

**Strands and Standards****The Nursing Assistant**

## Unit 1: Certification

1. Define the vocabulary listed and complete unit Nursing Assistant Skill Proficiency Performance (NAPP) list requirement.
2. List the requirements for nursing assistant certification and renewal in the State of Utah. p. 17
3. Explain the significance of the Omnibus Budget Reconciliation Act (OBRA) of 1987. p. 17
4. Describe the Utah Nursing Assistant Registry (UNAR).
5. Discuss the UNAR Abuse Registry.
6. Explain the lifelong consequences of being placed on the Abuse Registry.
7. Recognize what constitutes abuse. p. 18
8. Discuss what constitutes misconduct according to R432-45-6.
9. Locate the UNAR State Exam Guide on the UNAR website [utahcnaregistry.com](http://utahcnaregistry.com)
10. Locate the Testmaster Universe website at [ut.tmuniverse.com](http://ut.tmuniverse.com)
11. Explain the benefit of completing certification testing within 3 months of training.

## Unit 2: Introduction to Healthcare &amp; Resident's Rights

1. Define vocabulary and complete unit NAPP list requirement.
2. Describe the structure of the healthcare system. pp. 2-4
3. Describe a typical long-term care facility and the residents who live there. p. 3
4. Distinguish between policies and procedures.
5. Compare Medicare and Medicaid.
6. Describe person-directed care. p. 197
7. Identify members of the healthcare team. pp. 5-6
8. Explain the nursing assistant's role on the healthcare team. p. 6
9. Discuss professionalism. pp. 20-21
10. Demonstrate appropriate personal grooming habits. p. 20
11. Recognize the chain of command. p. 5
12. Explain scope of practice. pp. 13-16
13. Explain the resident care plan and purpose. p. 7
14. Explain delegation and the concerns that must be addressed before accepting a delegated task.
15. List guidelines for ethical and legal behavior. p. 18
16. Discuss Residents' Rights. p. 342
17. Discuss importance of allowing resident to make personal choices. p. 340
18. Discuss types of abuse and possible signs of abuse and neglect. pp. 18-19
19. Explain the responsibilities of the nursing assistant as a mandated reporter. p. 19
20. Explain the role of the ombudsman.
21. Discuss the Health Insurance Portability and Accountability Act (HIPAA) and the nursing assistant's role in confidentiality, protecting privacy, and Protected Health Information (PHI). p. 18
22. Identify risks associated with Personal Dignity Exploitation and social media.

## Unit 3: Communication

1. Define vocabulary and medical abbreviations listed, and complete unit NAPP list requirements.
2. Discuss residents' rights in relationship to unit content.
3. Explain why communication is such a critical part of a nursing assistant's job. p. 26
4. Explain the influence of culture on communication and the need for cultural sensitivity. p. 11, p. 24, p. 27
5. Demonstrate verbal and non-verbal forms of communication. p. 26
6. Identify barriers to communication and approaches that can be used to overcome those barriers. pp. 27-28
7. Demonstrate how to send and receive clear messages. pp. 26-28
8. Demonstrate guidelines for communicating with a resident with vision or hearing impairment. p. 28
9. Demonstrate guidelines for communicating with a resident who has a cognitive impairment. p. 28
10. Differentiate between objective and subjective information. p. 30
11. Demonstrate how to give and receive an accurate shift-change report.

