



# **Certified Alzheimer Caregiver (CAC™) Candidate Handbook**

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## About This Handbook

This Handbook serves as the principal source of information for those applying to take the Certified Alzheimer Caregiver (CAC™) Examination. Since every situation and every applicable rule cannot be cited in a document like this, other NCBAC™ policies, practices, and instructions, may also apply.

This Handbook provides the information you will need about

- Eligibility Requirements
- Application Procedures and Fees
- Examination Scheduling
- Examination Content and Scoring

You are advised to periodically check our website ([www.NCBAC.net](http://www.NCBAC.net)) for any changes in the NCBAC™ policies, requirements, or forms that may be made after this Handbook is published. Although the NCBAC™ gives candidates as much advance notice as possible when policies and procedures change, it is always your responsibility to make sure that you are fully informed about the current requirements and policies. You should also consult the website to learn about any modifications that may be made in eligibility, exam administration, exam content, or other policies.

### Handbook Edition and Policy

The policies and procedures in this Handbook may be modified, amended, or cancelled by the NCBAC™ at any time, with or without notice. When policies are changed, you may be notified in writing, by e-mail, or by the issuance of a revised edition of this Handbook. This edition of the Handbook supersedes all prior policies or procedures as to the subjects addressed in it and all representations, oral or written. The NCBAC™ strongly recommends carefully reading and thoroughly understanding every topic in this Candidate Handbook.

### Privacy

For security reasons, before any information is released over the phone, the caller will be asked for identifying information. You may be asked to provide, for example, your date of birth or your address. This security feature helps the NCBAC™ protect your personal information from being inappropriately released. Examination scores are never released over the phone.

### Confidentiality Policy

The NCBAC™ respects the privacy of all examination candidates. All materials submitted or received in connection with applications and all examination scores are held in confidence, except upon permission for disclosure from the applicant or candidate or except as required by law, including governmental licensing bodies upon appropriate written request.



## Non-Discrimination Policy

The NCBAC™ does not discriminate on the basis of race, color, age, gender, sexual orientation, political or religious beliefs, disability, marital or familial status, ancestry, national origin, or any other category that is protected by federal law or other applicable laws and regulations.



## About The NCBAC™

### **Mission Statement**

The mission of the NCBAC™ is to offer a national certification program that promotes the public good by providing credentialing and registry services for those who care for people with Alzheimer's disease and related disorders.

The NCBAC™ also grants support and educational resources, as well as acknowledgment and recognition to those who dedicate their lives to caring for others.

### **History of the NCBAC™**

The National Certification Board for Alzheimer Care (NCBAC™) is rooted in the traditions of the University of Chicago. Dr. Donna Surges Tatum became aware of quality of caregiver issues in Alzheimer care through Ms. Janis Nowak, a student of hers at the University of Chicago Graham School in April of 2004. Ms. Nowak is President of a company of assisted living homes for persons with Alzheimer disease and other dementias. As part of her company's training program for caregivers, a certificate was given to them upon completion of the course. Because of Dr. Surges Tatum's interest in quality delivery of healthcare she began to investigate Alzheimer care and soon discovered there is no nationally recognized board that administers a certification of persons involved in Alzheimer care.

Meaningful Measurement, founded by Dr. Surges Tatum, undertook and made the commitment to investigate, and if needed, develop and support a nationally recognized examination which would then lead to certification in the area of Alzheimer care. Dr. Surges Tatum and colleagues spent a significant amount of time and research to identify skills, job tasks and competencies necessary to caring for persons with dementia. They determined that there is a distinct body of knowledge necessary to competently perform the job of caring for people with dementia. They also determined that there was a distinct body of knowledge for individuals who provided education and training to the caregivers.

In October 2004, Meaningful Measurement organized the first meeting of interdisciplinary experts at the Irving B. Harris Graduate School of Public Policy Studies at the University of Chicago. These individuals discussed the feasibility of developing examinations and offering certification credentials for the Alzheimer caregiver and the Alzheimer Caregiver. The decision was made to move forward to develop national certification examinations in these areas. The NCBAC™ was born.

### **Test Development**

The task of writing test questions was initially undertaken by the Test Development Committee (TDC). Six members of the National Communication Association (NCA), recruited by Dr. Surges Tatum, wrote questions on effectively communicating with persons who have Alzheimer's, their families and with medical professionals as well as adult learning theories and techniques. Dr. Surges Tatum recruited



additional professionals to write questions in the areas of ethics, patients' rights, behavior, caregiver needs, safety and basic knowledge of the disease based on the guidelines and job tasks identified early in the process.

Beginning in February 2005, the TDC met monthly at the University of Chicago Harris Graduate School of Public policy to rigorously review, revise and approve test questions or items. Each multiple choice item is written with a stem, one right answer and three distracters. Rationale and citations for the correct answer are included. Every item is coded according to Bloom's taxonomy by content and difficulty and placed in the item bank.

