

Frequently Asked Questions

UNAR stands for the Utah Nursing Assistant Registry, the agency in charge of the registry for the entire state.

What is a CNA?

A CNA or *certified nursing assistant* is someone who has successfully completed a nursing assistant training and competency evaluation program (**NATCEP**), has passed the state written and skills exam and is placed on the Utah nursing assistant registry. CNA's work under the direction of a licensed nurse assisting patients with activities of daily living and performing basic nursing skills.

What are the job possibilities?

CNA's are in very high demand and work in many settings such as nursing homes, assisted living facilities, hospitals, home care companies and others.

What if English is my second language?

The written and skills exams are in English. Testers are allowed to use their own translation dictionary for the written exam if they have provided it to testing center staff in advance for inspection. Staff will verify that it is a translation-only dictionary and that no other notes are in the dictionary. Many, if not all, testing sites also give the tester the ability to toggle individual words back and forth from English to Spanish. Testers are encouraged to check with testing site to assure that this feature is available.

Training in Utah

In Utah, CNA training programs are referred to as a NATCEP or NATCE which stands for *Nursing Assistant Training and Competency Evaluation Program*.

Where do I find a CNA training program?

Training programs are offered throughout the state at community colleges, nursing homes and private training schools. A complete list of UNAR approved nursing assistant training programs is available on this website under the title "*approved CNA training programs*."

How much does training cost?

Each training program sets their own cost. Contact programs that you are interested in on the list of "*approved CNA training programs*" for more information. Testing fee information is also available on this website.

Who pays for testing and training?

The student is responsible for payment of all training and testing fees unless they are employed by or have received an offer of employment from the facility that is providing the training program. If so, you cannot be charged for any portion of the program. This includes textbook or other required course materials.

If you receive an offer of employment from a Medicare or Medicaid certified nursing facility during your training or within 12 months of completing a training program the facility is required to reimburse you for costs incurred in completing the program on a pro-rated basis.

How do I get reimbursed by my facility?

Request reimbursement from your employer. Some, but not all facilities, are required to provide reimbursement for training and testing. Those that are required are facilities that are Medicare and/or Medicaid certified by the Health Facility Licensing & Certification division of the Utah Department of Health. To be eligible for reimbursement you must have completed your certification within the past 12 months. You must also be employed for at least 3 months by the facility and have worked a minimum average of 20 hours per week at the facility. The reimbursement may be pro-rated based on your length of employment. CNA's are in such high demand that even facilities that are not required to provide reimbursement are often willing to do so. Check with your employer.

What if they refuse to reimburse me?

Contact UNAR directly and we will find out more about your situation.

Testing for your Certificate

Where do I test to become certified?

After completing a training program and receiving your testing vouchers from UNAR, testing is available to you at 13 testing sites throughout the state in Blanding, Cedar City, Kaysville, Lehi, Logan, Moab, Ogden, Price, Richfield, Roosevelt, Salt Lake City, St. George and Tooele. Testing site contact information is provided when you receive your testing vouchers.

What are the fees for taking the exam?

The testing fees are paid prior to receiving the vouchers required to take the exams. **You will not be allowed to test without your vouchers.** A fee is required each time you test.

The written test is \$35 and the manual/skills test is \$40.

Check the current application for the current fees as they are subject to change. Retests are the same price.

How do I get a voucher?

Students who have satisfactorily completed a UNAR-approved training program are given an application to test upon completion of the program. The application is turned into UNAR by the student along with the testing fees to receive your voucher to test. You cannot schedule your appointment to test until you have received your vouchers.

When do I have to test?

You are strongly encouraged to complete your testing within 60 days of completion of your training program. Success rates decline sharply for applicants who postpone testing. You do have up to 1 full year from your training completion date to test. If more than 1 year has passed since your training completion you will not be eligible to test.

Can I challenge the exam?

Yes, if you are a nursing student who has completed the first semester of nursing school within the past 2 years. An official sealed transcript of a 'nursing fundamentals' class must accompany the waiver request. You are given up to 3 attempts to pass both the written and skills portions of the exam. If you fail either the skills or written portion of the examination three times, you may not test again without completing a UNAR approved NATCE program.

Yes, if you are an expired licensed nurse and can show proof of previous licensure in any state in good standing with your professional board. You will have 1 attempt to pass both the skills and written portion of the examination, if you fail either portion you may not test again without completing a UNAR approved NATCE program.

Yes, if you are a previously certified Utah CNA who is less than 12 months expired and in good standing with UNAR. You will have 1 attempt to pass both the skills and written portion of the examination. If you fail, you may not test again without completing a UNAR approved NATCE program.

No, not if you are an out of state expired CNA. If your state allows you to re-certify in that state you can then transfer your active certificate to Utah by completing the reciprocity requirements.