12. Identify what type of information should be reported immediately, including signs of declining condition.	p. 30
13. List proper documentation guidelines.	pp. 30-33
14. Explain why resident care plan is important for communication.	p. 31
15. Demonstrate the use of military time.	
16. Identify circumstances requiring an incident report and what information is to be included.	p. 19
17. Explain guidelines for making and receiving phone calls.	p. 29
18. Discuss importance of the resident call light system for communication.	p. 29
19. Discuss the potential of feeling overwhelmed as a caregiver and how to ask for help.	p. 21
Unit 4: Infection Prevention and Control	
1. Define vocabulary and complete unit NAPP list requirements.	
2. Discuss residents' rights in relationship to unit content.	
3. Recognize the relationship between microorganisms and infections.	p. 50
4. Describe the chain of infection.	p. 50
5. Explain the body's defenses against infection.	p. 55
6. Demonstrate standard precautions.	p. 54
7. Recognize transmission-based precautions.	p. 54
8. Explain the principles of medical and surgical asepsis.	pp. 56-57
9. Explain personal and environmental infection prevention and control measures.	pp. 57-58, pp. 60-64
10. Demonstrate guidelines for handling equipment and laundry.	pp. 64-66
11. List guidelines for cleaning spills involving blood, body fluids, or glass.	pp. 57-58
12. Summarize the role of OSHA related to infection prevention and control.	p. 21
13. Discuss bloodborne pathogens.	
14. Recognize common diseases associated with the immune and lymphatic systems.	p. 106
Unit 5: Basic Safety & Emergencies	
1. Define vocabulary and acronyms and complete unit NAPP list requirement.	
2. Discuss residents' rights in relationship to unit content.	
3. List various methods used by facilities for a CNA to verify a resident's identity before providing care.	
4. Describe the principles of body mechanics.	pp. 76-77
5. Explain the significance and use of the Safety Data Sheet.	
6. List safety guidelines for oxygen use.	p. 82
7. Describe what is considered a restraint and what limited circumstances allow for the use of restraints.	pp. 77-78
8. List physical problems associated with the use of restraints.	p. 78
9. Describe psychological problems associated with the use of restraints.	
10. Describe restraint alternatives and how to promote a restraint-free environment.	p. 78
11. Identify potential hazards that may occur in any setting and how to minimize.	pp. 74-76
12. Discuss basic first aid procedures.	
13. Identify potential fire hazards.	pp. 81-82
14. Describe how to respond to fires.	pp. 82-83
15. Identify potential disasters.	p. 83
16. Discuss how to respond to a disaster in the care setting.	pp. 83-84
17. Discuss how to recognize and respond to medical emergencies and urgent care needs including first aid.	pp. 89-99
Unit 6: Positioning & Ambulation	
1. Define vocabulary and complete unit NAPP list requirements.	
2. Discuss residents' rights in relationship to unit content.	
3. Describe the principles of body mechanics.	pp. 76-77
4. Demonstrate how to safely position residents.	pp. 176-184
5. Explain how guidelines for proper positioning promote skin health.	p. 176, pp. 235-239

6. Recognize the importance of preventing the complications of immobility.	p. 176, pp. 178 - 180, p. 184, pp. 235-238
7. Demonstrate how to safely transfer a resident.	pp. 184-188
8. Discuss the use of mechanical lifts (any assistance provided by an employee that is <18 is done so as a junior member of the team and must be accompanied by a trained adult member of the team).	pp. 187-188
9. Demonstrate the use of commonly used assistive devices.	p. 177, 186-188
	p. 124, pp. 128-129, p. 133, p. 167, p. 217,
	p. 334
10. Demonstrate caring for a resident with an affected side.	p. 192
11. Demonstrate how to assist a falling resident and how to care for a resident who has just fallen.	p. 190-191
12. Demonstrate the proper use of a gait belt in transfers and ambulation.	

#### Unit 7: Resident Environment

1. Define vocabulary listed and complete unit NAPP list requirements.	
2. Discuss residents' rights in relationship to unit content.	
3. Explain how a Certified Nursing Assistant can make a patient/resident's environment comfortable, safe, and clean.	pp. 204-205
4. Demonstrate proper placement/answering of call lights.	p. 27, p. 29, p. 204
5. Describe the general furniture/equipment in a resident's room and its proper use.	p. 204
6. Demonstrate guidelines for handling both clean/dirty equipment, linen, and clothing.	pp. 56-57, pp. 64-66, p. 205
7. Describe the process of admitting, discharging, and transferring a patient/resident.	pp. 196-200
8. Describe how to maintain care and security of resident's personal possessions.	pp. 196 - 200, p. 342

#### Unit 8: Basic Human Needs

1. Define vocabulary.	
Autism	p. 129
Belief	
Belonging	
Cerebral Palsy	p. 129
Clergy	
Culture	
customs	
Dignity	
Disabled/Disability	p. 129
Diversity	
Down Syndrome	
Ethnicity	
Faith	
Gender	
Gender Identity	
Gender Pronouns	
Holistic Care	p. 39
Intellectual Disability	p. 129
Maslow's Hierarchy of Needs	p. 137
Physical	
Psychosocial	
Race	
Religion	
Safety	
Security	
Self-Care Deficit	
Self Esteem	p. 39
Sex	