In January 2006, the item bank was reviewed in its entirety. The test questions/items were sent out for external evaluation by experts across the country. The evaluations were compiled and given to the TDC for review in June 2006. The TDC reviewed the evaluations, constructed the Alzheimer caregiver and Alzheimer Caregiver examinations, and set preliminary scores for passing. The tests were then piloted in eight states (FL, OH, IL, WI, MN, AZ, WA). Approximately 150 individuals took each test. The tests were scored and the data analyzed. The TDC reviewed the items and data collected to ensure the validity and fairness of the test. The CAC™ and CAC™ tests are now available at more than 220 Pearson VUE Professional Testing Center across the United States and Canada.

For more information on our test development process, please visit our website at [www.NCBAC.net](http://www.NCBAC.net). In addition to detailed information on our methods, you will also find a comprehensive timeline as well as a list of those dedicated people who made up our Test Development Committee, Item Writers and External Reviewers.



## Eligibility

### Definition of Candidate

The candidate for this test is someone who cares for those with Alzheimer's disease and other dementias. Candidates may be family members, or those who work in the home, at an adult daycare center, or in assisted living, nursing home, hospital or other care facility. They may or may not have a high school degree. They may or may not be a Certified Nurse Aide (CNA).

Upon passing the examination, the Certified Alzheimer Caregiver has demonstrated knowledge and understanding of the special needs and circumstances of persons with Alzheimer's and other dementias and their families. They have the competence to work on a practical level with this population, using their knowledge of the disease to apply strategies to produce the best possible environment of care.

### Caregiver Pledge: An Ethics Statement for Candidates

Candidates for this certification are expected to adhere to the following pledge:

As a Certified Alzheimer Caregiver, I pledge to

- Respect the unique humanity of each individual with whom I work
- React quickly and professionally to the physical needs of my clients
- Maintain the dignity of the person under my care to the greatest extent possible
- Continue to learn new skills and strategies to assist my clients
- Respond compassionately to the fears and uncertainties expressed by my clients



## Requirements

Age: 18 years of age or older

Experience: Direct care or supervision of those who provide direct care to persons with dementia

- Paid or Unpaid
- Minimum of 15 hours per week
  - 12 months of experience OR
  - 6 months experience if candidate is a CNA, LPN or RN
  - Experience need not be earned in consecutive months of work

Training: 15 hours in specific dementia care training within the last two years

Training may relate to any topic area listed on the NCBAC™ Caregiver Content Guideline (see page 24). Please review the Guideline carefully. The following can be used for training credits:

### **On-line training**

The training site/provider must issue you a certificate.

### **Participation in employer sponsored training or community based program**

You may include any formal training (1) offered by an employer or (2) completed/attended in your community.

### **Conferences**

You may include any conferences related to aging or eldercare that you have attended. Credit hours are as follows: 3 hours per ½ day or 6 hours per full day

### **Supporting Documentation for Your Submissions**

You do not have to include any supporting documentation with your application form. However, you may be asked during the application process or in future random audits to provide the following:

Online Courses:	Copy of Certificate
Conferences:	Proof of Registration





Please note that while you will not be asked to provide the following information on your application to take the CAC™ Exam, NCBAC™ reserves the right to ask for confirmation of your training at any time. The following outlines the information required should you be asked to verify your training experience.

**Table of Training Requirements**

<b>Training Requirements</b>	<b>Online Training</b>	<b>Employer or Community Based Class</b>	<b>Conference</b>
<b>Name</b>	Name of Course	Name of Course	Name of Conference
<b>Location</b>	Website	Name of facility where training took place	City/State where conference was held
<b>Dates</b>	Month/Year Training Completed	Month/Year training completed	Month/Year conference was held
<b>Number of Hours</b>	Determined by Training Provider	Determined by Training Provider	3 hours per ½ day 6 hours per 1 day
<b>Contact Name</b>	NA	Person to verify	NA
<b>Phone Number</b>	NA	Phone number for person listed above	NA



## Examination Fees

The fee to take the CAC™ exam is \$165.00. (Fees may increase at any time)

### Payment Types

- Preferred: Credit Card: VISA, MasterCard or AMEX (online application only)
- Certified Check or Money Order (by mail only; application approval will be delayed)
- Employer Check or Voucher (by mail only; application approval will be delayed)

### Please Note

- Fees are due at time of application
- All fees payable to NCBAC™
- All fees payable in US\$ dollars only
- Personal checks **not** accepted

### Retake Fees

Candidates who must retake the CAC™ Exam are required to pay the full testing fee of \$165.

### Refunds

Examination fees paid for an exam not yet taken will be refunded upon written request, minus a \$45 processing fee. Refunds will not be issued in the following circumstances:

1. Your involvement in cheating or fraud at any point in the application/testing process
2. Registering for an exam and not taking the exam due to lateness or absenteeism
3. Registering for an exam and rescheduling less than one business day prior to your appointment
4. Failing to take the exam within 90 days of your application date

### Fraud, Cheating, and Forfeiture of Fees

In the event of a fraudulent application, submission of fraudulent documents, introduction of fraud at any point in the application process, or cheating on any NCBAC™ examination, the NCBAC™ reserves the right to confiscate all fees to offset any administrative or legal costs associated with the investigation and/or adjudication of the case.