What does the written exam cover?

The exam covers the areas of safety and emergencies, infection control, personal care, mental health, resident rights, communication, basic nursing skills, disease processes, restorative care, roles and responsibilities.

What do I need to know about testing?

You are encouraged to review the current state CNA Candidate Handbook for all the details about testing.

What do I do if I fail the test?

Certification testing has 2 parts; skills and written. If you pass one but not the other you will only be required to repeat the test you failed. UNAR will send your testing results to your address of record along with a retest

application. Fill out the retest application and return it to UNAR along with the appropriate testing fee. You must wait to receive your retest voucher before you schedule a retest at a testing site of your choice. The retest application is also available on this website.

Review your results to see where your weaknesses lie. Review all of the information that you learned in your class paying extra attention to your areas of weakness. You are also encouraged to review the information in the state of Utah CNA Candidate Handbook, 6th Ed. available on this website.

You are given 3 chances to pass both the written and skills portions of the test. You will not be allowed to test again until you have completed another UNAR approved training program.

What should I know about test security?

We have a zero tolerance cheating policy. Cheating will result in dismissal from the current test and/or denial of any further testing or certification.

Can I have my cell phone during testing?

Absolutely not. Having your cell phone out is considered cheating and you will be denied certification.

Renewing your Certificate

How do I know when my certificate expires?

Go to utahCNA.com and follow the link to the CNA registry. Change the search field from abuse to either SSN or name and search for your information. The expiration date is also listed on your wallet card if you certified or renewed your certification in or after January 2017.

When can I expect my renewal form to be mailed to me?

UNAR mails out the renewal forms 45 days before your expiration date to the last address we have in the registry. This is done as a courtesy only. If you do not receive a renewal notice it is your responsibility to contact the UNAR and get a copy of your renewal. Renewal notices are not available online.

What if I didn't get a renewal form in the mail?

Contact UNAR and request one. Renewal forms cannot be printed off of the registry website or on the Utah CNA website. You must contact the UNAR office for a copy of your renewal notice.

What is required to renew my CNA certificate?

You must complete the renewal form from our office and have it signed by a licensed nurse verifying that you have performed paid work under the direction of a licensed nurse for a minimum of 200 hours.

Do volunteer hours count towards my certificate?

No, volunteer hours do not count toward the 200 hour minimum.

Do out of state hours count toward my certificate?

Yes, we accept paid hours worked in other states that are verified by a licensed nurse.

Who can sign off my 200 hours?

Licensed nurses in good standing with the division of occupational and professional licensing only. No other signature is acceptable including doctors, human resource personnel, or any non-licensed nurse supervisor.

How can I send in my renewal form?

You may mail in your form or drop it off at the UNAR offices with one of our employees. You cannot e-mail or fax in these forms as you (the candidate) must have their original signature on this form.

How soon can I expect to hear back about my renewal form?

You should receive your updated certificate within 20 days. Contact the UNAR office if more than 20 days have passed to assure that we have received your completed renewal form.

How can I check the status of my renewal?

You may start checking the registry (utahcna.com and follow the link to the CNA registry) anywhere from 7-10 business days after you have mailed in your renewal notice. Do not contact UNAR unless more than 20 days have passed since mailing your form to UNAR.

Does my certificate expire?

Yes. Certifications must be renewed every two years.

Who can recertify?

CNA's who have worked a minimum of 200 paid hours under the direction of a licensed nurse in the 2 year period prior to their expiration date. A licensed nurse must sign your renewal form verifying that you have met this requirement.

What if my renewal form is late?

You must make every effort to avoid being late. Working on an expired certificate is not allowed by the Utah Health Facility Licensing & Certification agency. Your employer can face disciplinary action by the agency for allowing you to work with an expired certificate.

If your renewal form is received by UNAR or post-marked within 6 months of the expiration date along with the required monthly late fee, your certification will be renewed. (Late fees accrue monthly.)

If it is past 6 months but less than 12 months you must complete the expired certification application form available on this website and enclose the required testing fees. You will be sent vouchers to retake the state certification exam and are given 1 opportunity to pass. If you fail either portion of the exam you may not test again without repeating a UNAR approved NATCE program.

Is my certification valid in any other state?

If you are a nursing assistant moving from Utah to another state you must contact the registry of that state to see if your CNA status can be transferred. Requirements vary from state to state. If you are a nursing assistant with a current certificate from another state and you are moving into Utah, you must have the state you are coming from fill out a verification form and send in a copy of your driver's license along with the application fee and Utah transfer application.