Sexuality/Sexual Orientation	p. 344
Spiritual	p. 348
Values	
2. Discuss residents' rights in relationship to unit content.	
3. List stages of human development with special focus on late adulthood.	p. 104, p. 344
4. Describe losses associated with aging.	p. 344
5. Discuss developmental disabilities.	p. 129
6. List guidelines for providing care to a person with a developmental disability.	p. 129
7. Explain holistic care.	p. 39
8. Identify basic human needs.	p. 37
9. Recognize physical, mental, psychosocial, and sexual needs of the elderly.	pp. 37-39
10. Describe Maslow's hierarchy of needs.	p. 37
11. Distinguish between spirituality and religiousness.	
12. Recognize the need to respect each individual's spiritual, cultural, and religious beliefs and the importance of accommodating those differences.	p. 39, pp. 346-348
13. Discuss guidelines for respecting sexual needs in all stages of life.	pp. 344-346
14. Discuss sexual orientation, gender identity, and gender pronouns.	
15. Discuss families and their role as a source of emotional support.	p. 342
16. Explain the importance of maintaining independence and self-care in the elderly.	p. 340, p. 342
17. List ways to promote resident independence.	p. 215, p. 227, p. 228, p. 290, p. 340
18. List the benefits of physical activity.	
19. List the problems related to inactivity.	p. 111, p. 117, pp. 121 - 122
20. Discuss ways to assist residents in getting to and participating in resident, family, and other group activities.	p. 342, pp. 346 - 348
21. List 5 key categories of the social determinants of health.	pp. 37-39
22. Discuss active listening to recognize patient specific social determinants of health needs.	
23. Discuss how to report patient specific social determinants of health to nurse.	p. 347
Unit 9: Vital Signs	
1. Define vocabulary and complete unit NAPP list requirements.	
2. Discuss residents' rights in relationship to unit content.	
3. Explain the importance of monitoring vital signs.	p. 153
4. List factors which can affect vital signs.	p. 154, p. 161, p. 164, p. 166
5. Identify parameters for reporting vital signs.	p. 154
6. Demonstrate guidelines for measuring and recording oral, tympanic, and temporal temperatures.	p. 155, p. 157
7. Describe guidelines for measuring and recording a rectal temperature.	pp. 158-159
8. Demonstrate measuring and recording apical and radial pulse.	pp. 162-164
9. Demonstrate measuring and recording respirations.	pp. 164-165
10. Demonstrate measuring and recording blood pressure with both manual and electronic cuffs.	pp. 166-168
11. Describe how to recognize and report pain.	p. 171, p. 172
12. Identify measures to reduce pain.	p. 303
13. Discuss guidelines for warm and cold applications.	pp. 303-308
14. Identify parameters for reporting oxygen saturation.	
15. List guidelines for the use of oxygen.	p. 82, p. 109
16. Demonstrate the use of oxygen delivery devices.	
17. Recognize that nursing assistants never stop, adjust, or administer oxygen without proper delegation by a nurse.	
Unit 10: Hygiene & Grooming	
1. Define vocabulary and complete unit NAPP list requirements.	
2. Discuss residents' rights in relationship to unit content.	
3. Demonstrate personal care of residents.	p. 205

4. Describe AM and PM care.	pp. 283-285
5. Identify guidelines for basic skin care.	p. 215, pp. 221-222
6. Demonstrate guidelines for preventing pressure ulcers.	pp. 238-239
7. Discuss guidelines for assisting with bathing including, showers, tub bath, bed bath, partial bed bath, and perineal care.	p. 218-221, p. 221, p. 222, p. 264
8. Describe safety guidelines for showers and tub baths.	p. 217, p. 222
9. Describe guidelines for grooming; nail care (including trimming nails and toenails), foot care, shaving, and haircare.	p. 215-217, p. 229-230, p. 229, p. 227, p. 228
10. Recognize that facility policy or the care plan may disallow CNA's from trimming the nails of certain patients.	p. 229
11. Demonstrate guidelines for assisting with dressing.	p. 217
12. Describe assistive devices used to assist residents with dressing.	p. 291
13. Demonstrate Guidelines for oral care, including denture care, conscious and unconscious oral care.	p. 224, p. 225, p. 226