## Online Caregiver Course

The Alzheimer Caregiver Course is a great educational tool to use for training caregivers in Alzheimer and dementia care. The Course is a self-paced online resource to use for direct care staff as a stand-alone training program or in conjunction with in-person training. There are 10 modules with practice quiz questions at the end of each module. The Course follows the NCBAC™ CAC™ Content Guideline and Test Plan. The Course may be purchased for an additional \$99 while completing the application for the CAC™ exam.

The Course includes:

- voice-over narration of all content
- color slides with animation
- updated content on medications
- additional content on the roles and responsibilities of the caregiver
- additional content on legal and ethical issues
- additional case examples.

Questions are included at the end of each module to test learning. These questions are written in the NCLEX style of writing items. A Glossary of Terms and Reference Guide are also included for candidates.

A demo of the course is available here: <https://ncbac.net/content/alzheimer-caregiver-guide-1/>

After completing the course, a candidate should be prepared to take the Certified Alzheimer Caregiver™ (CAC™) Exam. A major advantage of this course is unlimited 24/7 online access through PCs, laptops, smart phones and tablets. *You have 30 days of access to the course upon purchase, unless purchased with the CAC™ Exam. CAC™ candidates will have 90 days of access to the course, or until the exam is taken (whichever comes first).*

Caregiver Course fees are non-refundable.



## Application Process

To be deemed eligible to take the CAC™ exam, you must meet all of the following requirements:

Submit the CAC™ Exam application completed in full which includes that you acknowledge

- ✓ that you have reviewed the Examination Content Outline
- ✓ that you have training in the content subject areas
- ✓ and agree in writing to abide by NCBAC™ policies

Pay the required fee

Your signature on the CAC™ Exam Application means that you understand and agree to certain conditions as part of your application. Specifically:

1. You acknowledge and agree to abide by all applicable NCBAC™ policies and procedures, including the consequences of noncompliance.
2. The information entered on or in connection with your application is accurate and correct to the best of your knowledge. If the information is not true or accurate, your application may be denied.
3. You authorize NCBAC™ to obtain additional information about your qualifications and application for testing.
4. You recognize that telling or sending others information about NCBAC™ exam questions or content can result not only in a denial to release examination scores but also in possible legal action against you.

How to Apply (Note: Credit Card Payments are only accepted for online applications)

- ✓ Apply & Make Credit Card Payment On-line at [www.NCBAC.net](http://www.NCBAC.net)

Approval to Test

Once your application is approved, the NCBAC™ will issue a Notice to Schedule (NTS) to you via email. The NTS will include your client id and all the information you will need to register for the exam through Pearson VUE. There is an approximate 5-day wait to schedule your exam after payment is received.



### **Application Expiration**

If you are unable to test within 90 days of your approval to test date, you will be required to reapply as a new candidate subject to all application and fee requirements in place at that time. Fees are not refundable.

### **Withdrawing an Application**

You may withdraw your application at any point by submitting a written request to the NCBAC™. Fees are refundable, minus a \$45 processing fee. Candidates who have withdrawn their applications and reapply in the future must reapply as new candidates subject to all application and fee requirements in place at that time.

### **Special Accommodations Requests**

The NCBAC™ complies with the Americans with Disabilities Act of 1990 (ADA), and will accommodate requests from qualified candidates with a diagnosed disability for accommodations to take the CAC™ Exam if the request is reasonable and properly documented and does not fundamentally alter the examination or jeopardize exam security. To request accommodations, consult the Special Accommodations Handbook and submit the ADA Accommodations Request Form. If you require accommodations in the application process itself, contact the NCBAC™ for assistance.

### **Foreign Language Testing**

The NCBAC™ currently offers the CAC™ Exam in the English language only.

### **Translators**

Translators are not available at any test site.



## Scheduling an Exam at Pearson VUE

The NCBAC™ examinations are administered year-round at test sites throughout the United States. Once you are approved to take the exam, you will receive a Notice to Schedule that you must use to register for the test date and test site of your choice. Note that your exam fee will be forfeited for failure to appear for a scheduled appointment or upon expiration of the NTS. We recommend that you schedule your examination as soon as you receive your NTS so that you have the best opportunity to get the date and location that you want. You may use the online scheduler at [www.pearsonvue.com/NCBAC/](http://www.pearsonvue.com/NCBAC/), or call Pearson VUE's Customer Service Call Center at 800-933-3055 toll free Monday through Friday, 7:00 AM to 7:00 PM US Central Time.

### Registration Confirmation and Reporting Time

After you schedule your examination, Pearson VUE will send you, via regular mail, specific information about the date, time and location of the test you are registered to take. The mailing will include directions to the test site and reporting time. It may be helpful to bring your registration confirmation notice with you to the test center.

### Changing Your Exam Registration

You may change your test date or test site online ([www.pearsonvue.com/NCBAC/](http://www.pearsonvue.com/NCBAC/)), or via the Customer Service Call Center (800-933-3055). You may not make changes less than one business day prior to your appointment without forfeiting all fees.

