financial status, gender, marital status, race, sexual orientation, and ethnic, cultural, social, generational and religious differences.	45 113 131–132 148 184	Ch 3, Legal and Ethical Practice, 3.1, Which Laws and Regulations Affect Nursing Assistants? Ch 6, Holistic Care, 6.1, What Are Different Types of Nursing Care Delivery? Ch 7, Human Behavior, Needs, and Work-Life Balance, 7.1, How Do Generational Differences Affect Behavior and Attitudes? Ch 8, Infection Prevention and Control, 8.1, What is the Inflammatory Response?

	249	Ch 9, The Body's Anatomy and Physiology, 9.1, What is Medical Terminology?
	257	Ch 10, Diseases, Conditions, and Pain, 10.2, What is the Best Way to Observe and Report Pain?
	275–276	Ch 11, Communication and Caring, 11.1, What is Holistic Communication?
	276–278	Ch 12, Appreciating Diversity, 12.1, What is Diversity?
	279–281	Ch 12, Appreciating Diversity, 12.1, What Are Challenges to Appreciating Diversity?
	281–282	Ch 12, Appreciating Diversity, 12.2, What Is Cultural Humility?
	306	Ch 12, Appreciating Diversity, 12.2, How Can a Nursing Assistant Integrate Cross-Cultural Communication into Care?
	374	Ch 14, Mobility, 14.1, How Should Residents Be Positioned, Turned, Transferred, and Lifted?
	396	Ch 16, Physical Examination and Specimen Collection, 16.1, What Types of Physical Examinations Are Performed?
	420	Ch 17, Restful Environment, 17.1, What is the Proper Way to Make a Bed?
	452–453	Ch 18, Personal Hygiene, 18.1, What Are Personal Hygiene and Grooming Responsibilities?
	498	Ch 19, Healthy Eating and Nutritional Challenges, 19.1, Why Do People Have Different Food Preferences?
	514	Ch 20, Hydration and Elimination, 20.2, How Can Nursing Assistants Help with Bowel Elimination?
	538–540	Ch 21, Mental and Emotional Health, Disabilities, and Cognitive Disorders, 21.1, What Are Mental Health Conditions?
	541	Ch 22, End-of-Life Care, 22.1, How Do Family Traditions and Spiritual and Religious Beliefs Influence Dying and Death?

		Ch 22, End-of-Life Care, 22.1, How Are Loss and Grief Expressed?
b. Show respect for cultural, ethnic and religious food preferences.	280 452–453	Ch 12, Appreciating Diversity, 12.2, What Is Cultural Humility? Ch 19, Healthy Eating and Nutritional Challenges, 19.1, Why Do People Have Different Food Preferences?
c. Recognize what constitutes abuse of clients and demonstrate an understanding of how to interact with clients without abusing them or without appearing to abuse them.	42–43 46–47	Ch 3, Legal and Ethical Practice, 3.1, What is the Legal Scope of Practice for Nursing Assistants? Ch 3, Legal and Ethical Practice, 3.1, Which Laws and Regulations Affect Nursing Assistants?
d. Demonstrate prevention and intervention skills with combative clients that balance appropriate client care with a need to minimize the potential for injury to the aide and others.	72 269–271 518 530 532–533	Ch 4, Safe Practice, 4.3, When Should Restraints Be Used? Ch 11, Communication and Caring, 11.3, What Strategies Can Be Used to Manage Anger? Ch 21, Mental and Emotional Health, Disabilities, and Cognitive Disorders, 21.1, What Care is Available for Residents with Mental Health Conditions? Ch 21, Mental and Emotional Health, Disabilities, and Cognitive Disorders, 21.2, What Is Delirium and What Are Its Challenges? Ch 21, Mental and Emotional Health, Disabilities, and Cognitive Disorders, 21.2, How Can Nursing Assistants Care for Residents with Dementia?
e. Recognize the role of state and federal regulatory agencies in licensing or otherwise approving providers and in investigating complaints of abuse of client property.	4 41–42 43–44 45–47	Ch 1, The Holistic Nursing Assistant, 1.1, How Do You Become a Nursing Assistant? Ch 3, Legal and Ethical Practice, 3.1, How Do Accreditation and Licensure Affect Healthcare? Ch 3, Legal and Ethical Practice, 3.1, What is the Legal Scope of Practice for Nursing Assistants? Ch 3, Legal and Ethical Practice, 3.1, Which Laws and Regulations Affect Nursing Assistants?

f. Demonstrate an understanding of the process by which a client or staff member may file a complaint on behalf of a client and seek redress for a perceived violation of client rights.	46–47	Ch 3, Legal and Ethical Practice, 3.1, Which Laws and Regulations Affect Nursing Assistants?
g. Recognize the role of client advocacy groups as client resources.		
h. Demonstrate awareness of how to file a complaint with the department regarding operations within the provider setting.		
(f) Dementias. The program shall include instruction about dementia and specific techniques for meeting the basic needs of clients with dementia. The nurse aide shall demonstrate an understanding of all of the following:		
1. The nature of dementia, including the cause, course and symptoms of the impairment. The effects that brain changes have on the person's moods, abilities and functioning.	528–529 529–534	Ch 21, Mental and Emotional Health, Disabilities, and Cognitive Disorders, 21.2, What Is Delirium and What Are Its Challenges? Ch 21, Mental and Emotional Health, Disabilities, and Cognitive Disorders, 21.2, How Can Nursing Assistants Care for Residents with Dementia?
2. The effects on the client of staff verbal and nonverbal communication with the client and means of modifying these communications and approaches to facilitate effective interaction between clients and staff.	532–534	Ch 21, Mental and Emotional Health, Disabilities, and Cognitive Disorders, 21.2, How Can Nursing Assistants Care for Residents with Dementia?
3. The feeding and fluid intake problems associated with dementia and the specialized techniques for addressing those problems.	531–533	Ch 21, Mental and Emotional Health, Disabilities, and Cognitive Disorders, 21.2, How Can Nursing Assistants Care for Residents with Dementia?
4. The effect of the environment on clients with dementia and the appropriate environmental stimuli to use with those clients to reduce stress and maximize normal functioning and how to incorporate strategies that preserve function and prevent excess disability.	533	Ch 21, Mental and Emotional Health, Disabilities, and Cognitive Disorders, 21.2, How Can Nursing Assistants Care for Residents with Dementia?

5. Possible causes of dementia related symptomatic behavior changes, specifically focusing on understanding behavior as an attempt to communicate unmet needs and then how to address the unmet need including an understanding of how pain impacts behavior.	528–529 529–533	Ch 21, Mental and Emotional Health, Disabilities, and Cognitive Disorders, 21.2, What Is Delirium and What Are Its Challenges? Ch 21, Mental and Emotional Health, Disabilities, and Cognitive Disorders, 21.2, How Can Nursing Assistants Care for Residents with Dementia?
6. Ways to help the person with dementia continue meaningful involvement in his or her day, the importance of structure and routine and the incorporation of the person's life story and past interests, routines, tastes, values and background.	533	Ch 21, Mental and Emotional Health, Disabilities, and Cognitive Disorders, 21.2, How Can Nursing Assistants Care for Residents with Dementia?
7. The stress involved for the client, family and nurse aide in caring for a client with dementia and techniques for coping with this stress and ways to address the person with dementia's core needs of having self-esteem boosted, being useful, giving and receiving love, and caring for self and others.	533–534	Ch 21, Mental and Emotional Health, Disabilities, and Cognitive Disorders, 21.2, How Can Nursing Assistants Care for Residents with Dementia?