#### Unit 11: Nutrition

1. Define vocabulary and complete unit NAPP list requirements.	
2. Discuss residents' rights in relationship to unit content.	
3. List the 6 basic nutrients and their basic functions.	p. 245
4. Explain MyPlate and healthy food choices.	p. 245
5. Recognize how food preferences may influence a resident's intake.	p. 244
6. Explain why a resident would be on the following diets: bland, clear liquid, gluten free, low sodium, low fat/low cholesterol, low protein, high protein, diabetic, modified calorie, and vegetarian.	p. 247
7. Describe the texture and/or consistency of the following diets and why a resident would be on such a diet: liquid, soft, mechanical soft, and pureed.	p. 247
8. List the guidelines for tube feedings.	p. 254
9. Discuss fluid balance (I & O) and its importance.	p. 251
10. Demonstrate how to measure and record fluid intake.	pp. 252-254
11. List guidelines for preventing and reporting signs of dehydration.	p. 251
12. List guidelines for preventing and reporting signs of fluid overload.	p. 251
13. Explain the use of thickened liquids.	
14. List guidelines for serving meal trays.	p. 249
15. Demonstrate how to safely serve residents meals.	p. 248
16. Explain how to make dining an enjoyable experience.	p. 248
17. List guidelines for promoting residents' appetite.	p. 248
18. Recognize and report signs of swallowing difficulty to prevent aspiration.	p. 251, p. 254
19. List guidelines for assisting a resident with eating including, those living with Parkinson's disease, dementia, head trauma, vision-impaired, confusion, and stroke.	pp. 249-251
20. Describe assistive devices used to assist residents with eating.	p. 254
21. Demonstrate how to estimate food intake at mealtime.	p. 246, p. 249, p. 251

#### Unit 12A: Body Systems - Integumentary System

1. Define vocabulary listed.	
Burns	
Decubitus	p. 372
Dermis	p. 120
Epidermis	p. 120
Inflammation	
Integumentary	p. 120
Lice	
Pressure Injury/Ulcer/Sore	p. 121
Rash	
Scabies	

Shingles	p. 121
Subcutaneous Tissue	
2. Identify the basic structures and function of the integumentary system.	p. 120
3. Explain the normal changes of aging related to the integumentary system.	p. 344
4. Describe common diseases and/or conditions of the integumentary system.	pp. 120-121
5. Recognize signs and symptoms that must be reported to a nurse for the integumentary system.	
 Unit 12B: Body Systems - Musculoskeletal System	
1. Define vocabulary listed and complete unit NAPP list requirements.	
2. Identify the basic structures and function of the musculoskeletal system.	pp. 121-122
3. Explain the normal changes of aging related to the musculoskeletal system.	p. 344
4. Describe common diseases and/or conditions of the musculoskeletal system.	p. 122
5. Recognize signs and symptoms that must be reported to a nurse for the musculoskeletal system.	p. 122
 Unit 12C: Body Systems - Cardiovascular System	
1. Define vocabulary listed.	
Angina	p. 111
Anemia	p. 247
Artery	
Blood Clot	p. 33
Capillary	pp. 137-139
Cardiac	p. 33
Congestive Heart Failure (CHF)	p. 112
Coronary Artery Disease (CAD)	
Cyanosis	p. 304
Edema	p. 112
Hypertension	p. 111, p. 166
Hypotension	p. 166
Myocardial Infarction (MI, Heart Attack)	p. 112
Pacemaker	p. 112
Peripheral Vascular Disease (PVD)	
Vein	
2. Identify the basic structures and function of the cardiovascular system.	p. 110
3. Explain the normal changes of aging related to the cardiovascular system.	p. 344
4. Describe common diseases and/or conditions of the cardiovascular system.	pp. 111-112
5. Recognize signs and symptoms that must be reported to a nurse for the cardiovascular system.	pp. 111-112
 Unit 12D: Body Systems - Respiratory System	
1. Define vocabulary listed.	
Alveoli	p. 109
Apnea	
Aspiration	p. 251
Asthma	p. 109
Bronchi	p. 371
Bronchitis	p. 371
Chronic Obstructive Pulmonary Disease (COPD)	p. 109
COVID-19	
Cyanotic	p. 20
Diaphragm	p. 138
Dyspnea	
Epiglottitis	p. 390
Emphysema	p. 109

