

## 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 knowledge 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 knowledge and skills exams are in English. Testers are allowed to use their own translation dictionary for the knowledge 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.

# 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?

There are 13 different testing sites across the state. Once you have paid for your testing you will be able to schedule through your TMU portal. This scheduling feature will show you all available dates and times that the testing sites have currently listed. These dates change frequently and we suggest you check the schedule often. There is also a testing site information document that can be found on the home page of <https://ut.tmuniverse.com> and in the scheduling section of your knowledge exam. Please check these for additional testing site information and a list of all cities that testing is given in.

## What are the fees for taking the exam?

The testing fees are paid prior to being able to schedule. All payments and scheduling are done through your TMU Portal. The only person who can place you into this system and give you a username and login is your instructor. You will be placed into the system no later than 5 days after course completion by your instructor.

The knowledge exam is \$35 and the skills exam is \$40.

These fees must be paid at the same time for first time testing.

Re-testers will only need to pay for the sections they have missed.

Check your portal, [www.utahcna.com](http://www.utahcna.com) and our Facebook page frequently as testing prices are subject to change.

## How do I get a voucher?

**Vouchers have been removed from testing and are no longer given out.** If you have a voucher and are still within your year testing period please go to <https://ut.tmuniverse.com> and select "I forgot my password." From there, enter the email address you put on your application and a link to reset your password will be emailed to you. You can then log in with your email address and new password. If you have trouble with this process, please email us at [unar@davistech.edu](mailto:unar@davistech.edu) for additional assistance.

## 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 showing completion of a 'nursing fundamentals' class must accompany the waiver request. You are given up to 3 attempts to pass both the knowledge and skills portions of the exam. If you fail either the skills or knowledge 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 knowledge 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 knowledge 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 knowledge 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 knowledge. If you pass one but not the other you will only be required to repeat the test you failed. A detailed report of your results can be found in your TMU testing portal. If you need to re-take a portion of your exam you will pay for and schedule it in your student portal. Once your results have been released and showing as "passed" or "failed" in your student portal it will give you the option to "Pay Now." Once you have paid for your re-test you will be able to schedule.

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, 6<sup>th</sup> Ed. available on this website.

You are given 3 chances to pass both the knowledge and skills portions of the test. You will not be allowed to test again until you have completed another UNAR approved training program. If you are testing on an expired certification you will have ONE attempt at the knowledge and skills exams. No re-takes will be given for expired testers.

## 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. Please read and sign off on the testing centers cheating policy sheet, this is provided to you prior to your starting of the exam.

## 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?

Log into your TMU portal using your username and password. Once there you will see your current certification status, certificate number, and renewal history. Your certification is valid for 2 years. You will receive a renewal notice to the address we have on file. Please keep your address current by logging into your portal and checking that it is correct.

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

You will receive a renewal form a minimum of 40 days before you expire. All certifications expire at the end of the month of issue. If you do not receive a renewal form it is your responsibility to contact UNAR to request a second copy. You cannot print out renewal notices online they must be requested and issued to you. You can email your request to [unar@davistech.edu](mailto:unar@davistech.edu). Please include your full name, date of birth and any changes in your address with the request.

## What is required to renew my CNA certificate?

You must complete a minimum of 200 paid hours of nursing assistant related work. Your renewal notice must be signed by a licensed nurse and returned to our office before expiration. Your 200 paid hours must be completed under the direction of a licensed nurse.

## 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. Check your certification status frequently to ensure that you do not expire.

## How can I check the status of my renewal?

Log into your TMU portal, this will show your certification status and your certification history. You can also check the public state registry at <https://ut.tmuniverse.com>.

## 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. You will then be given login information to pay for your testing exams and the schedule your exams. You will have ONE attempt to pass the knowledge and skills exams. Failure to pass both exams on your first attempt will mean re-training and completing 100 hours at an approved NATCEP program and re-taking the knowledge and skills exams.

## 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 complete the reciprocity application found at [www.utahcna.com](http://www.utahcna.com) and either mail or email that application in with the required supporting documentation. Please read and follow the instructions on your application carefully.

## 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. Renewal notices will still be sent out a minimum of 40 days before expiration. UNAR will not accept renewal notices 3 months before expiration.

## What if I have a name/address change?

Log into your TMU portal to update your address. If you have a change in name please mail or email the "Name Change, Address Change and Duplicate Certification" application to us with one of the required documents.

## 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 a reciprocity 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. You will then be emailed login information to take your knowledge and skills exams. You will have ONE attempt to pass both of these exams. 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 knowledge and skills state certification exam. Please see the CNA Candidate Handbook, 6<sup>th</sup> 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 or if you have ever held a Utah CNA certificate, 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](http://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. Even if that complaint is against the UNAR.**