Missionaries

For CNA's going on a religious mission the renewal form may be sent to your parents or person with power of attorney. This individual must have the renewal notice signed and filled out by a licensed nurse who verifies that you have performed paid work for a minimum of 200 hours in nursing or nursing-related activities in the previous 24 months. The parent/guardian may sign in place of the CNA. Simply indicate under their signature their relationship to the CNA and that the CNA is on a religious mission.

What if I have a name/address change?

Contact the UNAR or submit the name/address change form available on this website.

What do I do if my employer is refusing to sign my renewal notice?

Please contact our office at (801) 547-9947 we would be happy to find out the details of the situation and offer advice.

Any employer is always welcome to contact us for information on what they can do in terms of signing off on renewals or issues they are having with an employee who is a CNA or former employee who is a CNA.

Working in Utah

Can I work in Utah with no certificate? What about an out of state certificate?

You must be certified in Utah to work as a CNA. If you are currently a CNA in another state, contact our office or complete an out of state transfer application available on this website. In order to transfer your CNA into Utah you must be both current and active in the state that you are currently certified. You cannot work as a CNA in Utah with an out of state CNA certificate.

A CNA or *certified nursing assistant* is by definition certified. If you have not become certified or have allowed your certification to lapse, you may not work as a CNA or identify yourself as a CNA. If your certificate is expired and you continue to work, your facility may face penalties from the Utah Department of Health Facility Licensing & Certification.

Expired CNA's have up to 12 months to renew their certificate. If your renewal form is received by UNAR or post-marked within 6 months of the expiration date along with the required late fee, your certification will be renewed. Late fees accrue monthly.

If it is past 6 months but less than 12 months you must complete the expired certification application form available on this website and enclose the required testing fees. You will be sent vouchers to retake the state certification exam and are given 1 opportunity to pass. Study the things you learned in your CNA class and the current edition of the CNA Candidate Handbook. The Handbook is available on this website. If you fail either portion of the exam you may not test again without repeating a UNAR approved NATCE program.

If your certification has been expired for over 12 months you must repeat a UNAR approved NATCE program and pass the written and skills state certification exam. Please see the CNA Candidate Handbook, 6th Ed. for more detail. It is available on this website.

What is the 120 day rule?

Facilities that are required by the OBRA mandate to have CNA's on staff can hire an employee who has never been certified to work as a nursing assistant for up to 120 days. If the employee does not become certified within those 120 days, they can no longer work as a nursing assistant. If they do continue to work past the 120 days, the facility may face penalties from the Utah Department of Health Facility Licensing & Certification.

If your certification has expired, this 120 day rule does not apply to you.

Reporting Abuse and Filing Complaints

What do I do if I suspect a patient is being abused?

Under Utah state law it is mandatory to report abuse or *suspected* abuse. You do not need to have solid evidence or be certain that a patient is being abused. It is better to be safe and over-report than to under-report and leave a vulnerable person at risk

If it is an emergency call 911, otherwise contact Adult Protective Services at 1-800-371-7897

You may also report anonymously at <https://daas.utah.gov/adult-protective-services/aps-form/>

What do I do if I miss a shift? Does this constitute abandonment?

If you are going to miss a shift notify your employer immediately. If you have a family, or personal emergency or other type of reasonable excuse most employers will understand and be willing to work with you. Failure to show up for a shift or leaving a shift early without notifying your employer is unprofessional and can be dangerous; and may be considered abandonment if harm comes to the resident or patient. To protect yourself against the risk of being charged with abandonment and to ensure resident/patient safety always notify your employer that you will not be coming to work or if you plan to leave early.

What is the abuse registry?

The abuse registry is included in the Utah CNA registry, and is available to the public. It lists all CNA's in the state of Utah who have had a substantiated allegation of abuse, neglect, or misappropriation of property as determined by the Department of Health.

Your name is listed permanently on the abuse registry unless the UNAR is notified of your death or overturning of your conviction. You are not allowed to work as a CNA in any state and your ability to work in any capacity in healthcare is unlikely.

What is CNA misconduct and abuse?

The information listed below specifies what constitutes CNA misconduct. Misconduct that adversely affects the health, safety or welfare of the public may result in loss of nursing assistant certification. Abuse, neglect, and misappropriation of property fall under the misconduct rule and are considered more serious matters, and if substantiated, do result in loss of certification and possible criminal charges. CNA's with a substantiated allegation of abuse, neglect, or misappropriation of property are placed on the Abuse Registry for life or until the ruling is overturned in a court of law.

(1) CNA misconduct related to client safety and integrity includes:

- (a) Leaving a nursing assistant assignment without properly notifying appropriate supervisory personnel;
- (b) Failing to report information regarding incompetent, unethical or illegal practice of any health care provider to proper authorities;

- (c) Failing to respect client rights and dignity regardless of social or economic status, personal attributes, or nature of health problems or disability; or
- (d) Failing to report actual or suspected incidents of client abuse.