### Test Center Locations

Please check the Web site [www.pearsonvue.com/NCBAC/](http://www.pearsonvue.com/NCBAC/) for current test center information. The NCBAC™ examinations are administered at Pearson Professional Centers (PPC). You can link to take an online tour of a PPC at [www.pearsonvue.com/NCBAC/](http://www.pearsonvue.com/NCBAC/).

### Computer-Based Testing Tutorial

A tutorial is available at [www.pearsonvue.com/NCBAC/](http://www.pearsonvue.com/NCBAC/) for candidates to learn how to navigate the test on a computer and to familiarize themselves with the computer-based testing experience. The tutorial includes a Guided Tour that demonstrates all of the functions that you will use when taking the computer-based examination, including how to answer questions and change answers.

The tutorial also includes a Demonstration Test that will give you an opportunity to become familiar with the operations of the computer-based examination. The demonstration test is not a practice test with content related to Dementia Care. Rather, it is designed to provide candidates with the opportunity to use all of the functions to enter responses, view diagrams, scroll pages, etc. We strongly advise all candidates to make time to view the tutorial prior to taking the examination.



## Examination Day – Pearson VUE

### Confidentiality and Exam Security

The NCBAC™ requires you to maintain the confidentiality and security of the test questions on its examinations. All those who take the CAC™ Exam are required to acknowledge that they understand and agree to the following:

The examination is the exclusive property of the National Certification Board for Alzheimer Care. The NCBAC™'s examinations, and the items contained therein, are protected by United States copyright law. No part of an examination may be copied or reproduced or transmitted to any other person in part or in whole by any means whatsoever, including memorization. The theft or attempted theft of an examination, in whole or in part, is punishable as a felony.

Your participation in any irregularity occurring during the examination, such as giving or obtaining unauthorized information or aid, as evidenced by observation or subsequent statistical analysis, or any other examination irregularity, including but not limited to the failure to report any information about any irregularity or any suspected cheating, may be sufficient cause for the NCBAC™, at its sole discretion, to terminate your participation, invalidate the results of your examination, seek monetary compensation, or take other appropriate action. Candidates who cheat or attempt to cheat on the examination, or who otherwise breach the NCBAC™'s security policies and procedures, will have their exam scores cancelled, will forfeit all fees, may be barred from re-applying to take the CAC™ Exam and will be subject to all examination and fee requirements in place at the time they may choose to reapply, and may be subject to legal action.

### Report Time and Check In

Arrive at the test center at least 30 minutes before your appointment. Allow yourself sufficient time to find the test site. The NCBAC™ does not have information on nearby lodging or parking for the test centers. You are advised to gather this information before the test day to avoid unnecessary delays. It may be helpful to travel to the test center on the same day of the week and same time of your appointment, prior to the actual test day, to ascertain traffic patterns and travel time to the location. All candidates must sign-in at the test site before the exam can begin. A digital photograph and fingerprint will be taken as part of the check-in procedures.

### Candidates Granted Special Accommodations

Candidates who have been granted special accommodations will receive a confirmation letter. You must bring this special accommodation confirmation letter to the test site and present it at registration. No accommodations may be requested on the day of the exam.



## Required Identification

You must bring TWO forms of identification (ID) to the test site – the primary form of identification must include a photograph and signature and must not be expired. The secondary form of identification may include a photograph but a photograph is not necessary; however, it must include a signature and must not be expired. The same version of your name must appear on your application, the Notice to Schedule, and on the identification you present at the testing center. The identification you bring to the test center must be one of the following:

REQUIRED IDENTIFICATION	
<u>Primary I.D.</u> (photo, signature, not expired)	<u>Secondary I.D.</u> (signature, not expired)
<ul style="list-style-type: none"> <li>▪ Government issued Driver’s License</li> <li>▪ Passport</li> <li>▪ Military ID</li> <li>▪ State/Country ID</li> <li>▪ Alien Registration Card (green card or permanent resident visa)</li> <li>▪ Other government-issued ID</li> </ul>	<ul style="list-style-type: none"> <li>▪ U.S. Social Security Card</li> <li>▪ School ID</li> <li>▪ Employee ID or</li> <li>▪ Work Badge</li> <li>▪ Bank ATM Card</li> <li>▪ Credit Card</li> <li>▪ Any ID on the Primary List</li> </ul>

You will not be admitted to the exam without proper identification. If the test center staff has questions about the identification presented, you may be asked for additional proof of identity. You may be refused access to the examination and forfeit the examination fee for that session if the staff believes that you have not proven your identity. Admittance to the test center and examination does not imply that your identification is valid or that your scores could not be invalidated if subsequent investigations reveal impersonation or forgery.

## Lateness on the Day of the Exam

You must arrive by the report time on your registration confirmation notice or you will not be admitted to the test site. You will be considered absent if you arrive late and you will forfeit all fees.