Exhale/Exhalation/Expiration	p. 164
Inhale/Inhalation/Inspiration	p. 164
Larynx	
Nares	
Pertussis	
Pneumonia	p. 108
Respiration	p. 138
Trachea	p. 33
Tuberculosis (TB)	p. 58
2. Identify the basic structures and function of the respiratory system.	p. 108
3. Explain the normal changes of aging related to the respiratory system.	p. 344
4. Describe common diseases and/or conditions of the respiratory system.	pp. 108-109
5. Recognize signs and symptoms that must be reported to a nurse for the respiratory system.	pp. 108-109
Unit 12E: Body Systems - Nervous System	
1. Define vocabulary listed.	
Alzheimer's Disease	p. 350
Aphasia	p. 128
Blindness	p. 28
Brain	p. 150
Cataract	p. 127
Central Nervous System (CNS)	p. 124
Cerebrovascular Accident (CVA, Stroke)	p. 126
Cerebral Palsy	p. 129
Confusion	
Deafness	p. 127
Dementia	p. 350
Dysphagia	
Dysphasia	
Epilepsy	p. 127
Glaucoma	p. 127
Hemiplegia	p. 128
Multiple Sclerosis	p. 127
Nerve	p. 126
Paraplegia	p. 130
Parkinson's Disease	
Quadriplegia	p. 130
Seizure	p. 98
Spinal Cord	p. 126, p. 149
Spinal Cord Injury	p. 130
Traumatic Brain Injury (TBI)	
Vertigo	
2. Identify the basic structures and function of the nervous system.	pp. 124-126, pp. 148-149
3. Explain the normal changes of aging related to the nervous system.	p. 344
4. Describe common diseases and/or conditions of the nervous system.	pp. 126-127
5. Recognize signs and symptoms that must be reported to a nurse for the nervous system.	pp. 126-127
Unit 12F: Body Systems - Gastrointestinal System	
1. Define vocabulary and complete unit NAPP list requirements.	
2. Identify the basic structures and function of the gastrointestinal system.	p. 113, pp. 141-142
3. Explain the normal changes of aging related to the gastrointestinal system.	p. 344
4. Demonstrate guidelines for assisting with bowel elimination needs.	pp. 258-259, pp. 262-264

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| 5. Describe common diseases and/or conditions of the gastrointestinal system.                     | pp. 113-114 |
| 6. Recognize signs and symptoms that must be reported to a nurse for the gastrointestinal system. | pp. 113-114 |

Unit 12G: Body Systems - Genitourinary System

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| 1. Define vocabulary and complete unit NAPP list requirements.                                 |                          |
| 2. Identify the basic structures and function of the genitourinary system.                     | p. 115, p. 143           |
| 3. Explain the normal changes of aging related to the genitourinary system.                    | p. 344                   |
| 4. Demonstrate guidelines for assisting with urinary elimination needs.                        | pp. 258-259, pp. 262-264 |
| 5. Describe common diseases and/or conditions of the genitourinary system.                     | pp. 115-116              |
| 6. Recognize signs and symptoms that must be reported to a nurse for the genitourinary system. | pp. 115-116              |

Unit 12H: Body Systems - Endocrine System

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|--|--------------------------|
| 1. Define vocabulary listed.   |                          |
| Blood Glucose  | p. 144                   |
| Diabetes Type 1 (T1DM)   | p. 117                   |
| Diabetes Type 2 (T2DM)   | p. 117                   |
| Gland  | p. 116                   |
| Glucometer   | p. 118                   |
| Hormones   | p. 373                   |
| Hyperglycemia  | p. 117                   |
| Hypoglycemia   | p. 117                   |
| Insulin  |                          |
| Metabolism   | p. 144                   |
| Prediabetes  |                          |
| Pancreas   | p. 116, p. 144           |
| Thyroid  | p. 144                   |
| 2. Identify the basic structures and function of the endocrine system.                     | pp. 116-117, pp. 143-145 |
| 3. Explain the normal changes of aging related to the endocrine system.                    | p. 344                   |
| 4. Describe common diseases and/or conditions of the endocrine system.                     | p. 117                   |
| 5. Recognize signs and symptoms that must be reported to a nurse for the endocrine system. | p. 117                   |

