



ROLE OF NON-CERTIFIED STAFF IN PROVISION OF CARE

Department of Health Services / Division of Quality Assurance / Office of Caregiver Quality

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PURPOSE

Health care providers across the state continue to report a shortage of Certified Nurse Aides. Nursing homes are finding it increasingly difficult to recruit and retain sufficient numbers of qualified nursing staff, especially certified nurse aides who perform the majority of resident care tasks. The Department recognizes the need for the use of non-certified individuals to provide assistance to the certified nurse aides. This publication provides guidance to long-term care facilities wishing to utilize individuals who are not certified nurse aides to provide assistance to their nurse aide staff.

GUIDANCE

In 2000, the Department approved the following list of tasks that an individual can perform without being listed on the Wisconsin Nurse Aide Registry as a nurse aide to assist long-term care facilities with the implementation of “helpers” or “hospitality aides” and to ensure that the facility remains in compliance with nurse aide training requirements. An individual performing the following non-direct care tasks would not need to be a certified nurse aide.

Resident Rooms

- Make unoccupied beds.
- Perform non-direct care tasks – *no physical contact with the resident is allowed.*
- Assist residents in fastening outer garments (buttons, zippers, belts).
- Help residents prepare toiletries such as toothbrush and tooth paste.
- Fold and put away clean laundry.
- Stock supplies to resident rooms or nurse servers.
- Put away resident laundry.
- Assist in straightening room, bedside stand, closet, and/or drawers.
- Refill toilet paper, paper towel, hand sanitizer and soap dispensers.
- Assist resident and/or maintain room in a neat, clean and safe condition.
- Assist caregivers in obtaining necessary supplies.
- Pass water to residents capable of having water at bedside.
- Deliver mail to residents and assist in opening, as appropriate.

Dining Areas

- Distribute linens and set tables prior to meals.
- Assist with meal selections, set up trays for independent residents; open milk, tableware, place clothing protectors, napkins.
- Pass warm washcloths to residents for freshening of hands and face before and after meals – *no assistance with washing the resident’s face or hands is allowed.*
- Pick up trays and food items from dining areas and return to carts – *may not calculate or document percentage of intake.*
- Provide general clean-up during mealtime.
- Fill water pitchers.

Activity Areas

- Assemble activity equipment.
- Assist with activity set up and take down.
- Assist activity staff with activity, but not cares.

- Assist in construction of bulletin board displays of upcoming activities
- Tune radios and televisions to resident preferred programs.
- Clean and/or straighten areas before and after activity.
- Assist individual residents in accomplishing an activity.
- Assist with writing cards and letters, telephone calls, sending emails, virtual calls (zoom, skype, etc.)
- Assist with using the computer to play games, search the internet, email, etc.
- Read to residents.

Common Unit Areas

- Answer phones and emails.
- Greet and direct visitors.
- Maintain nursing unit and patient areas in neat manner.
- Stock supply areas with PPE, incontinent products, etc. if applicable (storage area to unit area).
- Greet, screen visitors, staff and others that come into the building.
- Identify unsafe situations, unusual occurrences, or changes in resident abilities, and advise professional staff of same.
- Visit with residents.

Transporter

A person functioning as a “transporter” does not need to be listed on the Wisconsin Nurse Aide Registry in order to push residents from point A to point B via a wheelchair or cart. However, they may not transfer residents to or from the wheelchair.

Paid Feeding Assistants

On September 26, 2003, CMS published a final rule change that allows long-term care facilities to use paid feeding assistants under certain conditions. The intent of this rule is provide more residents with help in eating and drinking to reduce the incidence of unplanned weight loss and dehydration. Paid feeding assistants are the only single task that is permitted under rule.

Facilities employing Feeding Assistants must follow **DHS 129 Subchapter III — Feeding Assistants**

QUESTIONS

- **Contact the Nurse Aide Training and Testing Team at: DHSWIDQA_NATCEP@dhs.wisconsin.gov**
- **Visit the [DHS “Nursing Homes” website](#)**
- **Visit the [Wisconsin Nurse Aide Training and Registry Information website](#)**