## Absences on the Day of the Exam

The NCBAC™ is liable for all associated test delivery costs for any candidate, whether the candidate tests or not. If you do not appear for the exam for which you have registered, you will forfeit all fees. You will be required to pay the full fee again, if and when you submit a Retake Application Form.





## Weather

In the event of inclement weather or unforeseen emergencies, Pearson VUE will determine whether circumstances warrant the closure of a particular test center. The examination will not be rescheduled if the supervisor is able to open the test location. You may contact the Customer Service Call Center at 888-790-4892 to determine if your test site is closed. Should an examination be cancelled, candidates scheduled for that site will be contacted to reschedule another exam date. You will not incur any additional exam fees if your test is cancelled by the NCBAC™ for any reason. The NCBAC™ is not responsible for any personal expenses (e.g., travel, food, and accommodations) incurred for an exam administration that is cancelled due to inclement weather or unforeseen emergencies.

## Proctors

Proctors cannot answer questions about exam content, but they can help you understand exam directions and procedures. They will also monitor your breaks and require you to provide fingerprint verification should you need to leave the testing room during the examination.

## Prohibited Items

Items that **CANNOT** be taken into the testing room include but are not limited to:

Books	Food or Beverage	Paper*
Briefcase	Handbag, Backpack, Hip Pack	Pen/Pencil*
Calculator/Portable Computer	Hat or Visor (except head coverings for religious reasons)	Pencil Sharpener
Calculator Watch	Headsets or Audio Earmuffs*	Personal Digital Assistant
Camera	Jewelry – Pendant Necklace or Large Earrings	Electronic Devices
Photographic/Scanning Devices	Newspapers or Magazines	Plastic Bags
Cellular Phones	Non-Prescription Sunglasses	Purse or Wallet
Cigarettes/Tobacco Products	Notebook	Radio/Transmitter/Receiver
Container of Any Kind	Notes In Any Written Form	Ruler/Slide Ruler
Dictionary - electronic or paper	Organizer/Day Planner	Study Materials
Earphones	Outline	Tape/Disk Recorder or Player
Earplugs*	Pager/Beeper	Umbrella
Erasers		Watch
Eyeglass Case		Weapons Of Any Kind

***\*unless provided by the test center***



Lockers are provided at the test center to store a small number of personal belongings. It is the candidate's responsibility to surrender all items voluntarily, prior to testing. Any person possessing prohibited items in the examination room will not be allowed to continue their examination, will forfeit all fees, and may have examination scores invalidated.

### Clothing

Candidates are advised to wear clothing that will be comfortable for various temperature conditions at the test center.

### Unscheduled Breaks

Unscheduled breaks during exams are taken on your own time. In other words, the clock does not stop when you take a break during an exam to eat or use the restroom. Plan your exam time carefully.

### Test Length and Time Allowed

Candidates have 2 ½ hours to complete the 100-item multiple-choice computer based examination. You will be asked to respond to a few brief survey questions and acknowledge your acceptance of our confidentiality requirements before beginning the exam. While there is adequate time to review these screens and respond, there is NOT enough time to leave the testing room or do anything other than proceed to the exam. Unscheduled restroom or food breaks are permitted during the examination but the clock does not stop.

Proctors at the test site will instruct you on what to do if you finish the exam before the allotted time has passed.

### Guessing

If you are not sure of the correct answer on an examination it is to your benefit to make an informed guess. There is no penalty for guessing. In calculating your score, the NCBAC™ counts the questions you do not answer and those you answer incorrectly as wrong answers. A passing score is based on the number of correct answers.

### Exam Administration Conditions

Should you experience any environmental difficulties during the administration of the examination (too hot, too cold, too noisy, etc.), you are obligated to tell a proctor about your concern. Concerns expressed but not resolved at the test site should be submitted in writing to the NCBAC™.

***NCBAC™ never releases copies of examinations or individual examination items.***



## Taking the Exam via Remote Proctoring

Alternatively, you may choose to have your exam proctored remotely. **Equipment and environment requirements for remote proctoring are very strict** and in some cases it may be easier for you to travel to a Pearson VUE testing center.

If you would like to take the exam and have it remotely proctored, rather than traveling to a Pearson Vue testing center, you will need a laptop or PC with a camera and microphone and you must be able to take the exam in a room without any notes or other people in the room. Phones and tablets are not supported at this time. You will be able to take the exam at any time, 24 x 7.

Once you apply, a paper guide with step-by-step screenshots of the process will be emailed to you. You can review a generic version via the link below. You will be allowed to have this remote proctoring guide in the room with you if you feel you need it, but you can't make any notes on it. The CAC™ exam is NOT an "open book" exam.

[Watch a 5 minute video that walks through the process](#)

### **Identification Required**

At the time of your exam our proctor, RPNow, will require that you present a photo ID, which will be compared to a picture taken of you prior to the exam. Be prepared to present it to your PC/laptop camera at the time you test.

### **ID (must have photo and not be expired). At least one of:**

- Government issued Driver's License
- Passport
- Military ID
- State/Country ID
- Other government-issued ID

### **Technical Requirements**

For optimal performance, candidates should be connected to the Internet via a broadband connection (T1, cable modem, ISDN, or DSL)

It is the responsibility of the candidate to make sure your computer meets the specifications required. Failure to do so may result in forfeiture of your exam.