(2) Engaging in sexual misconduct related to the client or to the workplace includes:

- (a) Engaging in sexual relations if the patient is receiving care from an institution or entity that employs the CNA;
- (b) Engaging in sexual relations with a client for a period when a generally recognized caregiver and patient relationship exists; or
- (c) Engaging in sexual relations for an extended period when a patient has reasonable cause to believe a professional relationship exists between the patients or anyone certified under the provisions of this rule (Rule R432-45).

(3) CNA misconduct related to administrative rules and state and federal law includes:

- (a) Knowingly aiding, abetting or assisting an individual to violate or circumvent any rule or regulation intended to guide the conduct of health care providers;
- (b) Violating the privacy rights and confidentiality of a client, unless disclosure of client information is required by law;
- (c) Discriminating against a client on the basis of age, race, religion, sex, sexual preference, national origin, or disability;
- (d) Abusing a client by intentionally causing physical harm or discomfort, or by striking a client, intimidating a client, threatening a client, or harassing a client;
- (e) Neglecting a client by allowing a client to be injured or remain in physical pain and discomfort;
- (f) Engaging in other unacceptable behavior or verbal abuse towards or in the presence of a client by using derogatory names or gestures or profane language;
- (g) Using the client relationship to exploit the client by gaining property or other items of value from the client either for personal gain or sale, beyond the compensation for services;
- (h) possessing, obtaining, attempting to obtain, furnishing or administering prescription or controlled drugs to any person, including oneself, except as directed by a health care professional authorized by law to prescribe drugs; or
- (i) Removing or attempting to remove drugs, supplies, property, or money from the workplace without authorization.

(4) CNA misconduct related to communication includes:

- (a) Inaccurate recordkeeping in client or agency records;
- (b) incomplete recordkeeping regarding client care that includes failure to document care given or other information important to the client's care or documentation which is inconsistent with the care given;
- (c) falsifying a client or agency record that includes filling in someone else's omissions, signing someone else's name, recording care not given, or fabricating data and values;
- (d) altering a client or agency record that includes changing words, letters and numbers from the original document to mislead the reader of the record, and adding to the record after the original time and date without indicating a late entry;
- (e) Destroying a client or agency record;
- (f) failing to maintain client records in a timely manner which accurately reflect management of client care, including failure to make a late entry within a reasonable time period; or
- (g) Failing to communicate information regarding the client's status to the supervising nurse or other appropriate person in a timely manner.

(5) CNA misconduct related to the client's family includes:

- (a) Failing to respect the rights of the client's family regardless of social or economic status, race, religion, or national origin;

- (b) Using the CNA-client relationship to exploit the family for the CNA's personal gain or for any other reason;
- (c) Stealing money, property, services, or supplies from the family; or
- (d) Soliciting or borrowing money, materials or property from the family.

(6) CNA misconduct related to co-workers that includes violent, abusive, threatening, harassing, or intimidating behavior towards a co-worker, which either occurs in the presence of clients or otherwise relates to the delivery of safe care to clients.

(7) CNA misconduct related to achieving and maintaining clinical competency includes:

- (a) Failing to competently perform the duties of a nursing assistant;
- (b) Performing acts beyond the authorized duties for which the individual is certified; or
- (c) Assuming duties and responsibilities of a nursing assistant without nursing assistant training or when competency has not been established or maintained.

(8) CNA misconduct related to impaired function includes:

- (a) using drugs, alcohol or mind-altering substances to an extent or in a manner dangerous or injurious to the nursing assistant or others, or to an extent that such use impairs the ability to safely conduct the duties of a nursing assistant; or
- (b) Having a physical or mental condition that makes the nursing assistant unable to safely perform the duties of a nursing assistant.

(9) CNA misconduct related to certificate violations includes:

- (a) Providing, selling, applying for, or attempting to procure a certificate by willful fraud or misrepresentation;
- (b) Functioning as a medication assistant without current certification as a medication assistant;
- (c) Altering a certificate of completion of training or nursing assistant certification;
- (d) Disclosing contents of the competency examination or soliciting, accepting or compiling information regarding the contents of the examination before, during or after its administration;
- (e) Allowing another person to use one's nursing assistant certificate for any purpose;
- (f) Using another's nursing assistant certificate for any purpose; or
- (g) Representing oneself as a CNA without current, valid CNA certification.

What do I do if I have a complaint against a training program, testing site, or the UNAR?

If you have attempted to resolve the complaint to your fullest ability with the training program, testing site, or UNAR unsuccessfully, fill out the complaint form located on www.utahcna.com . Upon receipt of the complaint UNAR will determine what, if anything, can be done to resolve the issue.

Please note that under no circumstances will your testing, results, renewal or certification be impacted if you file a complaint.