Unit 13: Mental Health & Mental Illness

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|---------------------------------------|--------|
| 1. Define vocabulary listed.          |        |
| Anxiety                               |        |
| Bipolar Disorder                      |        |
| Confusion                             |        |
| De-escalation                         |        |
| Depression                            | p. 131 |
| Delusion                              | p. 353 |
| Dementia                              | p. 350 |
| Hallucination                         | p. 353 |
| Intellectual Disability               |        |
| Mania                                 |        |
| Mental Health                         | p. 130 |
| Mental Illness                        | p. 131 |
| Obsessive Compulsive Disorder (OCD)   |        |
| Phobia                                |        |
| Post-Traumatic Stress Disorder (PTSD) |        |
| Redirection                           |        |
| Schizophrenia                         | p. 131 |
| Stress                                | p. 377 |
| Substance Abuse                       |        |



## Suicide

2. Discuss residents' rights in relationship to unit content.
3. Describe differences between mental health and mental illness. p. 130, p. 131
4. Distinguish between dementia, intellectual disability, and mental illness. p. 350, p. 131
5. Explain guidelines for communicating with individuals living with mental illness.
6. Explain guidelines for interacting with residents displaying combative, angry, or inappropriate behavior. p. 44
7. Describe common symptoms of anxiety.
8. Describe common symptoms of depression. p. 44, p. 131
9. Identify signs of substance abuse.
10. Discuss suicide awareness.

## Unit 14: Cognitive Impairment & Dementia

1. Define vocabulary listed.

Agitation p. 131

Alzheimer's Disease p. 350

Anxiety

Catastrophic Reaction p. 343

Cognition

Cognitive Impairment p. 28

Confusion

Delirium

Delusions p. 353

Dementia p. 350

Hallucinations p. 353

Pacing p. 353

Perseveration

Parkinson's Disease

Sundowning p. 353

Stress p. 377

Triggers

Validation Therapy p. 354

Wandering p. 353
2. Discuss residents' rights in relationship to unit content.
3. Explain cognitive impairment. p. 28, 350
4. Discuss confusion and common causes of confusion. p. 44, p. 112, p. 117, p. 131, p. 199, p. 259,
5. Explain dementia. p. 350, p. 353
6. Explain guidelines in caring for person experiencing cognitive impairment. p. 350
7. Discuss strategies for communicating with a person living with dementia. pp. 350-353
8. Explain interventions for a person living with dementia who is having difficulty performing activities of daily living (ADLs). pp. 351-352
- Explain interventions and appropriate responses to common behaviors of a person living with dementia p. 352
- p. 353

## Unit 15: Rehabilitation & Restorative Care

1. Define vocabulary listed and complete unit NAPP list requirements.
2. Discuss residents' rights in relationship to unit content.
3. Distinguish between rehabilitation and restorative care. p. 289
4. Discuss the importance of promoting independence and self-care according to resident's ability. p. 290
5. List ways that exercise improves health. p. 294
6. Discuss importance of range of motion exercises. p. 294
7. Demonstrate how to assist with range of motion exercises. p. 295
8. Describe common assistive devices and equipment. pp. 291-292

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| 9. Discuss guidelines for the care and use of prosthetic and orthotic devices. | p. 292      |
| 10. Describe bowel and bladder retraining.                                     | pp. 292-294 |
| 11. Discuss the benefits of deep breathing exercises.                          | pp. 321-322 |
| 12. Discuss the use and function of an incentive spirometer.                   | p. 321      |

Unit 16: End of Life Care

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| 1. Define vocabulary and complete unit NAPP list requirements.   |                                    |
| 2. Discuss residents' rights in relationship to unit content.  |                                    |
| 3. Discuss the stages of grief and the grieving process.   | pp. 359-360                        |
| 4. Explain hospice care.   | p. 363                             |
| 5. Explain palliative care.  |                                    |
| 6. Discuss advanced directives, power of attorney, living will, physician order for life sustaining treatment (POLST), and do not resuscitate (DNR). | p. 24, p. 363, p. 363, pp. 362-363 |
| 7. Discuss feelings, attitudes, and cultural differences about death.  | pp. 359-360                        |
| 8. Discuss how to care for a dying resident.   | pp. 361-362                        |
| 9. Discuss positioning for comfort.  |                                    |
| 10. Discuss how to treat the dying resident and their family with dignity and to honor their rights/wishes.  | p. 361, 362                        |
| 11. Describe common signs of approaching death.  | p. 365                             |
| 12. Describe changes that may occur in the body after death.   | p. 365                             |
| 13. Describe postmortem care.  |                                    |