It is highly recommended you confirm your computer meets the requirements below and confirm your webcam and microphone are in working order.

- **Tablets, Hybrid Devices, and Mobile Devices are not supported. External Camera's on Macs aren't supported.**
- You must use a laptop or desktop computer.

#### **For PC-based Candidates**

Supported Platforms: Windows 7, 8, 8.1, 10

#### **Minimum Requirements:**

- Functioning video camera and microphone
- Latest version of Flash
- Must have at least 200kb/s (.2mb/s) upload speed
- Time and Date must be accurate for your local time zone
- .Net Framework 4.0 or greater

#### **For Mac-based participants:**

Supported Platforms: 10.10, 10.11, 10.12, 10.13

#### **Minimum Requirements:**

- Functioning video camera and microphone (external cameras on Macs are NOT supported)
- Latest version of Flash
- Must have at least 200kb/s (.2mb/s) upload speed
- Time and Date must be accurate for your local time zone



## About The Exam

### Scope of the Examination

Examination questions are designed to allow candidates to demonstrate their knowledge of facts and use of judgment. There are no ambiguous or trick questions. Given the diversity of the dementia care field, there may be a small number of questions outside the training of every individual. This will vary from person to person depending on one's training. The number of these questions, however, is not enough to pose a barrier to passing the CAC™ Exam. Qualified candidates who are adequately prepared should pass the examination.

### Ongoing Development of the Examination

The CAC™ examination is developed in stages. In the first stage, a job task analysis is outlined by a panel of expert practitioners in the field of dementia care. These outlines describe the functions of a caregiver and the knowledge needed to perform those functions. The CAC™ exam content outline is created from this job task analysis. (see CAC™ Content Guideline on page 22)

The second, on-going stage of development involves other representative groups of practitioners from across the country who work with the NCBAC™ to write questions based on the exam content outline. These new questions are reviewed by a committee of subject matter experts and are edited to ensure that they are clearly written and that there is only one correct answer to each question. Reviews of the field will be undertaken periodically to ensure that the examination remains relevant to current practice standards.

### Commitment to a Fair, Valid and Reliable Examination

Pearson VUE, the global leader in electronic testing for regulatory and other credentialing boards, is the professional testing agency contracted by the NCBAC™ to assist in the development, administration, scoring, reporting and psychometric analyses of the CAC™ Examination. With the world's largest network of test centers, innovative technology and a commitment to excellent customer service, Pearson VUE provides a superior testing experience to candidates.

A review and appeal process for the CAC™ Examination safeguards candidates in situations where they feel significantly disadvantaged due to a perceived procedural error or adverse environmental conditions during the test administration.



## Scoring

Examination results are reported as PASS (with a numerical scaled score) or FAIL (with a numerical scaled score) to indicate whether a candidate has demonstrated the knowledge required to meet standards of competence as defined by the profession. Candidates will receive their official Score Report at the test center, upon completing the examination.

The total scaled score you achieved on the examination determines whether you pass or fail. The scale ranges from 300 to 900 and a scaled score of 664 is set as the passing score on the CAC™ Examination. Passing scores are determined through the modified Angoff process, a statistical procedure for establishing the minimum pass level using the judgment of experts. Through this process, the raw score required to pass is established. This raw score is then set to equal a scaled score of 664. A scaled score is not a percentage score.

### **Criterion-Referenced Scoring**

The passing score on the CAC™ Examination is determined by Subject Matter Experts under the direction of the experts in testing and psychometrics. The criteria define the minimum acceptable level of competence required for the safe and effective practice of dementia care. The passing score is determined by a criterion-referenced method, which is commonly used in licensing examinations. A criterion-referenced passing score applies minimum standards for competent practice to all candidates. Criterion-referenced standard setting begins with the establishment of a minimum acceptable level of competence for safe practice that candidates must possess in order to pass the examination. The standard setting is a group process. The group is comprised of licensed practitioners representing various aspects of the practice, geographic areas, and levels of expertise. To ensure that the description of the profession represents the job tasks of practitioners entering the profession, input from entry-level practitioners is always included. Criterion-referenced scoring provides safeguards to both the candidate and the consumer.

### **Passing Scores**

You will receive a numerical scaled score total as well as diagnostic information indicating your performance in each content area. The scores reported on the diagnostic summary are provided to guide your future professional development.

### **Receiving Your Certification & Joining our National Registry**

Your CAC™ certificate and pin will be sent to you upon your successful completion of the test. You will also receive periodic newsletters throughout your certification period. If you give permission to be listed on our national registry, your name will be posted on our website for as long as you maintain your certification with the NCBAC™.



## Retaking the Examination

### **Failing Scores**

In the event that you fail the CAC™ Examination, you will be given your score, as well as information indicating your performance in each content area. The scores reported on this summary are provided to assist your future study efforts. You have an unlimited window of time within which to pass the CAC™ Exam.

