



CARES® Dementia Certification™ FAQ

What is CARES® Dementia Certification™?

- CARES Dementia Certification tests and recognizes a user's dementia understanding and dementia care knowledge from the Alzheimer's Association® Dementia Care Practice Recommendations and published CARES research studies of select CARES online dementia care training programs. Organizations are encouraged to advertise their use of CARES certification to help promote their businesses. CARES Dementia Certification is optional and is included at no additional cost with the purchase of selected CARES online training programs. Successful completion of the exam recognizes users for being educated about dementia and trained and certified in person-centered dementia care practices using the CARES® Approach.

How much does CARES® Dementia Certification™ cost?

- There is no additional cost for CARES Dementia Certification. It is free with the purchase of select CARES programs.

Will my regular CARES online training programs change in any way?

- No, the CARES online dementia care training programs will not change. However, you will now have the option of displaying the Take Certification Exam button on the Main Menu of each CARES program, if you or your organization wish. You may also choose to make certification mandatory or optional for staff members.

How many CARES® Dementia Certifications are there?

- There are 6 CARES Dementia Certification programs available:
 - CARES Dementia Certification in Dementia Basics™
 - CARES Dementia Certification in Dementia Advanced Care™
 - CARES Dementia Certification in Dementia-Related Behavior™
 - CARES Dementia Certification in Activities of Daily Living™
 - CARES Dementia Certification in End-of-Life Dementia Care™
 - CARES Dementia Certification in Dementia Care for Families™

How long is CARES® Dementia Certification™ good for?

- Each CARES certification is valid for 2 years. After 2 years, staff will need to retake the training and the certification exam to become recertified.

What are the steps to earn CARES® Dementia Certification™?

1. Complete one of the following programs:
 - CARES Dementia Basics
 - CARES Dementia Advanced Care
 - CARES Dementia-Related Behavior
 - CARES Activities of Daily Living
 - CARES End-of-Life Dementia Care
 - CARES Dementia Care for Families
2. Take and pass the exam with a score of 80% or higher.
3. Print your certification certificate from the program's Main Menu.

How many questions are there in each exam? What type of questions are in the exam?

- Each exam is made up of 30 multiple choice and true or false questions.

What happens if the certification exam is failed?

- You may take the certification exam as many times as you need to in order to pass with a score of 80% or higher.

How does a user take the CARES® Dementia Certification™ exam??

- If you, as the administrator, enable certification on your license and a user has completed an eligible CARES program, they will then click the "Take Certification Exam" button from the Main Menu of that? CARES program. Once a user has passed the exam, they (or you, or both?) can print out a CARES training certificate *and* a CARES Dementia Certification certificate.

Many of my staff members have low English language or literacy levels. What is the reading level of the certification exams?

- All exams are written at the 6th-8th grade reading level. Questions are written in an easy-to-understand, straightforward manner testing the knowledge gained from each program. Our intent is to test the person's knowledge about dementia and best practices in dementia care, not their level of education or proficiency in English.

Do staff members need to create a separate account in order to take the exam?

- No, if certification is enabled on your license and a user has completed an eligible CARES program, they will click the "take certification exam" button from the main menu of the CARES program to be taken directly to the certification exam. No usernames or passwords are required

Will I be able to track the status of staff certifications?

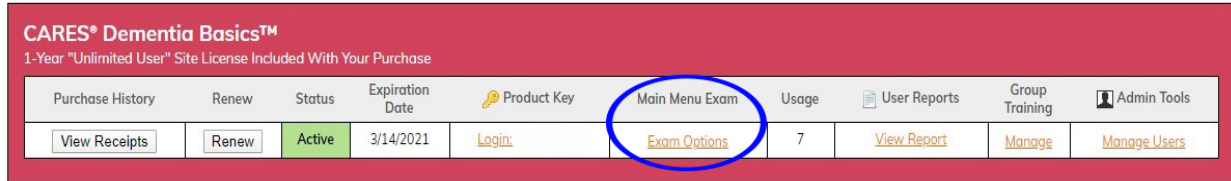
- Yes. You will be able to track certification status in your administrative portal. Reports are available on-screen as well as in downloadable tracking spreadsheets.

What if I am already a customer? How do I access CARES® Dementia Certification™?

- If you are already a CARES customer, certification will be added to your existing account automatically. Look for communications about this upcoming administrative option.

How do I turn on CARES® Dementia Certification™ or change the exam options?

- Log into your “My Account” admin portal using the username and password that you set up when you purchased your program. Once logged into your account, click on the new “Exam Options” link under the Main Menu Exam header to change the options.



What if I don't want to offer my staff CARES® Dementia Certification™?

- No problem. Administrators have the ability to make the CARES certification optional, required, or to turn exams off completely in the administrative portal.

What if I only want to certify my direct care givers?

- If you do not want to mandate certification for your entire staff, make certification **optional** and inform direct care givers they need to take the certification exam. Let remaining staff know that they may get certified, but on their own time.

Who do I contact for assistance with CARES® Dementia Certification™?

- If you have questions or concerns, please call HealthCare Interactive Customer Service at (952) 928-7722 or e-mail us at support@hcinteractive.com. Our regular business hours are 9:00 a.m. to 4:30 p.m. (Central Time), Monday through Friday.