### **Appeals**

If you believe that a decision has been made that is not consistent with the NCBAC™'s commitment to fairness in the application and testing process, the matter should be brought promptly to the attention of the Chief Operating Officer. Your complaint will be investigated and there will be no retaliation against any candidate who files a complaint in good faith, even if the result of the investigation produces insufficient evidence to support the complaint.

### **Retake Form**

The CAC™ Retake Form is the form you must use to notify the NCBAC™ that you are ready to retake the CAC™ Examination that you failed or from which you were absent. Once the NCBAC™ is in receipt of the CAC™ Retake Form and associated fees, and has reviewed and approved your application, a Notice to Schedule (NTS) will be sent to you by the NCBAC™.

Please note that you must wait at least 30 days after failing the exam to reapply.



## Maintaining Your Certification

### Your Certification Period

Your certification lasts for one year.

### What you must do to maintain your certification

To maintain your certification, you must have completed 12 hours of continuing education/training in dementia care or a related area within the last year of your certification. Please review your training options outlined on page 7 of this handbook. You may download a recertification form from our website. To complete your recertification, submit the CAC™ recertification form with a payment of \$35. Your recertification ensures that your name will continue to be listed on our national registry.

### Recertification Requirements

- 6 hours of education/training within the last year
- \$35 annual fee

### Reviving a Long-Expired Certification

If your certification has been expired for more than 12 months, but fewer than 24 months, you may renew via our Long-Expired Recertification process.

The fee for a long-expired certification renewal is \$99. *You must still have had at least 6 hours of education/training each year to be eligible for renewal.* After the fee is paid, you must submit an auditable list of the education credits you earned since your last renewal or certification start date.

If your certification has been expired for more than 24 months, you must retake the exam to be recertified.





## CAC™ Exam Bibliography

There is no single text recommended by the NCBAC™. The CAC™ Examination reflects practice in the United States as determined by the most recent Job Task Analysis.

The NCBAC™'s item writers and examination development committee members frequently use the following texts as resources; however, the sources used are not limited to the books listed here. The list is not comprehensive and does not imply that references not included on this list are inappropriate or of lesser value or quality than references that are included. The list is presented to assist individuals in preparing for the examination; however, study of the following references will not guarantee that an individual will pass the examination.

Andresen, Gayle. *Caring for People with Alzheimer's Disease: A Training Manual for Direct Care Providers*. Baltimore, MD Health Professions Press, 1995.

Barrick, Ann Louise et. al., editors. *Bathing Without a Battle: Personal Care of Individuals With Dementia*. (2nd edition). New York, NY: Springer Publishing Company, 2008.

Bell, Virginia and Troxel, David. *The Best Friend's Approach to Alzheimer's Care*. Baltimore, MD: Health Professions Press, 2003.

Bell, Virginia and Troxel, David. *A Dignified Life*. Deerfield Beach, FL: Health Communications, Inc., 2002.

Bretten, C Gordeau and Hillier, Jeffrey G. *Alzheimer's Essentials*, (2nd Edition) Delray Beach FL: Carma Publishing LLC, 2007.

Cervantes, Ellen, Heid-Grubman, Jeanne, and Schuerman, Charlotte C. *The Paraprofessional in Home Health and Long-Term Care: Training Modules for Working With Older Adults*. Baltimore, MD: Health Professions Press, 1995.

Coste, Joanne K. and Butler, Robert. *Learning to Speak Alzheimer's: A Groundbreaking Approach for Everyone Dealing With the Disease*. New York, NY: Houghton Mifflin Company, 2003.

De Klerk-Rubin, Vicki. *Validation Techniques for Dementia Care: The Family Caregiver's Guide to Improving Communication*. Baltimore, MD: Health Professions Press, 2007.

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Hellen, Carly R. Alzheimer's Disease: Activity-Focused Care. (2nd edition) Burlington, MA: Butterworth-Heinemann, 2000.

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Huey, Jo. Alzheimer's Disease Help and Hope: Ten Simple Solutions for Caregivers. Denver, CO: Alzheimer's Institute LLC, 2001.

Jones, Moyra. Gentlecare: Changing the Experiences of Alzheimer's Disease In A Positive Manner. Point Roberts, WA: Hartley & Marks Publisher, 1999.

Killick, John and Allan, Kate. Communication and the Care of People with Dementia. Philadelphia, PA: Open University Press, 2001.

Kitwood, Tom. Dementia Reconsidered: The Person Comes First. Philadelphia, PA: Open University Press, 2001.

Kuhn, Daniel and Bennett, David. Alzheimer's Early Stages: First Steps for Families, Friends and Care-Givers. (2nd edition) Alameda CA: Hunter House, Inc., 2003.

Lokvig, Jytte and Becker, John D. Alzheimer's A to Z: A Quick Reference Guide. Oakland, CA: New Harbinger Publications, 2004.

Lokvig, Jytte. Alzheimer's A to Z: Secrets to Successful Caregiving. Santa Fe, NM: Endless Circle Press, 2003.

Mace, Nancy L. and Rabins, Peter V. The 36-hour Day. (4th edition) Baltimore MD: Johns Hopkins University Press, 2006.

Peterson, Ronald. Mayo Clinic on Alzheimer's Disease. Rochester, MN: Mayo Clinic Press, 2002.

Post, Stephen G. The Moral Challenge of Alzheimer Disease. ( 2nd edition). Baltimore, MD: Johns Hopkins University Press, 2000.

Powers, Bethel Ann. Nursing Home Ethics: Everyday Issues Affecting Residents with Dementia. New York, NY: Springer Publishing Company, 2006.

Teitel, Rosette. The Handholder's Handbook: A Guide For Caregivers of People With Alzheimer's Or Other Dementias. New Jersey: Rutgers University Press, 2001



### **Websites**

[www.notestce.com](http://www.notestce.com)  
[www.alz.org](http://www.alz.org)  
[www.alzheimers.org](http://www.alzheimers.org)  
[www.aoa.gov](http://www.aoa.gov)  
[apa at psych.org](mailto:apa@psych.org)  
[www.alzinfo.org](http://www.alzinfo.org)  
[www.caregiving.com](http://www.caregiving.com)  
[www.MentalHealth.com](http://www.MentalHealth.com)  
[www.alzfdn.org](http://www.alzfdn.org)

### **Web Based Training Videos**

A Quick Look at Alzheimer's, four animated  
pocket films: [www.aboutalz.org](http://www.aboutalz.org)

Dementia Care Professionals of America:  
[www.careprofessionals.org/training/index.shtml](http://www.careprofessionals.org/training/index.shtml)

Medifecta Healthcare Training:  
[www.medifecta.com/alzheimersresources.asp](http://www.medifecta.com/alzheimersresources.asp)



## Content Guideline and Test Plan for the CAC™ Exam

### **I. Knowledge of Disease (12– 16%)**

- A. Definitions of the Disease
  1. Delirium
  2. Delusions
  3. Hallucinations
- B. Stages
  1. What will happen, what to expect
  2. End of life issues
- C. Umbrella of dementias
  1. Reversible dementias
    - Hydrocephaly
    - Endocrine disorders
    - Drug/alcohol induced dementias
    - Malnutrition/dehydration
  2. Irreversible dementias
    - Pick's/frontal lobe
    - Vascular
    - Lewy Body
    - Drug/alcohol induced dementias
    - Creutzfeld-Jakob Disease
  3. Dementia vs delusions
  4. Other dementias

### **II. Communication (15-20%)**

- A. With patient
  1. Strategies
    - Orientation
    - Validation
    - Redirection
    - Simple sentences
    - Cueing
  2. Assessment - changes in ability
  3. Infantilization
  4. Empathy
  5. Nonverbal
    - Eye contact
    - Touch
    - Body language
  6. Cultural/language differences
- B. With family
  1. Strategies
    - Reframing
    - Understanding family dynamics

- 2. Cultural /language differences
- C. With medical professionals
  1. Documentation
  2. Appropriate notification

### **III. Patient Rights (5– 8%)**

- A. Ethics
- B. Legal issues
- C. Dignity/respect (independence & autonomy)
- D. End of life
- E. Confidentiality & HIPPA

### **IV. Behavior (18-22%)**

- A. Behavior Assessment
  1. Identify presenting symptoms
  2. Individual triggers
  3. Behavior meaning/underlying cause
- B. Recognition of triggers
  1. Pain
  2. Food
  3. Change in general
  4. Medications
  5. Physical status
  6. Environment – e.g. lighting, noise
  7. Communication
- C. Behavioral Issues
  1. Agitation
  2. Combative/aggressive
  3. Elopement
  4. Wandering
  5. Sundowning
  6. Withdrawl
  7. Sexuality
  8. Hoarding
  9. Resistance
  10. Repetition
  11. Delusions & hallucinations
- D. Strategies/prevention and interventions

### **V. Activities (10-14%)**

- A. Promoting independence & autonomy
- B. Activities of Daily Living
  1. Elimination
  2. Eating/Nutrition
  3. Mobility
  4. Bathing/Oral Care
  5. Dressing
- C. Leisure Activities
  1. Life Skills
  2. Religious/Spiritual
  3. Hobbies
  4. Exercise
  5. Music/Art/Dance
  6. Reminiscence
  7. Pets

### **VI. Health (5-10%)**

- A. Medications
- B. Skin care
- C. Pain
- D. Health Assessment/Change in condition
- E. Nutrition & hydration

### **VII. Caregiver Needs (2-5%)**

- A. Self governance
- B. Boundaries
- C. Evolving caregiver needs over lifetime of the disease
- D. Grief
- E. Support services
- F. Burnout

### **VIII. Safety (4–6%)**

- A. Caregiver safety
- B. Potential toxic substances
- C. Safety hazards
- D. First aid
- E. Balance autonomy with safety



## Contacting the NCBAC™

**For fastest reply, please email us at  
[info@NCBAC.net](mailto:info@NCBAC.net)**

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